

# ORIGINAL

## AGREEMENT #529-S1311 AMENDMENT 1

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This Amendment 1 to that Agreement #529-S1311, is made and entered into by and between Tyler Technologies, Inc. with offices at 1 Tyler Drive, Yarmouth, Maine 04096 ("Tyler") and El Dorado County, a political subdivision of the State of California with offices at 360 Fair Lane, Placerville, California 95667 ("Client").

WHEREAS, Tyler and the Client entered into Agreement #529-S1311 dated March 26, 2013 ("Agreement") for Tyler to license software products and provide implementation services for an enterprise resource planning system; and

WHEREAS, Tyler and Client desire to amend the Agreement;

NOW THEREFORE, in consideration of the mutual promises hereinafter contained, Tyler and the Client agree as follows:

***A. Section A-Software License Agreement, subsection 5 Limited Warranty, is amended in its entirety to read as follows:***

5. Limited Warranty. For the purposes of this Agreement, a "Defect" is defined as a failure of the Tyler Software Products to substantially conform to the then-current Tyler User Guides, the functional descriptions of the Tyler Software Products contained in Tyler's written proposal to Client and the functional descriptions contained in Exhibit 12 hereto,. In the event of conflict between the afore-mentioned documents, the then-current Tyler User Guides will control. A Tyler Software Product is "Defective" if it contains a Defect. For as long as a current Maintenance Agreement is in place, Tyler warrants that the Tyler Software Products will not contain Defects. If the Tyler Software Products do not perform as warranted, Tyler will use reasonable efforts, consistent with industry standards, to cure the Defect in accordance with Tyler's then-current support call process (Tyler's current support call process is set forth in the document attached hereto as Exhibit 3). Should Tyler be unable to cure the Defect or provide a replacement product, Client will be entitled to a refund of the Software fee paid for the Defective Tyler Software Product, as depreciated on a straight-line basis over a seven (7) year period commencing on the Effective Date, which will be Client's sole remedy should Tyler be unable to cure the Defect or provide a replacement product.

***B. Section B-Professional Services Agreement, subsection 1 Services, is amended to add a new second paragraph to read as follows:***

1. Services.

Tyler shall provide the (i) implementation services itemized in the Investment Summary and described in the Statement of Work (SOW), attached hereto as Exhibit 10 and incorporated herein by reference; and (ii) the program modifications/interfaces services described in the Modifications and Interfaces Summary, attached hereto as Exhibit 11 and incorporated herein by reference, in accordance with the SOW.

**C. Section B-Professional Services Agreement, subsection 2 Professional Services Fees, is amended to add new subparagraph (f) to read as follows:**

2. Professional Services Fees.

f. Client agrees to pay Tyler the professional services fees not to exceed amounts as set forth in the Investment Summary (Exhibit 1), the Modifications and Interfaces Summary (Exhibit 11), and the Modifications and Interfaces Cost Summary attached hereto as Exhibit 12 and incorporated herein by reference. Notwithstanding any provisions to the contrary in this Agreement, professional services including, but not limited to, Training Days, Consulting Days, and Conversions, will be invoiced upon Client sign-off and acceptance of the applicable deliverables and milestones in accordance with the Project Plan and/or Statement of Work. The amounts are payable in accordance with the provisions of Section E(30) Payment Term. Tyler will perform a reconciliation of Tyler's daily-based professional services actually delivered through Phase Closure of the final project phase, as defined in the Statement of Work.

**D. Section B-Professional Services Agreement, subsection 6 Services Warranty, is amended in its entirety to read as follows:**

6. Services Warranty. Each of the project team members assigned to the project shall be appropriately qualified, trained, skilled, knowledgeable, and experienced for the respective position and duties to which assigned, and shall be available to devote sufficient time to perform the service itemized in the Statement of Work, and according to the standards and processes set forth therein. In the event Tyler provides services that do not conform to this warranty, Tyler will re-perform such services at no additional cost to Client.

**E. Section B-Professional Services Agreement, is amended to add new subsections (8)-(10) to read as follows:**

8. Key Personnel and Assigned Staff.

8.1 Client will have the right to interview and review resumes for Key Personnel identified in the Statement of Work that are assigned to Client's project prior to each resource beginning work on Client's project. Client will submit any requests to interview Key Personnel in enough advance so as not to impact the performance of services by such Key Personnel.



8.2 Provided Client has a reasonable basis for doing so, including unsatisfactory performance, lack of experience, and/or conflict with Client's staff, Client will have the right to require that Tyler dismiss and replace Key Personnel from the project. Replacements must have sufficient skill, training and experience to fill a Key Personnel position. Tyler will use reasonable efforts to replace, within three (3) weeks from receipt of written notice from Client, any Key Personnel that Client find reasonably unacceptable due to performance issues.

8.3 Other than for reasons outside of our control, Tyler will not remove or transfer a person filling a Key Personnel role without Client's prior written approval, not to be unreasonably withheld. Any subsequent replacement will meet the same standards set forth in Section B(8.2), including but not limited to the timeframe for providing a replacement.

8.4 In the event that Key Personnel assigned to the project are dismissed or replaced under Section B(8.2) or B(8.3), Client will have reasonable participation in the selection of replacement Key Personnel, including the ability to interview potential replacements.

8.5 If Key Personnel are replaced under Section B(8.2) or B(8.3), the new Key Personnel shall, at no cost to Client, devote sufficient time to becoming familiar with the project prior to performing services. That time shall include knowledge transfer from the outgoing Key Personnel and other project-specific ramp-up, as necessary. Services provided by replacement Key Personnel shall become billable to Client when they have achieved the proper foundation in the project so as to formally assume their new project role. If, after the replacement Key Personnel begins to perform those services, Client makes a reasonable determination that such Key Personnel is still not sufficiently familiar with the project, Tyler will work with Client to identify the gaps in familiarity Client has identified, and devote such additional non-billable time as is necessary to address those gaps with the replacement Key Personnel.

8.6 At Client's advance written request, Tyler will provide resumes at least three (3) weeks before any resource assigned to provide onsite services for Client's project begins that work.

8.7 Client agrees that staffing assignments, for Key Personnel and other assigned staff, are within our reasonable discretion, and that Client will not unreasonably protest those assignments.

9. Acceptance of Milestones and Deliverables. Client will review, approve and provide written sign-off for all Deliverables and Milestones, as defined in the SOW, in the following way:

9.1 Tyler will submit each deliverable or milestone to Client for review. Upon completion of project Milestones, Tyler will notify Client that the Milestone has been completed and will present an acceptance form.

9.2 Client will identify in writing any required changes, deficiencies, and/or additions necessary, based on the Deliverable Acceptance Criteria or requirements in the SOW within the timeframe for the associated Deliverable or Milestone review period as agreed in the Project Plan, which in all events shall be no less than ten (10) business days, measured from Client's receipt of each draft Deliverable or Milestone acceptance form, or within such timeframe as the parties otherwise agree to.

9.3 Tyler will revise each Deliverable or re-perform services required for each Milestone based on feedback from Client, and submit a revised version of the Deliverable for review and sign-off from Client. Client will then review the Deliverable and provide any additional comments on any required changes, deficiencies, and/or additions necessary, within the timeframe as agreed in the Project Plan, which in all events shall be no less than ten (10) business days, measured from Client's receipt of the Deliverable or Milestone acceptance form, or within such timeframe as the parties otherwise agree to. This process will be repeated until Client grants acceptance of the Deliverable or Milestone.

9.4 Upon acceptance of the Deliverable or Milestone, Client's Project Manager will sign an acceptance form and shall return it to Tyler. At the end of the review period established above, Tyler will notify Client if Tyler has not received from Client any signed acceptance or notification of required changes, deficiencies, and/or additions to a Deliverable or Milestone. If Client does not accept or reject the Deliverable or Milestone within three (3) business days of that notification, or request an extended review period to which Tyler agrees, then Tyler will notify the County's project manager, David Russell, at David.Russell@edcgov.us. Upon written notice to Tyler, Client may designate a different person to be the recipient of such notice. Tyler is not responsible for any failure to respond if Tyler has submitted the notice required under this Section to the most current email address Client has provided. Client will have ten (10) business days to accept or reject the Deliverable or Milestone. In the event this review period expires without any action by the Client to either accept or reject the Deliverable or Milestone, the Deliverable or Milestone shall be considered accepted.

## 10. Acceptance Testing

10.1 Conditional Acceptance of Tyler Software: Upon Tyler's notification to Client that one or more components of the Tyler Software, conversions, interfaces and modifications and other software deliverables defined in the Statement of Work ("Software Components") are ready for testing, Client will begin testing such Software Components in a non-production environment. Client will conduct those tests using the procedures and standards mutually agreed to in the User Acceptance Test Plan, or such other standards as are mutually agreed upon in writing



("Acceptance Test Procedures"). Client will conduct the tests to determine whether each Software Component satisfies the Acceptance Test Procedures ("Pre-Live Testing"). Client will have forty-five (45) days to conduct Pre-Live Testing unless otherwise agreed to by the parties per the Project Plan, beginning on the date Tyler notifies Client that the Software Component(s) is/are ready for testing. After that 45-day window has passed, Client will notify Tyler in writing if the Software Component(s) achieved "Conditional Acceptance." If Client determined that one or more Software Components cannot achieve Conditional Acceptance for failure to satisfy the Acceptance Test Procedures, Client will deliver to Tyler a description of the failures according to reporting procedures agreed to by both parties. Tyler will correct the failures in a timeframe mutually agreed to by the parties, with Client's consent not to be unreasonably withheld, and Client may repeat the Acceptance Test Procedures on the Software Component(s), repeating the process described above. This procedure shall continue until Conditional Acceptance of all Software Components. In the event Tyler disagrees with Client's determination that a Software Component cannot achieve Conditional Acceptance, Tyler will note the dispute on the Issues Log and escalate the dispute accordingly, as set forth in the Statement of Work.

10.2 Final Acceptance of the Tyler Software. Once Conditional Acceptance of each of the Software Components has occurred, and the Tyler Software has been placed in a live production environment, Client will operate the Tyler Software for a period of ninety (90) consecutive calendar days ("Live Testing"). In the event those 90 days pass without a reported, unresolved Priority Level 1 Defect, Client will issue "Final Acceptance." Final Acceptance shall be for each of the Software Components and for the System as a whole. System means the full suite of Tyler Software itemized in the Investment Summary and described in the Statement of Work. If a Priority Level 1 Defect issue is resolved within the last fifteen (15) days of the 90-day period, Client will have an additional fifteen (15) days of Live Testing. Priority Level 1 Defects and their resolution procedures are defined in the Support Call Process. If Client is unable to issue Final Acceptance within a commercially reasonable timeframe after Live Testing because of an unresolved Priority Level 1 Defect, Client will have the option, upon written notice to Tyler, to (i) pursue termination under Section E(14); (ii) accept the Tyler Software at its then-current level of performance; (iii) permit the Live Testing to be further extended for such period as mutually agreed to by the parties; (iv) accept the Software Components that achieved Final Acceptance and require Tyler to resolve the Defect(s) in the remaining Software Component(s), at no additional cost to Client; or (v) pursue such other remedies as may be available to Client at law or in equity. Final Acceptance of the Tyler Software will not release Tyler from complying with the other provisions of this Agreement including the warranties described in this Agreement and Tyler's obligation to correct any remaining Defects.

***F. Section D-Third Party Product Agreement, subsection 2 License of System Software is amended to add a new subparagraph (g) to read as follows:***

g. Client's license rights to the Third Party Products will be governed by the Third Party End User License Agreement(s) provided in Exhibit 5.

**G. Section E-General Terms and Conditions, subsection (2)(a) Invoice Dispute, the first sentence is amended to read as follows:**

2. Invoice Dispute.

a. In the event Client believes any delivered product or service does not conform to the requirements and warranties in this Agreement, inclusive of the specifications and requirements contained in Exhibit 10-12, Client will provide written notice to Tyler within fifteen (15) calendar days of receipt of the applicable invoice.

**H. Section E-General Terms and Conditions, subsections (30)(a), 30(j), and 30(n)-30(q) Payment Terms, are amended in their entirety to read as follows:**

30. Payment Terms

a. The total amount of this Agreement as amended, including estimated travel expenses but not including maintenance services, shall not exceed \$3,405,077. The not to exceed amount includes the amounts set forth in the Investment Summary (Exhibit 1) and in the Modification and Interfaces Cost Summary (Exhibit 12). The not to exceed amount is subject to modification in conjunction with Section B(5) ("Cancellation") and any authorized scope changes.

j. Tyler shall invoice Client the Part Time Project Manager monthly fee of \$11,750 (Thirteen (13) month total of \$152,750) on a monthly basis, in arrears, for the thirteen (13) month period commencing upon Project Kick-off. Effective upon execution of this amendment, Tyler shall invoice Client the Part Time Project Manager monthly fee of \$12,000 (up to 18 months for a total of \$216,000) as set forth in the Modification and Interfaces Cost Summary (Exhibit 12) for services provided in accordance with the Project Plan and/or Statement of Work.

n. The fee for Tyler Forms Configuration will be invoiced upon Client authorization and sign-off on installation of the Tyler Forms Server in accordance with the Project Plan and/or Statement of Work.

o. The fees for Tyler Form Libraries will be invoiced upon Client authorization and sign-off to load the respective forms library into the Live environment in accordance with the Project Plan and/or Statement of Work.

p. Fees for individual conversions will be invoiced upon Client authorization and sign-off to load such conversion data into the Live environment in accordance with the Project Plan and/or Statement of Work.



q. Fees for the 292 Training Days and the 78 Consulting Days in the Investment Summary shall be invoiced upon mutually agreed milestones, deliverables, and/or control points in accordance with the Project Plan and Statement of Work.

***I. Section E-General Terms and Conditions, subsection 36 Contract Documents, is amended in its entirety to read as follows:***

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

Exhibit 1 - Investment Summary  
Exhibit 2 – Verification Test  
Exhibit 3 – Support Call Process  
Exhibit 4 – Business Travel Policy  
Exhibit 5 – Adobe End User License Agreement  
Exhibit 5-1 – BMI End User License Agreement - CollectIT  
Exhibit 5-2 – BMI End User License Agreement - AssetTrack  
Exhibit 6 – Tyler Business Process Consulting Deliverables  
Exhibit 7 – Tyler Business Process Consulting – Change Management Deliverables  
Exhibit 8 – Tyler’s Proposal dated May 22, 2012 (“Proposal”) submitted in response to Client’s RFP  
Exhibit 9 – Client’s Request for Proposal #12-918-049 (“RFP”)  
Exhibit 10 – Statement of Work  
Exhibit 11 – Modifications and Interfaces  
Exhibit 12 – Modifications and Interfaces Cost Summary


In the event of conflict between parts of this Agreement, the conflict shall be resolved by adhering to the following order of precedence:

Sections A-E and Exhibits 1-7, 10-12  
Exhibit 8  
Exhibit 9


J. Client shall remit all outstanding and non-disputed invoice(s) for license fees for Tyler Software upon execution of this Amendment.

K. Except as herein amended, all other parts and sections of that Agreement #529-S1311 shall remain unchanged and in full force and effect.

**Requesting Contract Administrator Concurrence:**

By:  Dated: 7/12/16  
Name **VERN PIERSON**  
Title **CHIEF TECHNOLOGY OFFICER**  
Department **INFORMATION TECHNOLOGIES**

**Requesting Department Head Concurrence:**

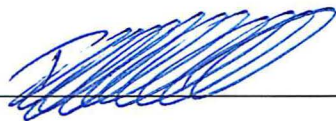
By:  Dated: 7/12/16  
Name **VERN PIERSON**  
Title **CHIEF TECHNOLOGY OFFICER**  
Department **INFORMATION TECHNOLOGIES**




IN WITNESS WHEREOF, the parties hereto have executed this Amendment I to that Agreement for Services #529-S1311 on the dates indicated below.

-- COUNTY OF EL DORADO --

Dated: 6/7/16

By:   
Chair  
Board of Supervisors  
"County"

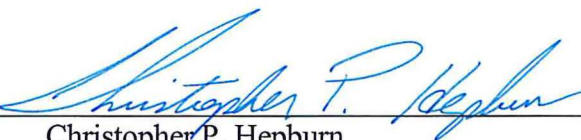
ATTEST:  
James S. Mitrisin  
Clerk of the Board of Supervisors

By:   
Deputy Clerk


Dated: 6/7/16

-- CONSULTANT --

Tyler Technologies, Inc.

By:   
Christopher P. Hepburn  
President, ERP and School Division  
"Consultant"

Dated: July 5, 2016

By:   
Abigail Diaz  
Vice President & Associate General Counsel

Dated: July 6, 2016

## End-User License Agreement (EULA) for Collect-IT Desktop Computer

**IMPORTANT-READ CAREFULLY:** This End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and the Manufacturer (BMI Systems Group) of the application software for the desktop version of "Collect-IT."

### Software Product License

The "Collect-IT Software Product" is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The "Collect-IT Software Product" is licensed, not sold.

**1. GRANT OF LICENSE.** This EULA grants you the following rights:

\* **Software.** You may install and use one copy of the "Collect-IT Software Product" on (1) computer per license.

### DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS

\***Limitations of Reverse Engineering, Decompilation and Disassembly.** You may not reverse engineer, decompile, or disassemble the "Collect-IT Software Product", except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.

\***Separation of components.** The "Collect-IT Software Product" is licensed as a single product. Its component parts may not be separated for use on more than one computer.

\***Single Computer.** "Collect-IT Software Product" is licensed with Computer as a single product.

\***Software Transfer.** You may permanently transfer all of your rights under this EULA only as part of a transfer to a new computer provided you retain the original copies, you transfer all of the "Collect-IT Software Product" (including all component parts, the media and printed materials, any upgrades, this EULA and, if applicable, the Certificate(s) or Authenticity), and the recipient agrees to the terms of this EULA. If the "Collect-IT Software Product" is an upgrade, any transfer must include all prior versions of the "Collect-IT Software Product"

\***Termination.** Without prejudice to any other rights BMI System Group may terminate this EULA if you fail to comply with the terms and conditions of this EULA. In such event, you must destroy all copies of the "Collect-IT Software Product" and all of its component parts.

**3. COPYRIGHT.** All title and copyrights in and to the "Collect-IT Software Product" (including but not limited to any images, photographs, animations, video, audio, music, text, and "apples" incorporated into the "Collect-IT Software Product" the accompanying printed materials, and any copies of the "Collect-IT Software Product", are owned by BMI Systems Group or its suppliers. You may not copy the printed materials accompanying the "Collect-IT Software Product". All rights not specifically granted under this EULA are reserved by BMI Systems Group.

**4. PRODUCT SUPPORT.** Product Support for the "Collect-IT Software Product" is provided by BMI Systems Group or its subsidiaries. For product support, please refer to BMI's support number provided in the documentation for the software. Should you have any questions concerning this EULA, or if you desire to contact BMI Systems Group for any other reason, please refer to the address provided in the documentation for the "Collect-IT Software Product".

**5. U.S.GOVERNMENT RESTRICTED RIGHTS.** The "Collect-IT Software Product" and documentation are provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7013 or sub-paragraphs (c)(1) and (2) of the Commercial Computer Software-Restricted Rights at 48 CFR 52.227-19, as applicable. Manufacturer is BMI Systems Group, P.O. Box 6280, Chandler, z. 85246-6280





## **End-User License Agreement (EULA) for AssetTrak ARS Desktop Computer**

**IMPORTANT-READ CAREFULLY:** This End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and the Manufacturer (BMI Systems Group) of the application software for the desktop version of "AssetTrak ARS."

### **Software Product License**

The "AssetTrak ARS Software Product" is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The "AssetTrak ARS Software Product" is licensed, not sold.

1. **GRANT OF LICENSE.** This EULA grants you the following rights:

\* **Software.** You may install and use one copy of the "AssetTrak ARS Software Product" on (1) computer per license.

### **DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS**

\* **Limitations of Reverse Engineering, Decompilation and Disassembly.** You may not reverse engineer, decompile, or disassemble the "AssetTrak ARS Software Product", except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.

\* **Separation of Components.** The "AssetTrak ARS Software Product" is licensed as a single product. Its component parts may not be separated for use on more than one computer.

\* **Single Computer.** "AssetTrak ARS Software Product" is licensed with a Computer as a single product.

\* **Software Transfer.** You may permanently transfer all of your rights under this EULA only as part of a transfer to a new computer if you transfer all of the "AssetTrak ARS Software Product" (including all component parts, the media and printed materials if applicable, the Certificate(s) or Authenticity), and the recipient agrees to the terms of this EULA. A second copy for backup only is permitted. Only (1) copy can be used at a time.

\* **Termination.** Without prejudice to any other rights BMI System Group may terminate this EULA if you fail to comply with the terms and conditions of this EULA. In such event, you must destroy all copies of the "AssetTrak ARS Software Product" and all of its component parts.

3. **COPYRIGHT.** All title and copyrights in and to the "AssetTrak ARS Software Product" (including but not limited to any images, photographs, animations, video, audio, music, text, and "apples" incorporated into the "AssetTrak ARS Software Product" the accompanying printed materials, and any copies of the "AssetTrak ARS Software Product", are owned by BMI Systems Group or its suppliers. You may not copy the printed materials accompanying the "AssetTrak ARS Software Product". All rights not specifically granted under this EULA are reserved by BMI Systems Group.

4. **PRODUCT SUPPORT.** Product Support for the "AssetTrak ARS Software Product" is provided by BMI Systems Group or its subsidiaries. For product support, please refer to BMI's support number provided in the documentation for the software. Should you have any questions concerning this EULA, or if you desire to contact BMI Systems Group for any other reason, please refer to the address provided in the documentation for the "AssetTrak ARS Software Product".

5. **U.S. GOVERNMENT RESTRICTED RIGHTS.** The "AssetTrak ARS Software Product" and documentation are provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7013 or sub-paragraphs (c)(1) and (2) of the Commercial Computer Software-Restricted Rights at 48 CFR 52.227-19, as applicable. Manufacturer is BMI Systems Group, P.O. Box 6280, Chandler, AZ. 85246-6280

# Tyler Technologies – El Dorado County, CA

## Statement of Work

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## Section A: Executive Summary

### A.1 Project Scope

The project scope is comprised of the following modules, data conversions, interfaces, reports, workflows, and deliverables defined in this section plus any related professional services described throughout this 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 shall also be included within the scope.

#### A.1.1 Project Phasing and Module Scope

Implementation for the following functional areas and each of the modules related to the functional areas has been divided into the following major phases.

Phase	Functional Areas	Modules	Target Start Date	Target Go-Live Date
1a	Phase modification review	<ul style="list-style-type: none"><li>• Approve final modification list</li><li>• Initiate modification specification development and review process</li></ul>	May 2016	N/A
1b	Financials	<ul style="list-style-type: none"><li>• Accounting/GL/BG/AP</li><li>• Accounts Receivable</li><li>• BMI Asset Track Interface</li><li>• BMI CollectIT Interface</li><li>• Bid Management</li><li>• Business and Vendor Self Service (client hosted)</li><li>• Contract Management</li><li>• Employee Expense Reimbursement</li><li>• Fixed Assets</li><li>• GASB 34 Report Writer</li><li>• General Billing</li><li>• Inventory</li><li>• Munis Office</li><li>• Project &amp; Grant Accounting</li><li>• Purchase Orders</li><li>• Requisitions</li><li>• Role Tailored Dashboard</li><li>• System Admin &amp; Security</li><li>• TCM Advanced OCR</li><li>• TCM SE</li><li>• TCM Web License</li><li>• Treasury Management</li><li>• Tyler Reporting Services</li></ul>	June 2016 or as otherwise mutually agreed to in the project plan	October 2017 or as otherwise mutually agreed to in the project plan



Phase	Functional Areas	Modules	Target Start Date	Target Go-Live Date
		<ul style="list-style-type: none"> <li>Workflow Finance</li> <li>Tyler Cashiering</li> </ul>		
2a	Phase modification review	<ul style="list-style-type: none"> <li>Approve final modification list</li> <li>Initiate modification specification development and review process</li> </ul>	May 2016	N/A
2b	Human Resources / Payroll	<ul style="list-style-type: none"> <li>HR Management</li> <li>Payroll w/ESS</li> <li>Professional Development</li> <li>Risk Management</li> <li>Workflow HR</li> </ul>	October 2016 or as otherwise mutually agreed to in the project plan	Jan 2018 or as otherwise mutually agreed to in the project plan
3a	Phase modification review	<ul style="list-style-type: none"> <li>Approve final modification list</li> <li>Initiate modification specification development and review process</li> </ul>	June 2016	N/A
3b	Work Orders/ Asset Management	<ul style="list-style-type: none"> <li>Work Orders, Fleet &amp; Facilities Management</li> <li>Workflow Revenue</li> </ul>	January 2018 or as otherwise mutually agreed to in the project plan	Jan 2018 or as otherwise mutually agreed to in the project plan
4	Business Tax	<ul style="list-style-type: none"> <li>Business License</li> <li>Citizen Self Service (client hosted)</li> </ul>	TBD	TBD

## A.2 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 or failing to adhere to the noted conversion assumptions in section D.8.7 will be considered out of scope.

Conversion ID	Description
Accounting Opt 1 - Actuals	General ledger – actual account summary balances for up to 3 years, to be populated in the GL Master and GL Master Balance tables
Accounting Opt 2 - Budgets	General Ledger – budgeted account balances for up to 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
Accounting Standard COA	Chart of Accounts conversion from spreadsheet (to be provided during COA analysis)
Accounts Payable Opt 1 Checks	Check History
Accounts Payable Opt 2 -	Invoice History

Conversion ID	Description
<b>Invoice</b>	
<b>Accounts Payable Standard Master</b>	Vendor Master
<b>Business License Option 1 - Bills</b>	Open bills and charges
<b>Business License Standard Master</b>	Businesses, licenses and permits, charges and receipts, and classification codes.
<b>Contracts</b>	We added contract conversion with Katie 03/2014
<b>Fixed Assets Opt 1 - History</b>	Fixed Assets transaction history
<b>Fixed Assets Std Master</b>	Fixed Assets Master
<b>General Billing Opt 1 - Recurring Invoices</b>	General Billing - Recurring bill templates
<b>General Billing Opt 2 - Bills</b>	General Bills
<b>General Billing Std CID</b>	Customer File
<b>Inventory Opt 1 - Commodity Codes</b>	Commodity Codes
<b>Inventory Std Master</b>	Inventory Item Master
<b>Project Grant Accounting Opt 1 - Actuals</b>	Project& Grants – actual account summary balances
<b>Project Grant Accounting Opt 2 - Budgets</b>	Project& Grants – budgeted account summary balances
<b>Project Grant Accounting Standard</b>	Conversion from Project & Grant spreadsheet (to be provided during COA analysis)
<b>Payroll - Option 10 Certifications</b>	Employee Certifications and Expirations
<b>Payroll - Option 11 Education</b>	Employee Education History
<b>Payroll - Option 1 Deductions</b>	Employee Deductions
<b>Payroll - Option 2 Accrual Balances</b>	Employee Accrual Balances
<b>Payroll - Option 3 Accumulators</b>	YTD, QTD, MTD Accumulators
<b>Payroll - Option 4 Check History</b>	Payroll Check History
<b>Payroll - Option 5 Earning/Deduction Hist</b>	Payroll Earnings and Deductions History
<b>Payroll - Option 7 PM Action History</b>	Personnel Actions History
<b>Payroll - Option 8 Position Control</b>	Payroll Position Control and History
<b>Payroll - Option 9 State Retirement Tables</b>	Employee retirement
<b>Payroll - Standard</b>	Payroll Employee Master
<b>Purchase Orders - Standard</b>	Open purchase orders with encumbrances
<b>Work Order Opt 1 - Work Order Asset</b>	Department Parameter Maintenance, Misc. Codes, Class Codes, Activity Maintenance for Preventative Maintenance Schedules, Component Maintenance.



Conversion ID	Description
<b>Work Order Opt 2losed Work Order History No Cost Data</b>	No Cost Data. Auxiliary Code Tables, Department Parameter Maintenance, Activity Maintenance, Maintenance Tables.
<b>Work Order Opt 3 - Work Order History With Cost Data</b>	With Cost Data. Auxiliary Code Tables, Department Parameter Maintenance, Activity Maintenance, Maintenance Tables.

### **A.3 Reports**

The Tyler suite of programs contains hundreds of canned system reports, each utilizing configurable user-supplied parameters to provide hundreds of reporting variations. However, Tyler recognizes that its clients want the flexibility to create even more unique reports and queries to fit their own business needs. Tyler has included Report Writing training as part of our Proposal. Client will also have available a Report Library of over 200 reports via the Munis Support Website.

Tyler Reporting Services (TRS) utilizes an SQL report writing tool called Business Intelligence for Visual Studio 2013 (SSDT-BI) to extract data from the Munis system and create custom reports. Once trained, Client will have the ability to create its own custom reports and modify any report from the TRS Report Library.

### **A.4 Workflows**

All of the available workflow functionality in the licensed modules shall be considered as in scope. Tyler consultants will work with Client resources to help identify, configure, and train on included workflow processes.

### **A.5 Development Services**

See Exhibit 11 for the modifications that are in scope. The modifications have been identified and shall be delivered by Tyler in sufficient time to adequately test, correct errors, and re-test in order to deploy in production.

The following process would be followed for the final scope of development modifications:

- Client agrees to final scope of modifications
- Client sets the priority of specification development
- Tyler Development develops modification specifications
- Client would review, provide feedback and formally approve each specification
- Tyler Development will commence development per agreed to specifications
- Tyler will provide a mid-modification review for each modification or set of modifications
- Modifications will be delivered in the respective Munis or Tyler Cashiering release
- Tyler Development will provide Final Review for each modification or set of modifications with client, Tyler Project Management, and Implementation staff
- Tyler Implementation staff will assist Client with modification setup, testing and defect reporting via Customer Support portal
- Client and Tyler Implementation staff will have direct contact to development for questions during setup and testing

- Incidents reported by Client staff will be routed to Tyler Support or Tyler Early Adopter (EA) staff through existing, documented Support policies and procedures

Tyler Project Management and Implementation staff will assist in issue follow-up, escalation and reporting

## **A.6 Import and Export Scope**

The standard file layouts and methods will be used for each interface not listed in Exhibit 11. For each standard interface, Tyler encourages that Client has an active support agreement with the third party system and for Client to be on a current version actively supported by the manufacturer/developer of the product installed. Client understands 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 defined in this Statement of Work.

## **A.7 Project Release Schedule**

Tyler's implementation approach requires that Client will adhere to the following upgrade schedule. Tyler's Project Manager(s) will coordinate with Client project team to coordinate the upgrade activities as follows:

Version	Test Environment Deployment	Live Environment Deployment
V11.2	Currently Installed	Currently Installed
V11.2.5	September 2016	October 2016
V11.3 EA	February 2017	March 2017
V11.35	September 2017	2018

## **A.8 Deliverables**

Tyler will provide the Deliverables identified throughout this statement of work. Deliverables will be submitted as a work product for Client review and follow the Deliverable acceptance procedures defined in Section C.10.

Deliverable	Phase	Deliverable Number
Implementation Management Plans	Cross Phase	1-1
Phase 1b		
Project Plan	1b	1-2
User Manuals	1b	1-3
Data Conversion Plan	1b	1-4
Analysis Questionnaire	1b	1-5
Static Environment Test (SET) Plan	1b	1-6
Modification Specifications	1b	1-7
Pre-Live Checklist	1b	1-8
Lessons Learned Document	1b	1-9
Phase 2b		
Project Plan	2b	2-2
User Manual	2b	2-3
Data Conversion Plan	2b	2-4



Deliverable	Phase	Deliverable Number
Analysis Questionnaire	2b	2-5
SET Test Plan	2b	2-6
Modification Specifications	2b	2-7
Pre-Live Checklist	2b	2-8
Lessons Learned Document	2b	2-9
Phase 3b		
Project Plan	3b	3-2
User Manual	3b	3-3
Data Conversion Plan	3b	3-4
Analysis Questionnaire	3b	3-5
SET Test Plan	3b	3-6
Modification Specifications	3b	3-7
Pre-Live Checklist	3b	3-8
Lessons Learned Document	3b	3-9
Phase 4		
Project Plan	4	4-2
User Manual	4	4-3
Data Conversion Plan	4	4-4
Analysis Questionnaire	4	4-5
SET Test Plan	4	4-6
Modification Specifications	4	4-7
Pre-Live Checklist	4	4-8

## A.9 Tyler Forms

Tyler's Form Library prices are based on delivering the specific form quantities listed below. Additional formats of forms listed below are extra. Custom forms, where custom designs are not required to meet any of Client's functional requirements, would require a change order. Please note that Tyler Forms requires the use of approved printers only.

- Payroll Library includes: 1 Payroll Check, 1 Direct Deposit, 1 Vendor from Payroll Check, 1 Vendor from Payroll Direct Deposit, W2, W2c, 1099R, 1095B and 1095C.
- Financial Library includes: 1 A/P Check, 1 EFT/ACH, 1 Purchase Order, 1099M, 1099INT, 1099S and 1099G.
- General Billing Library includes: 1 Invoice, 1 Statement, 1 General Billing Receipt and 1 Miscellaneous Receipt.
- Tyler Forms Business License Library includes: 1 Business License form and 1 Renewal Application form

## Section B: Project Governance

### B.1 Client Project Roles and Responsibilities

This section presents the anticipated roles and responsibilities for the key staff positions for the project. The joint team of Client and Tyler will ultimately be responsible for designing, developing and delivering the final products of this project.

### B.2 Client Decision Making

Decisions will be made in a timely fashion in order to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Decisions left unmade may affect the project schedule as each analysis and implementation session builds on the decisions made in prior sessions. The following table identifies the type of decisions and project team members with decision authority:

Type of Decision	Client Decision Making Responsibility
Changes to SOW affecting project budget and/or timing and/or project goals	Executive Sponsors
Client Policy Decisions	Executive Sponsors
Changes to SOW not affecting project budget and/or timing and/or project goals	Client Project Manager
Acceptance of Control Points / Deliverables	Client Project Manager
Configuration Decisions	Client Project Team

### B.3 Executive Project Sponsors:

The Client Executive Project Sponsors provide support to the project by allocating resources, providing strategic direction, communicating key issues about the project and the project's overall importance to the organization; and when called upon acting as the final authorities on all project decisions. The project sponsors will be involved in the project as needed to provide necessary support, oversight, guidance, and escalation, but will not participate in day-to-day activities. The project sponsors will empower the steering committee and project team to make critical business decisions for Client.

Resource	Title

### B.4 Executive Steering Committee:

The Executive Steering Committee will understand and support the cultural change necessary for the project and foster throughout the organization an appreciation of the value of an integrated ERP system. The Executive Steering Committee oversees the project team and the project as a whole. Through participation in regular internal meetings the Executive Steering Committee will remain updated on all project progress, project decisions, and achievement of project Control Points. The Executive Steering Committee will also provide support to the project team by communicating the importance of the project to each member's department along with other department managers in Client. The Executive Steering



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

Resource	Title

## **B.5 Project Manager/Lead:**

Client's Project Manager will be responsible for reporting to the Executive Sponsors, Executive Steering Committee, Board of Supervisors, and communicates issues to Tyler upper management.

Clients Project Lead will coordinate project team members, subject matter experts, and the overall implementation schedule and serve as the primary point of contact with Tyler Implementation Staff. Reports issues and project status to the Client Project Manager.

Resource	Title	Function	Commitment

## **B.6 Project Team:**

The assigned Project Team will have detailed subject matter expertise and be empowered to make appropriate business process and configuration decisions in their respective areas.

The Project Team is tasked with carrying out all project tasks described in the Statement of Work including planning, business process analysis, configuration, documentation, testing, training, and all other required Client tasks. The Project Team will be responsible for and empowered to implement the new system in the best interests of Client consistent with the project goals, project vision, and direction from the Project Manager and Executive Steering Committee. Project Team Leads are identified below.

Client's project team is responsible for maintaining regular and effective project communications between project stakeholders and supporting overall change efforts in Client.

Resource	Title	Function	Commitment

## **B.7 Subject Matter Experts (SMEs)**

Subject Matter Experts (SME's) will play an important role in the project to provide necessary expertise not found on the project team and to support project team activities. However, subject matter experts will have a primary responsibility to their "home" department and not be available for significant periods of time on the project.

SMEs will be Client's primary interface to all other users of the system throughout Client (the End Users). Client's End Users will ultimately be the users of the system in all areas through Client. SME proactive adoption of the system is vital to Client realizing success in this project. SMEs will be consulted throughout the process to provide feedback on business processes decisions, configuration decisions, training, documentation, and testing.

Resource	Title	Function	Commitment

## **B.8 Technical Team:**

Client's Technical Team may be primarily responsible for overall system administration, security, and workflow. The Technical Team will also handle all data conversions, interfaces, and reporting for Client. It is expected that the Technical team will be responsible for system administration post go-live.

Client's technical team will be responsible for all technical aspects of the project.

Resource	Title	Function	Commitment

## **B.9 Upgrade Coordinator**

The Client Upgrade Coordinator is the individual that is responsible for the coordination of activities related to upgrading Tyler's application during the project (if required). Additionally, this role is responsible for managing the upgrade process post go-live.

- Become familiar with the upgrade process and required steps
- Become familiar with Tyler's Release Life-cycle policy



- Utilize Tyler Community to stay abreast of the latest Tyler Release Life Cycle updates as well as the latest helpful tools to manage your upgrade process
- Assist with the upgrade process, if required, during implementation
- Manage upgrade activities post-implementation
- Manage upgrade plan activities
- Coordinate upgrade plan activities with Tyler and Client resources
- Communicate changes that will affect users and department stakeholders
- Obtain department stakeholder sign-offs to upgrade Live/Production environment
- Create and publish your site's multi-year, forward projection upgrade plan

Resource	Title	Function	Commitment

### **B.10 Client Tyler University Manager**

To assist with the knowledge transfer of Tyler's products, Tyler provides a Learning Management System, or LMS, known as Tyler University. Tyler University is loaded with course curriculum and corresponding courses for users of all types. Client Tyler University Manager is responsible for the following roles:

- Work with the Tyler Project Manager(s) to map out standard curricula for users
- Communicate registration and enrollment requirements to Client users
- Monitor the progress of user's prerequisite courses
- Act as a Tyler University resource for users
- Work with Tyler Project Manager to import users

Resource	Title	Function	Commitment

### **B.11 Tyler Roles and Responsibilities**

Tyler plans to leverage the strengths, skills and knowledge of its blended team members. In the tables that follow, a description of the various roles associated with the overall project team is provided. All Key Personnel listed assume that a mutually executed contract is in place prior to September 15<sup>th</sup>, 2014.

### **B.12 Tyler Executive Oversight**

The Tyler Vice President of Implementation has indirect involvement with the project and is part of the Tyler escalation process. This team member offers additional support to the project team and is able to work with other Tyler department managers in order to escalate and facilitate implementation project tasks and decisions. The Tyler Project Manager or Regional Manager will apprise the Vice President of Implementation of known issues that may require assistance or impede project performance.

Resource	Title
Chris Webster	Vice President - Implementation

### **B.13 Tyler Regional Manager**

This team member has indirect involvement with the project and is part of the Tyler escalation process. Tyler Project Managers may consult the Regional Manager with issues and decisions regarding the project. The Tyler Regional Manager is responsible for:

- Assignment of consultants and ensuring that availability, or lack of availability for consultants assigned to the Client project does not negatively impact the Client timeline.
- Assisting the Tyler Project Manager with resolution of issues Monitoring progress of the implementation and ensuring the project is on target to meet the desired objectives
- Monitoring overall quality of the project including quality of consulting deliverables
- Providing proactive personal communication with Client's Executive Sponsors, Client's Steering Committee, and/or Client's Project Manager

Resource	Title
Scott Parks	Regional Manager

### **B.14 Tyler Project Manager**

Tyler will assign a functional project manager for the Financials and Payroll/HR modules and a functional project manager for Tyler Cashiering, General Billing and AR modules. Each Project Manager will be responsible for the following:

- Serve as primary point of contact for Client
- Coordination of all Tyler resources across all modules, phases, and activities including development, conversions, forms, installation, reporting, implementation, and billing.
- Empowered to make all Tyler decisions regarding the project in order to keep the project on task.
- Initiates Change Orders on all approved decisions impacting the scope of the contract, as agreed upon by Client and Tyler Project Teams.
- Monitor and manage overall project risks
- Track completion of project tasks
- Escalate outstanding issues for approval within Tyler or coordinate change order process.
- Monitor project quality
- Identify and communicate any Client risks that may negatively impact the project.
- Facilitate bi-weekly project status meetings
- Create and delivery monthly status reports
- Ensuring agendas and preparation tasks for all training sessions at least two weeks in advance to the County Project Lead through email links, or as otherwise mutually agreed
- Ensuring that all work items, issues, and corrections are centrally tracked with a specific due date and owner at least 5 business days after each session, or as otherwise mutually agreed
- Ensure that implementation staff are fully prepared for training and modification testing
- Ensure that implementation staff follow up on open issues from training, testing, and conversions
- Manage overall SharePoint site (Calendar, Tasks, and Issues)

Resource	Project Commitment	Onsite Commitment
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Michele Riazzi*	50% dedicated, 20 hours per week	2-3 days per month
Kate Simonds	1-2 hours per week	N/A
To be assigned 90 days before phase starts – Business Tax	1-2 hours per week	N/A

\* Client will be able to interview, review, and approve key personnel prior to being assigned, not to be unreasonably withheld.

## **B.15 Tyler Implementation Consultants**

Tyler's Implementation Consultants will bring to the project Tyler Munis knowledge as well as industry knowledge of public sector practices and processes that will enable each consultant to advise Client on the most appropriate way of configuring Munis and overall achievement of the project scope and goals. Tyler Consultants will be responsible for the following:

- Possessing both a broad and deep understanding of the functionality within Tyler software products for which they are assigned
- Providing confident recommendations regarding configuration decisions and business process best practices in accordance with specific industry standards and based on their experience and expertise implementing Tyler software products with similar organizations
- Effectively facilitating training sessions and discussions with Client and Tyler staff to ensure the appropriate agenda topics are adequately discussed in the allotted time
- Providing conversion consulting and crosswalk assistance
- Participating in testing activities
- Conducting training (process, conversion validation, parallel processing)
- Provide assistance completing and testing Tyler Forms Kits
- Testing functionality with Client (base, customizations, interfaces)
- Performing problem solving and troubleshooting
- Issue reporting and follow-up
  - Updates on Issues weekly (PM monitor communication)
  - Issue list and updates included in site reports
- Completing site reports detailing activities for each implementation day within 5 business days or payment will be withheld
- Documenting work tasks with specific due dates and owners which support and are reconciled with the project plan
- Keeping both Client and Tyler Project Managers apprised of any and all issues that may result in the need for additional training needs, slip in schedule, change in process decisions, or that could adversely impact the success of the project
- Preparing agendas and preparation tasks for all training sessions at least two weeks in advance, or as otherwise mutually agreed
- Post-live reconciliation and training

Resource	Role	Project Commitment	Onsite Commitment
TBD*	Financials	As scheduled	As mutually determined in project plan

TBD*	Payroll & HR	As scheduled	As mutually determined in project plan
TBD*	AR, GB and Tyler Cashiering	As scheduled	As mutually determined in project plan
TBD*	Work Orders	As scheduled	As mutually determined in project plan
TBD*	Business Tax	As scheduled	As mutually determined in project plan

\* Client will be able to interview, review, and approve key personnel prior to being assigned, not to be unreasonably withheld.

## **B.16 Tyler Developers**

The Tyler Developers are offsite resources responsible for:

- Knowledge of the system configuration, State Requirements, and Federal Requirements
- Performing detailed requirement gathering for contracted modifications (in scope enhancements, custom reports and custom interfaces)
- Reviewing the existing development queue and existing product offerings to determine if the desired functionality can be provided in a less expensive fashion
- Creating and delivering functional specifications for contracted modifications
- Programming and incorporating modifications per the specifications into the base product
- Performing internal quality assurance and developing technical and help documentation
- Performing Mid Mod and Final Mod reviews
- Providing custom development packages to be loaded into the Tyler system via the Munis Internet Update (MIU) utility
- Performing and providing any necessary modification defect corrections

## **B.17 Tyler Implementation Programmers**

The Tyler Implementation Programmers are offsite resources responsible for:

- Validating customer data files are readable
- Developing customized conversion programs to convert legacy data into the Tyler database for production use according to defined mapping.
- Providing custom conversion packages to be loaded into Tyler's system via the Munis Internet Update (MIU) utility.
- Providing error reports on unsupported data conditions and the merging or normalization of data fields. Assisting Client with understanding and interpreting those reports.
- Perform modifications and corrections to customized conversion programs as data anomalies and exception conditions are discovered



## **B.18 Tyler Forms Designers**

The Tyler Forms Designers are offsite resources responsible for:

- Providing specifications, or Forms Kits, for all forms in scope
- Reviewing requirements for equipment and supplies
- Developing and provide form mock-up designs
- Conducting review of client's form mock-up sheets
- Developing final form designs
- Testing forms and modifying as appropriate based on test results
- Working with Client team members on the results of functional testing and making changes to address issues from testing
- Configuring and installing forms software and approved forms
- Producing design and troubleshooting documentation for forms

## **B.19 Tyler Support Account Manager**

Tyler Support Account Managers are offsite resources responsible for the following the first year after each phase go-live:

- Providing post-implementation client management and planning services
- Planning and preparing for key first year processes such as year-end and W-2 processing
- Assisting Client plan release upgrades

## **B.20 Tyler Technical Support Specialist**

Tyler Support Specialists are offsite resources responsible for:

- Managing incoming customer issues via phone, email and online customer incident portal
- Documenting and prioritizing issues in Tyler's Customer Relationship Management (CRM) system
- Providing issue analysis and general product guidance
- Tracking issues and tickets to timely and effective resolution
- Identifying options for resolving the reported issue
- Providing client bi-weekly updates on open incidents
- Reporting and escalating defects to Tyler Development
- Communicating with customers on the status and resolution of reported issues

## Section C: Project Management

This section outlines key project management tasks that are to occur throughout the project.

### C.1 Project Plan Development and Management

Tyler will create the project plan for phase one within (thirty) 30 calendar days from the first project planning call, which is to occur after the contract signing and will help Tyler get the information necessary to complete the project plan. Upon completion and acceptance of the phase 1 project plan (DED 2), Tyler will begin work on the project plan for Phase 2 and 3. Project plans for phase 2 and 3 shall be completed at least ninety (90) calendar days prior to the start of any Phase 2 or 3 activities. Once the project plan is approved by Client, Tyler's project manager will edit and update as necessary as part of regularly scheduled project management meetings with Client's project manager(s).

All project 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.

	Client Role	Tyler Role
Project Manager/Regional Manager	<ul style="list-style-type: none"><li>Review project plan</li><li>Review plan with Steering Committee and Executive Sponsors</li></ul>	<ul style="list-style-type: none"><li>Review project plan for compliance with SOW</li></ul>
Project Lead/Project Manager	<ul style="list-style-type: none"><li>Work with Tyler project manager to develop project plan</li></ul>	<ul style="list-style-type: none"><li>Take lead in developing project plan</li></ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"><li>Review project plan</li></ul>	<ul style="list-style-type: none"><li>Review and become familiar with full project plan</li></ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"><li>Identify applicable meetings/deadlines on project plan and plan accordingly</li></ul>	<ul style="list-style-type: none"><li>Identify applicable meetings/deadlines on project plan and plan accordingly</li></ul>

#### C.1.1 Requirements/Notes

The Project Work Plan will contain:

- Project's activities and tasks
- 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
- Control Points and Deliverables
- Client Review Periods for Control Points and Deliverables
- Project Acceptance of Implementation Control Points
- Decisions will be made in a timely fashion in order to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Decisions left unmade may affect the project



schedule as each analysis and implementation session builds on the decisions made in prior sessions

- The project plan will be consistent with the SOW
- All homework and other activities required of either the Client Project Team or Tyler consultants will be included on the project plan.

## C.2 Project Status Reports

Tyler will prepare project status reports every month throughout the project. Project reports are intended for the Client Executive Sponsor, Client Steering Committee, Tyler Executive Oversight, and Tyler Regional Manager and provide the following key elements:

- Project Status
- Summary of accomplishments
- Status of Control Points and Deliverables
- Upcoming tasks and schedule
- Assist with Identification Issues/Risks/Incidents (including issues/risk that may impact project goals)
- Planned risk mitigation strategy
- Summary of change requests.

Tyler Project Managers will also review project progress and status with the project leads and team members for both Tyler and Client on a bi-weekly basis, or more often if deemed necessary by either the Tyler Project Manager or Client Project Managers.

	Client Role	Tyler Role
Project Manager /Regional Manager	<ul style="list-style-type: none"> <li>• Review status reports</li> <li>• Provide updates to the Steering Committee and Executive Sponsors</li> <li>• Participate in bi-weekly status meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Review status reports</li> </ul>
Project Lead/Project Manager	<ul style="list-style-type: none"> <li>• Provide any necessary updates for status reports</li> <li>• Participate in bi-weekly status meetings</li> <li>• Review status reports</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare status reports</li> <li>• Post status report to project SharePoint</li> <li>• Facilitate bi-weekly status meeting</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>• Review status reports</li> <li>• Participate in bi-weekly status meeting if necessary</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in bi-weekly status meeting if necessary</li> </ul>
Subject Matter Expert / Other		

### C.2.1 Requirements/Notes

The format for the status reports will be mutually agreed as part of the project planning phase of the project.

Client will cooperate and provide information for inclusion on the status report.

Tyler will submit one status report that identifies issues related to the entire project. In the event that Tyler has multiple resources working on the project at one time, the Tyler project manager will coordinate issues and submit one status report.

The Status report will be delivered at least two (2) business days prior to any scheduled Executive Sponsor, Steering Committee, or Project Manager meeting at which the status report is being discussed.

### **C.3 SharePoint**

Tyler will provide a SharePoint site that will serve as the primary collaboration tool for use on the project. The SharePoint site will contain the project plan, all Tyler project documents, any Client project documents, any deliverables, sign offs, change orders or other documents that will be shared with the project team.

	Client Role	Tyler Role
Project Manager/Regional Manager	<ul style="list-style-type: none"><li>• Review SharePoint site as necessary</li></ul>	<ul style="list-style-type: none"><li>• Review SharePoint site as necessary</li></ul>
Project Lead/Project Manager	<ul style="list-style-type: none"><li>• Manage Client information on SharePoint Site</li></ul>	<ul style="list-style-type: none"><li>• Manage overall SharePoint site include set up of SharePoint folders</li></ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"><li>• Utilize SharePoint site for project documents (both posting and downloading)</li></ul>	<ul style="list-style-type: none"><li>• Utilize SharePoint site for project documents (both posting and downloading)</li></ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"><li>• Review SharePoint as necessary</li></ul>	<ul style="list-style-type: none"><li>• Post trip reports and other documents as necessary.</li></ul>

#### **C.3.1 Requirements/Notes**

As part of the Project Kick Off, The Tyler Project Manager will provide an overview of the SharePoint Site, its organization, included documents and policies for use.

The Client and Tyler will mutually agree upon SharePoint use for the project.

Tyler performs a daily routine backup for all Client SharePoint sites using industry standard backup techniques and processes. Site-specific backup files can be provided as a billable service with a minimum of 4 hours charged for each backup file using the contracted Tyler rate for implementation services. Tyler does not provide SharePoint consulting services to restore provided backup files in client-hosted environment.

### **C.4 Agendas**

Tyler's project manager will provide agendas at least 2 weeks prior to any on-site meeting. Agendas will include:

- Session Title
- Required Attendees
- Prerequisites (eLearning and documents)
- Session Topics
- Requirements (classroom)
- Known homework tasks to be assigned



- Tyler Follow Up Item Status

	Client Role	Tyler Role
Project Manager/Regional Manager		
Project Lead / Project Manager	<ul style="list-style-type: none"> <li>• Review Agenda</li> <li>• Distribute to Meeting Participants</li> </ul>	<ul style="list-style-type: none"> <li>• Develop agendas</li> <li>• Post agendas to SharePoint</li> <li>• Ensure Tyler follow up items are up to date</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>• Review Agendas prior to meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Review agendas prior to meeting</li> <li>• Be prepared to cover material within the agenda</li> </ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>• Review agendas prior to meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Review agendas prior to meeting</li> </ul>

#### C.4.1 Requirements/Notes

- Upon submission of the agenda, Client shall review and provide comments or questions on the agenda within five (5) business days. Tyler shall make any required revisions promptly to allow for appropriate meeting preparation.
- All meeting participants will review meeting agendas prior to the meeting.

### C.5 Executive Steering Committee Meetings

The Project Communications Plan developed at the beginning of the project (as part of the implementation management plan) will identify a meeting schedule for the Client Executive Steering Committee. It is expected that the Executive Steering Committee will meet weekly and Client project managers/lead, will prepare the Executive Steering Committee Agenda prior to all scheduled Executive Steering Committee meetings. The Executive Steering Committee agenda will include any issues that require approval at the next meeting. If necessary, Tyler's Project Manager, or Regional Manager may participate in the Executive Steering Committee meeting either in person or by phone.

	Client Role	Tyler Role
Project Manager and Steering Committee / Tyler Regional Manager or Tyler Executive Oversight	<ul style="list-style-type: none"> <li>• Participate in meetings at least once per every 2 weeks</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in Steering Committees as necessary</li> </ul>
Project Lead/Project Manager	<ul style="list-style-type: none"> <li>• Develop agenda for steering committee meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in Steering Committees as necessary</li> </ul>
Project Team / Implementation Consultant		
Subject Matter Expert / Other		

#### C.5.1 Requirements/Notes

In the event that there are project issues that require Tyler's on-site participation, Client will not be required to reimburse the costs of travel for Tyler's Project Manager, Regional Project Manager, or Tyler Executive Sponsor's on-site participation Client may cancel Executive Steering Committee Meetings if

there are not a sufficient number of items to discuss or if items can be deferred until the following meeting.

## **C.6 Site Reports**

Each Tyler resource that is on-site for project activities with Client will provide a site-report and post to the Tyler SharePoint site. All site reports will contain meeting notes, issues, incidents, items not covered from agenda, and documentation of any decisions during the visit. 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 it to the Issues Log.

	Client Role	Tyler Role
Project Manager/Regional Manager		
Project Lead / Project Manager	• Review site reports	• Review site reports
Project Team / Implementation Consultant	• Review site reports	• Complete site reports
Subject Matter Expert / Other		• Complete site reports

### **C.6.1 Requirements/Notes**

- Any issues/incidents identified on the site report will also be identified on the Project Issues Log with an expected resolution date.
- All site reports will be completed no later than one week after completion of a site visit.
- All site reports will be reviewed and edited for quality by the Tyler project manager prior to posting to SharePoint for Client review.
- The Tyler Project Manager will be responsible for ensuring that site reports are complete and accurate.
- Completion of site reports will be part of acceptance criteria for each phase.

## **C.7 Issues Log and Issue 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 within 5 business days of discovery or client notification

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

- Issue Number
- Incident Number
- Reported by/date
- Expected Resolution Date
- Status (i.e. new, open, closed, pending)
- Module/Business Process
- Priority
- Issue



- Comments
- Findings
- Recommendations
- Resolution Assignment
- Date Tested
- Date Closed

Client Project Lead and Tyler Project Manager will review the Issues Log during project status meetings, or in individual meetings as needed. Client Project Lead and Tyler Project Manager will collaboratively assign a priority to each issue and identify the individual(s) responsible for facilitating its resolution. During the critical phases of the project, Client Project Lead and Tyler Project Manager will review the issues log on a daily basis.

Issues identified through the Issues Log will be resolved by the implementation team or the Tyler implementation team will coordinate as necessary with Tyler's internal resources.

	Client Role	Tyler Role
Steering Committee and Executive Sponsors / Tyler Regional Manager	<ul style="list-style-type: none"> <li>• Serve as point of escalation of issues</li> </ul>	<ul style="list-style-type: none"> <li>• Serve as point of escalation of issues</li> </ul>
Project Manager	<ul style="list-style-type: none"> <li>• Serve as point of escalation of issues</li> <li>• Report issues to Committee and Sponsors</li> </ul>	
Project Lead / Project Manager	<ul style="list-style-type: none"> <li>• Document and review issues</li> </ul>	<ul style="list-style-type: none"> <li>• Document and review issues</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>• Document issues</li> </ul>	<ul style="list-style-type: none"> <li>• Document issues</li> </ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>• Report issues to Project Manager or Project Team Lead</li> </ul>	<ul style="list-style-type: none"> <li>• Report issues to Project Manager</li> </ul>

#### C.7.1 Requirements/Notes

- At any time during the project, if Client is not satisfied with the level of response from the Tyler Project Managers or Tyler Regional Manager, or if the Tyler Project Manager or Tyler Regional Manager do not have the ability to make key decisions or resolve potential issues, Client will reserve the right to escalate the issue to the Tyler Executive Oversight Team. Tyler's Executive Oversight Team will have responsibility for overall project delivery.

## C.8 Risk Management

Client and Tyler will jointly work to identify and communicate risks and identify strategies for mitigating the impacts of project risks.

	Client Role	Tyler Role
Steering Committee	<ul style="list-style-type: none"> <li>• Address any issues escalated to the Steering Committee level</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
Project Manager and / Tyler Regional Manager	<ul style="list-style-type: none"> <li>• Address issues with Project Lead and Tyler Project Manager</li> <li>• Report issues to the Steering</li> </ul>	<ul style="list-style-type: none"> <li>• Address any issues escalated to the Steering Committee level</li> </ul>

	Committee	
Project Lead / Project Manager	<ul style="list-style-type: none"> <li>Monitor risks and communicate any identified risks to the Tyler project manager and client project manager</li> </ul>	<ul style="list-style-type: none"> <li>Monitor risks and work with Client project manager to develop risk mitigation plans</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Communicate any risks to the Client project lead and manager</li> </ul>	<ul style="list-style-type: none"> <li>Communicate any risks to the Tyler project manager</li> </ul>
Subject Matter Expert / Other		

### **C.8.1 Requirements/Notes**

- Risks will be monitored, recorded, and assessed using an agreed upon methodology in the Tyler Risk Plan. All risks will be actively monitored by both Tyler and Client
- Tyler will have responsibility for maintaining the project risk plan.

## **C.9 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.

### **C.9.1 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, or longer as may be mutually agreed between the parties, following the date of receipt of such change request, 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 cost and schedule
- Impact on project goals and objectives
- Price

### **C.9.2 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 us 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 our Development Teams. Tyler, within thirty (30) business days, or longer as may be mutually agreed between the parties, following the date of receipt of such change 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 cost and 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 Team for review at the next Executive Team 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, 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
Project Manager, Steering Committee, or/and Executive Sponsors	<ul style="list-style-type: none"><li>Review and approve change proposals</li></ul>	
Project Lead / Project Manager	<ul style="list-style-type: none"><li>Communicate requested changes to Tyler</li></ul>	<ul style="list-style-type: none"><li>Coordinate change process</li><li>Communicate requested changes to Client</li></ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"><li>Communicate issues, risks, and</li></ul>	<ul style="list-style-type: none"><li>Communicate issues, risks, and</li></ul>

	Client Role	Tyler Role
	other potential change items to Client project lead	other potential change items to Tyler project manager
Subject Matter Expert / Other		

### C.9.3 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 Control Points, including costs will also be elevated to Client Executive Steering Committee for review

## C.10 Implementation Control Point and Deliverable:

When complete, all Deliverables and Control Points require acceptance from the Client project manager. Upon completion, the Tyler project manager shall notify the Client project manager and provide any necessary documents for review.

	Client Role	Tyler Role
Executive Sponsors	<ul style="list-style-type: none"> <li>• Accept/Reject/Delagate to committee within five (5) business days</li> <li>• Review control point and upon completion grant sign off</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
Steering Committee	<ul style="list-style-type: none"> <li>• Review any issues escalated from the Client or Tyler project manager</li> </ul>	<ul style="list-style-type: none"> <li>• Review any issues escalated from the Client or Tyler project manager</li> </ul>
Project Manager	<ul style="list-style-type: none"> <li>• Review and reject</li> <li>• Provide feedback on rejections</li> <li>• Review control point</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate acceptance process</li> <li>• Review control point and upon completion grant sign off</li> </ul>
Project Lead	<ul style="list-style-type: none"> <li>• Review and provide feedback to the client project manager</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>• Review and provide feedback to the client project lead</li> </ul>	
Subject Matter Expert / Other		

### C.10.1 Implementation Control Point and Deliverable Acceptance Process

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

1. Tyler shall submit each Control Point or Deliverable to Client for review. Upon completion each Control Point or Deliverable, Tyler shall present an acceptance form.



2. If Client does not agree that the particular Deliverable or Control Point has been met, Client shall 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.
3. Tyler shall correct any deficiencies and resubmit the Deliverable or Control Point within five (5) business days. Client shall then have five (5) business days from receipt of the resubmitted Deliverable or Control Point to accept or again submit written notification of its reasons for rejecting the Control Point or Deliverable. If written notification is not received 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.
4. The process set forth in the paragraphs above shall continue until all issues have been addressed and the Deliverable or Control Point is accepted by the Client.
5. Acceptance will be initiated and managed by utilizing the Tyler SharePoint workflow approval process.

#### **C.10.2 Requirements/Notes**

- All review periods will be tracked on the project plan
- The Executive Sponsors have decision authority to approve/reject all project Control Points and Deliverables
- Acceptance will be initiated and managed by utilizing the SharePoint workflow approval process.

#### **C.10.3 Requirements/Notes**

- All control point reviews will be identified on the project plan.
- Any open issues shall be resolved or decisions made on appropriate plans within five (5) business days after the Control Point Acceptance review, or as mutually agreed upon between the parties, for resolution prior to advancing on in the project.
- Both Tyler and Client recognize that failure to complete tasks and resolve open issues may have a negative impact on the project.
- For any tasks not yet complete, Tyler and Client will provide sufficient resources to expedite completion of tasks as to not negatively impact the project.

### **C.11 Other Project Management Resources**

#### **C.11.1 Tyler University**

To assist with the knowledge transfer of Tyler's products, Tyler provides a Learning Management System, or LMS, known as Tyler University. Tyler University is loaded with course curriculum and corresponding courses for users of all types. Courses provide step-by-step, interactive eLearning recordings that allows users to enroll and participate in session content on their schedule. Tyler University will be available to Client staff upon installation of Tyler's ERP system.

	Client Role	Tyler Role
Project Lead / Tyler University	<ul style="list-style-type: none"> <li>• Assist with creation of Tyler</li> </ul>	<ul style="list-style-type: none"> <li>• Assist with creation of Tyler</li> </ul>

	Client Role	Tyler Role
Manager	University user accounts <ul style="list-style-type: none"> <li>• Ensure users are following curriculums</li> <li>• Monitor and communicate user progress to Client management staff</li> </ul>	University user accounts <ul style="list-style-type: none"> <li>• Provide user progress reports</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>• Complete Tyler University prerequisites prior to attending related knowledge transfer or training courses</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate and identify prerequisite content on agendas and site reports.</li> </ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>• Complete Tyler University prerequisites prior to attending related knowledge transfer or training courses</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

### C.11.2 Knowledge Base

Tyler provides a knowledge base website that allows users to search and receive training materials such as videos, step by step documentation, how to documentation, etc. Documentation and Release Notes are included with every new release and are distributed with each new release. Additionally, release notes and documentation are updated within the support knowledgebase. Knowledge base will be available to Client staff at the time of contract signing.

	Client Role	Tyler Role
Steering Committee		
Project Manager		<ul style="list-style-type: none"> <li>• Provide reference to knowledge base documents</li> </ul>
Project Team / Implementation Consultant		<ul style="list-style-type: none"> <li>• Provide reference to knowledge base documents</li> </ul>
Subject Matter Expert / Other		

### C.11.3 Requirements/Notes

- Tyler will ensure that all referenced knowledge base documents are current and applicable for Client's project.
- References to documents on the knowledge base will be specific and direct Client to specific documents.
- Tyler will provide guidance and demonstrate to Client project team members how to use the knowledge base to find necessary information.



## Section D: Implementation

### D.1 Implementation Methodology Overview

Each phase of the project will be implemented using the methodology defined below. Throughout the project methodology, Tyler has established control points (critical review points) to ensure an organization fully understands and accepts the project and to ensure that Tyler is providing quality services to assist in Client's implementation. It is at these check points that organizational stakeholders monitoring the overall project (for both Tyler and Client) must formally accept the project to date. Once there is formal acceptance, the project will proceed to the next phase. Control points are defined in the section below and the process for accepting each is identified in Section C.10.

### D.2 Control Points

To ensure quality and adherence to the methodology identified in this SOW, Tyler and Client have identified the following control points that must be formally accepted prior to moving on in the project. Control points are as follows:

Phase	Control Point	Description
1b	1.1	Completion of DED#02 Project Plan and City Sign off of Control Point Project Planning indicating all project plan tasks in WBS 1.0 and 2.0 are complete (WBS 2.4.2)
1b	1.2	Completion of Chart of Accounts and Authorization to load into Live environment. (WBS 3.5.2)
1b	1.3	Authorization to Proceed to Static Environment Test (WBS 4.13.2)
1b	1.4	Completion of SET Test and Authorization to Proceed to Training (WBS 5.5.5)
1b	1.5	Client Authorization to Proceed to Live Preparation (WBS 6.5.2)
1b	1.6	Client Sign-off of Live Processing (WBS 8.3.1)
1b	1.7	Sign-off on Phase Closure (WBS 10.3.1)
2b	2.1	Authorization to Proceed to Static Environment Test (WBS 4.13.2)
2b	2.2	Completion of SET Test and Authorization to Proceed to Training (WBS 5.5.5)
2b	2.3	Client Authorization to Proceed to Live Preparation (WBS 6.5.2)
2b	2.4	Client Sign-off of Live Processing (WBS 8.3.1)
2b	2.5	Sign-off on Phase Closure (WBS 10.3.1)
3b	3.1	Authorization to Proceed to Static Environment Test (WBS 4.13.2)
3b	3.2	Completion of SET Test and Authorization to Proceed to Training (WBS 5.5.5)
3b	3.3	Client Authorization to Proceed to Live Preparation (WBS 6.5.2)
3b	3.4	Client Sign-off of Live Processing (WBS 8.3.1)
3b	3.5	Sign-off on Phase Closure (WBS 10.3.1)
4	4.1	Authorization to Proceed to Static Environment Test (WBS 4.13.2)

Phase	Control Point	Description
4	4.2	Completion of SET Test and Authorization to Proceed to Training (WBS 5.5.5)
4	4.3	Client Authorization to Proceed to Live Preparation (WBS 6.5.2)
4	4.4	Client Sign-off of Live Processing (WBS 8.3.1)
4	4.5	Sign-off on Phase Closure (WBS 10.3.1)

### **D.3 Project Initiation**

During this step, Tyler and Client will begin working to plan the project kick off meeting. The kick off will be scheduled and completed no later than sixty calendar (60) days after contract signing, but not before the Phase 1 project plan is completed. During the kick off, Tyler's project team will meet Client's project team and discuss project expectations and policies. All team members will be present for the project kick off.

#### **D.3.1 Task – Project Kick Off**

	Client Role	Tyler Role
Steering Committee	<ul style="list-style-type: none"> <li>Participate in kick off meeting</li> </ul>	
Project Lead and Manager / Project Manager	<ul style="list-style-type: none"> <li>Review SOW</li> <li>Coordinate kick off meeting</li> </ul>	<ul style="list-style-type: none"> <li>Review SOW</li> <li>Coordinate kick off meeting</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Review SOW</li> <li>Participate in kick off meeting</li> </ul>	<ul style="list-style-type: none"> <li>Review SOW</li> <li>Participate in kick off meeting</li> </ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>Participate in kick off meeting</li> </ul>	

#### **D.3.2 Requirements/Notes**

- All Tyler project managers and implementation consultants will become familiar with the contract, SOW, and any applicable Client policies.
- The kick off meeting presentation will be a collaborative effort between Client and Tyler
- Tyler will lead development of the kick off presentation (Client to provide input) and the kick off presentation will be developed specific to the Client project
- Kick Off meetings will occur prior to the beginning of each phase.

#### **D.3.3 Outcomes/Deliverables**

- Deliverables:
- Project Outcomes:
  - Introduction of all key project team members
  - All project team members understand project and contract requirements



- Client project team members understand Tyler implementation approach

## **D.4 Project Planning**

Client and Tyler will work to develop customized project plans and implementation management plans that document key project management processes and policies. The project management plans will establish project policies for the duration of the project and be consistent across all phases of the project. Overall project planning will occur at the beginning of the project for all phases and the implementation management plan (DED-1) will be developed to cover all phases. As part of the implementation management plan tasks Tyler will provide change management training. The project plan, as defined in Section C.1 will occur in phases

### **D.4.1 Develop Implementation Management Plans**

	Client Role	Tyler Role
Project Manager / Tyler Regional Manager	• See DED 1	• See DED 1
Project Lead /Project Manager	• See DED 1	• See DED 1
Project Team / Implementation Consultant	• See DED 1	• See DED 1
Subject Matter Expert / Other	• See DED 1	• See DED 1

### **D.4.2 Develop Project Plan**

	Client Role	Tyler Role
Project Manager / Tyler Regional Manager	• See Section C.1	• See Section C.1
Project Lead / Project Manager	• See Section C.1	• See Section C.1
Project Team / Implementation Consultant	• See Section C.1	• See Section C.1
Subject Matter Expert / Other	• See Section C.1	• See Section C.1

### **D.4.3 Requirements/Notes**

- Project Planning will occur in full during Phase 1. For subsequent phases, the Tyler project manager and Client project manager will review plans and make any necessary changes, as applicable.

### **D.4.4 Outcomes/Deliverables**

- Deliverables:
  - Deliverable 1: Implementation Management Plans (DED 1)
  - Deliverable 2: Project Plan/Schedule (DED 2)
  - Deliverable 3: Standard Tyler Munis User Manuals (DED 3)

- Project Outcomes:
  - Project Plan Complete
  - Project Plan Includes Full Scope of Project and is Consistent with SOW Tasks
  - Implementation Plans complete and all project stakeholders understand key project management processes and roles throughout the project.
- Control Point(s):
  - Phase Schedule Accepted

## **D.5 Structural Foundation**

The Structural Foundation includes tasks required to start a Munis implementation.

### **D.5.1 Chart of Accounts (CoA) design**

	Client Role	Tyler Role
Steering Committee		
Project Manager		<ul style="list-style-type: none"> <li>• Track and follow up on errors</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>• Build CoA Spreadsheet</li> <li>• Review and confirm CoA in spreadsheet was loaded correctly</li> <li>• Load converted CoA into Munis</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss CoA options</li> <li>• Facilitate discussions on CoA Best practices</li> <li>• Demonstrate CoA options in Munis</li> <li>• Train Client on preparing CoA Spreadsheet</li> <li>• Review and validate CoA spreadsheet</li> </ul>
Subject Matter Expert / Other		

### **D.5.2 Project Team Overview:**

During this step, Tyler will provide Client Project Team members an overview on standard functionality and module integration points to better understand the system prior to making any project or business processes decisions.

	Client Role	Tyler Role
Steering Committee		
Project Lead / Project Manager	<ul style="list-style-type: none"> <li>• Schedule training and secure training facilities</li> <li>• Attend scheduled sessions</li> </ul>	<ul style="list-style-type: none"> <li>• Schedule and coordinate</li> <li>• Provide overview system training on standard Munis features</li> <li>• Provide “how-to” documentation for all purchased modules</li> </ul> <p>Ensure implementation team is prepared for overview</p>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>• Attend sessions</li> </ul>	<ul style="list-style-type: none"> <li>• Provide overview</li> </ul>



		<ul style="list-style-type: none"> <li>• Prepared to cover agenda items</li> </ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>• Attend sessions, as necessary</li> </ul>	
Tyler University Manager / Tyler Project Manager	<ul style="list-style-type: none"> <li>• Provide project team login details and curriculum assignments for Tyler University</li> <li>• Ensure users are able to access and enroll in Tyler University courses</li> </ul>	<ul style="list-style-type: none"> <li>• Provide Tyler University user and curriculum requirements</li> <li>• Coordinate setup of Tyler University users</li> </ul>

### **D.5.3 Requirements/Notes**

- With the exception of project team training, Structural foundation will only occur for Phase 1

#### **Chart of Accounts**

- Client will complete the Tyler Munis CoA workbook as instructed by Tyler consultants
- Tyler consultants will explain and follow up on any Client questions related to most applicable configurations of the CoA.
- Tyler consultants will review all federal, grantor, or other requirements for the Client chart of accounts and ensure that the set up will be sufficient to handle any reporting, tracking, or budgeting needs of Client.

#### **Project Team Overview**

- Training documents and videos used as prerequisites for the sessions will be referenced on the agendas and available on Tyler University, the project SharePoint site or linked to our Knowledge Base for easy access by attendees. Client will be responsible for printing any necessary documents for the users, as needed.
- Prior to scheduled sessions, all users must have access to the training environment. The users must have logins established and know how to access the training environment.
- Project team members will be setup and enrolled in their respective Tyler University curriculums with enough time to complete prerequisite courses.
- Project Team shall complete all prerequisite Tyler University requirements prior to attending related training sessions.

### **D.5.4 Outcomes/Deliverables**

- Deliverables:
  - N/A
- Project Outcomes:
  - Project team members trained on standard Munis features
  - Chart of accounts defined and loaded into Munis.
- Control Point(s):
  - Chart of Accounts Design Acceptance

## D.6 Knowledge Transfer

Knowledge transfer for the project includes tasks necessary to, conduct an as-is analysis, provide to-be demonstrations, and document system set-up decisions. As part of the as-is analysis, Tyler will review all in scope items (both functional and organizational) scope to best assess how the Client should be configuring Munis. Prior to the project, Client completed detailed as-is process maps. Tyler consultants will review all Client documentation and be familiar with current processes prior to analysis meetings. As-is analysis is intended to review detailed Client needs and how Munis would be configured to meet these needs.

### D.6.1 As-Is Analysis

	Client Role	Tyler Role
Steering Committee		
Project Manager		<ul style="list-style-type: none"><li>• Ensure implementation team is prepared</li><li>• Track Issues and Incidents</li></ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"><li>• Complete process questionnaires</li><li>• Participate in As-Is Sessions</li></ul>	<ul style="list-style-type: none"><li>• Prepared to cover agenda items</li><li>• Review Client project documentation</li><li>• Review as-is process maps</li><li>• Provide process questionnaires</li><li>• Conduct analysis of Client business processes</li><li>• Identify detailed configuration requirements</li><li>• Review inventory of processing, configuration and data flow options</li></ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"><li>• Participate in As-Is Sessions</li></ul>	

### D.6.2 Data Conversion Analysis

Tyler consultants will complete a data conversion analysis. During the analysis current data systems will be reviewed and consultants will determine with Client staff a plan for data conversion. Data conversion plan will include:

- Scope of data conversion
- Level of detail converted
- Historical data converted
- Identification of current data sources
- Strategy and timing for data conversion

Tyler will provide detailed Conversion schemas as a guide to the types of data that can be converted, the specific fields available in Munis and other significant information. These schemas are distributed for all purchased conversions and help guide the data mapping process.

	Client Role	Tyler Role
Steering Committee		



Project Manager		<ul style="list-style-type: none"> <li>Ensure implementation team is prepared</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Make decisions on data conversion plans</li> <li>Identify current data to be converted</li> </ul>	<ul style="list-style-type: none"> <li>Prepared to cover agenda items</li> <li>Review contracted data conversions</li> <li>Review current data</li> <li>Provide recommendations for data conversion</li> </ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>Identify current data to be converted</li> </ul>	

### D.6.3 Security Analysis

Application security needs are defined during analysis. All user access roles and permissions are reviewed and options are discussed and 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 deliver a security matrix to assist Client to identify appropriate permissions and roles needed to meet Client business processes.

	Client Role	Tyler Role
Steering Committee		
Project Manager		<ul style="list-style-type: none"> <li>Ensure implementation team is prepared</li> <li>Track Issues and Incidents</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Attend meetings</li> <li>Make security decisions</li> <li>Document security decisions in security matrix</li> </ul>	<ul style="list-style-type: none"> <li>Prepared to cover agenda items</li> <li>Review Client business process and facilitate process to define user access roles and permissions</li> <li>Identify correct Munis security features to match to Client business process decisions</li> </ul>
Subject Matter Expert / Other		

### D.6.4 Workflow Analysis

Workflow business rules are defined during analysis and users will be trained to set up all workflow functionality to accommodate Client's business practices. All available workflow options are discussed and implemented along with their particular module analysis and setup training sessions. Tyler will conduct the workflow analysis for all workflows applicable to the modules being implemented and processes decided upon. As part of the workflow analysis, Tyler will deliver a workflow matrix to assist Client to identify appropriate workflow roles and processes configurations to meet Client business processes.

	Client Role	Tyler Role
Steering Committee		
Project Manager		<ul style="list-style-type: none"> <li>Ensure implementation team is</li> </ul>

	Client Role	Tyler Role
		<ul style="list-style-type: none"> <li>prepared</li> <li>Track Issues and Incidents</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Attend meetings</li> <li>Make workflow decisions</li> <li>Document workflow decisions in workflow matrix</li> </ul>	<ul style="list-style-type: none"> <li>Prepared to cover agenda items</li> <li>Review Client business process and facilitate process to define new Munis workflows</li> <li>Identify correct Munis workflow features to match to Client business process decisions</li> </ul>
Subject Matter Expert / Other		

#### **D.6.5 Custom Interface Analysis**

Custom Interfaces involve creating custom layout, web services, etc. for the purpose of receiving, sending, or exchanging data between Munis and a third party system.

So long as the 3<sup>rd</sup> party system integrating with Munis can use the existing Munis formats / methods, then programming charges will not be required. However, if Tyler needs to change any of its formats to meet the needs of 3<sup>rd</sup> party products, the desired changes would follow the process outlined in the Scope/Contract Change Process section.

Tyler will train on the standard import and export functionality within the contracted modules, as needed.

	Client Role	Tyler Role
Steering Committee		
Project Manager		<ul style="list-style-type: none"> <li>Ensure implementation team is prepared</li> <li>Track Issues and Incidents</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Identify requirements for interfaces</li> <li>Coordinate third party interface needs/development</li> <li>Document Interface</li> </ul>	<ul style="list-style-type: none"> <li>Prepared to cover agenda items</li> <li>Review existing standard interface options within Munis</li> </ul>
Subject Matter Expert / Other		

#### **D.6.6 Business Process Analysis**

	Client Role	Tyler Role
Steering Committee		
Project Manager		<ul style="list-style-type: none"> <li>Ensure implementation team is prepared</li> <li>Track Issues and Incidents</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Participate in best practice discussions</li> <li>Determine policy &amp; procedure decisions for Munis software</li> </ul>	<ul style="list-style-type: none"> <li>Prepared to cover agenda items</li> <li>Lead analysis of possible process changes</li> <li>Review best practices</li> </ul>



	<ul style="list-style-type: none"> <li>Facilitates discussions of business process change and coordinate additional (non-Tyler) business process discussions</li> </ul>	<ul style="list-style-type: none"> <li>Facilitate discussion of best practice recommendations</li> <li>Demonstrate options for configuration of Munis</li> <li>Review table and set up options</li> <li>Review desired changes in business processes and data flows</li> </ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>Participate in meetings</li> </ul>	

#### D.6.7 To-Be Decisions

	Client Role	Tyler Role
Steering Committee	<ul style="list-style-type: none"> <li>Review business process decisions</li> <li>Make decisions elevated to steering committee</li> </ul>	
Project Manager	<ul style="list-style-type: none"> <li>Make decisions on business process – authority to delegate as deemed appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Ensure implementation team is prepared</li> <li>Track Issues and Incidents</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Make decisions on business process</li> <li>Document system design decisions</li> <li>Develop customized user documentation</li> <li>Conduct internal meetings to review design decisions for Static Environment Test</li> </ul>	<ul style="list-style-type: none"> <li>Prepared to cover agenda items</li> <li>Conduct analysis of desired process changes</li> <li>Review Flow Charts</li> <li>Review available options</li> <li>Review module parameters, code configurations and work flow options</li> <li>Conduct analysis of set up tables codes and parameters</li> <li>Review Munis set up options to facilitate to-be decisions</li> <li>Deliver configuration document citing recommendations for best use of Tyler software options</li> <li>Prepare Analysis Questionnaire (DED –5)</li> </ul>
Subject Matter Expert / Other		

#### D.6.8 Requirements/Notes

- All project decisions will be documented in the Analysis Questionnaire (DED 5).
- Project decisions and system design documentation will reference the Client functional requirements

#### D.6.9 Outcomes/Deliverables

- Deliverable(s):
  - Data Conversion Plan (DED 4)
  - Analysis Questionnaire (DED 5)
  - Modification Specifications, if applicable (DED 7)
- Project Outcomes:
  - Review and analysis of all Client business processes in scope for project
  - Client and Tyler review of best practice recommendations and decision on to-be process
  - Client makes all necessary business process and configuration decisions
  - Tyler documents all Munis set up decisions in Analysis Questionnaire
- Control Point(s):
  - Authorization to Proceed to Static Environment Test

## **D.7 Static Environment Test (SET)**

The Static Environment Test (SET) is designed to test and prove the process decisions made during business process consulting. This test is completed on a clean database with a subset of hand entered (not converted) data provided by Client. This ensures that Client is familiar with the data being tested and is able to verify the processes as the test is conducted by Tyler staff. After the SET is complete, implementation activities such as conversions, core user training and testing will begin.

For the payroll phase of the project, SET will occur after initial set up table training and training on how to build employees. This will allow Client Core Users to view the process using their actual set up and data, and to make process decisions based on the required set up. The first pass of the employee master and deductions may also be done prior to the SET. The Tyler Project Manager will include all activities and their timing in the payroll phase project plan.

	Client Role	Tyler Role
Steering Committee		
Project Manager		<ul style="list-style-type: none"> <li>• Ensure implementation team is prepared</li> <li>• Track Issues and Incidents</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>• Prepare/gather test data</li> <li>• Review and provide feedback on SET test script</li> <li>• Participate in SET Test Session</li> <li>• Assess project decisions and validate/correct project decisions.</li> <li>• Revise Analysis Questionnaire as required.</li> <li>• Re-perform SET Test for any changes to major decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Prepared to cover SET items</li> <li>• Develop SET Test Script (DED 6)</li> <li>• Facilitate and lead SET Test</li> <li>• Document results from SET Test</li> <li>• Re-perform SET Test for any changes to major decisions</li> <li>• Send forms output data to Tyler Forms team for each form in the scope of the respective Phase.</li> </ul>
Subject Matter Expert / Other		

### **D.7.1 Requirements / Notes**



- The Static Environment Test will be used to test business and configuration decisions. After the Static Environment Test, items that Client identified as open issues will be re-evaluated, new decisions made, and the items re-tested.
- The Static Environment Tests will be organized by module, but will include all necessary cross module processes so that Client can evaluate the integration between modules and its impact on business processes.

#### **D.7.2 Outcomes/Deliverables**

- Deliverable(s):
  - Static Environment Test Plan (DED 6)
- Project Outcomes:
  - Major business process and Munis set up decisions are tested and validated.
  - Forms output data sent to Tyler Forms to begin the forms design process
  - Client ready to begin full configuration of Munis consistent with DED 5: Analysis Questionnaire
- Control Point(s):
  - Authorization to Proceed to Implementation

### **D.8 Implementation**

The implementation process includes table building and setup, data conversion and proofing, forms design and testing, modifications and interface testing, core user training, and parallel processing or process testing.

#### **D.8.1 Table Building and Set Up**

Tyler will train Client on all system set up tables (codes, global settings, user permissions, etc.). Client is responsible for entering codes into the live Munis database, as instructed.

	Client Role	Tyler Role
Steering Committee		
Project Manager		<ul style="list-style-type: none"> <li>• Ensure implementation team is prepared</li> <li>• Track Issues and Incidents</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>• Client builds Set Up tables</li> <li>• Client builds Workflow</li> </ul>	<ul style="list-style-type: none"> <li>• Prepared to cover agenda items</li> <li>• Train Client on completion of Set Up Tables according to analysis sessions</li> <li>• Train Client on Workflow completion</li> </ul>
Subject Matter Expert / Other		

### **D.8.2 Data Conversion and Proofing**

Tyler will train Client on the use of all programs needed to proof conversion data. That includes maintenance, inquiry, and reporting programs. Tyler will assist Client on all initial conversion passes so that Client has the necessary knowledge and tools to proof conversion data. Client is responsible for proofing conversion data and signing off before the conversions are loaded into LIVE.

Tyler will provide detailed Conversion schemas as a guide to the types of data that can be converted, the specific fields available in Munis and other significant information. These schemas are distributed for all purchased conversions and help guide the data mapping process.

	Client Role	Tyler Role
Steering Committee		
Project Manager		<ul style="list-style-type: none"><li>• Ensure on time delivery of conversions according to schedule</li><li>• Track errors and issues</li></ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"><li>• Client pulls data from legacy system (-)</li><li>• Client produces balancing reports</li><li>• Client documents and submits needed corrections to conversion</li></ul>	<ul style="list-style-type: none"><li>• Prepared to cover agenda items</li><li>• Train Client on methods for validating converted data in Munis</li></ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"><li>• Client pulls data from legacy system (-)</li><li>• Client produces balancing reports</li><li>• Client is responsible for producing reports from the legacy system at the time of data extraction. These reports are critical for use during conversion validation</li><li>• Load all conversion passes as directed by Tyler PM</li><li>• Tyler will produce an error report outlining errors that result from running Client's data through the conversion program. Client is responsible for reviewing the report and investigating solutions</li><li>• Client validates converted data using error reports, balancing reports, etc.</li></ul>	<ul style="list-style-type: none"><li>• Prepare system parameters and codes to align with data mapping</li><li>• Write and execute program to convert submitted data according to crosswalk</li><li>• Through analysis, fields in legacy systems and Munis will be outlined for conversion. Tyler staff will use best efforts to direct Client on the legacy source files and desired fields for conversion mapping</li><li>• Tyler will program conversion programs according to the accepted file submission layout.</li><li>• Tyler will produce an error report outlining errors that result from running the County's data through the conversion program.</li></ul>

### **D.8.3 Forms Design and Proofing**

Using the data extracted during the Static Environment Test process, output data is sent to Tyler's Forms Design team to create proofs for each of the forms in scope for the respective Phase. Tyler's Forms Team



merges the data according to the decisions and options from the Forms Kits. The proofs are sent back to Client in an iterative process to review for accuracy or report any necessary adjustments. Once Form proofs have been accepted and forms are loaded on Client's server, testing continues throughout the balance of the implementation. The goal, at a minimum, is to print forms as part of SME training so that both the content and process are validated repeatedly.

	Client Role	Tyler Role
Steering Committee		
Project Manager	<ul style="list-style-type: none"> <li>Client accepts form design and authorizes installation</li> </ul>	<ul style="list-style-type: none"> <li>Ensure on time delivery of forms according to schedule</li> <li>Track errors and issues</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Client fills out Tyler Forms Kits</li> <li>Client validates form design, content and layout</li> <li>Submit forms to bank for approval.</li> </ul>	<ul style="list-style-type: none"> <li>Prepared to cover agenda items</li> <li>Assist in data mapping questions</li> <li>Assist in issue resolution</li> </ul>
Subject Matter Expert / Other		<ul style="list-style-type: none"> <li>Tyler Forms creates form designs from Client mock-ups</li> <li>Tyler Forms merges data from To-Be Test with Form designs</li> <li>Tyler sends form design proofs for review and acceptance</li> <li>Tyler Forms installs Forms Server on client Forms server</li> <li>Tyler installs Forms Library on client forms server</li> </ul>

#### D.8.4 Program Modifications/Interfaces

In the event of an approved Scope Change involving a Program modification or interface, Tyler will provide all in scope program modifications and interfaces according to the timelines mutually agreed to and documented on the project plan. Upon receipt of the program modification or interfaces, Tyler consultants will initially test the program modification or interface to ensure it meets the specifications identified in DED 7 and then submit to Client for additional testing.

	Client Role	Tyler Role
Steering Committee	<ul style="list-style-type: none"> <li>Modification sign off</li> </ul>	
Project Manager	<ul style="list-style-type: none"> <li>Review and discuss modifications with committee</li> </ul>	<ul style="list-style-type: none"> <li>Coordinate sign off</li> <li>Ensure on time delivery of mods/interfaces according to schedule</li> <li>Track errors and issues</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Client will validate performance of customization through repeated unit testing as well as process testing throughout implementation</li> </ul>	<ul style="list-style-type: none"> <li>Prepared to test and discuss modifications/interfaces</li> </ul>
Subject Matter Expert / Other		<ul style="list-style-type: none"> <li>Tyler will program changes as</li> </ul>

		<p>outlined in the signed specification document. Changes subsequent to sign-off will be considered out of scope and may require repetition of previous steps</p> <ul style="list-style-type: none"> <li>• Tyler's QA team will test customization within applicable, impacted modules</li> <li>• Tyler will deliver and demonstrate customization as scheduled. Demonstration will include validating compliance with written specification (mid and final)</li> <li>• Programs will be developed to import/export Tyler data in format required</li> <li>• A document is created describing the interface and how to utilize it</li> </ul>
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#### **D.8.5 SME Training**

Tyler will train all Client SMEs to perform ongoing training of Decentralized End Users. The Tyler Project Manager will provide a proposed training schedule based on target live dates and availability of resources (Tyler Implementation Consultants, Client trainees, training room, etc.).

- Client Project Manager/Team will be trained according to the schedule developed by the Tyler Project Manager for the Education Plan detailed in the Tyler Implementation Management Plan (DED-01).

	Client Role	Tyler Role
Steering Committee		
Project Manager		<ul style="list-style-type: none"> <li>• Ensure implementation team is prepared</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>• Attend training on completing Trial Run/Parallel processes</li> <li>• Complete Trial Run/Parallel process steps, identify discrepancies and correct</li> </ul>	<ul style="list-style-type: none"> <li>• Prepared to cover agenda items</li> <li>• Perform test of Tyler Forms through process testing and training</li> <li>• Train Project Team Leads/Subject Matter Experts on applicable Munis processing</li> <li>• Train Client on completing Trial Run/Parallel processes</li> <li>• Train Client on process of printing and testing forms</li> </ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>• Attend Training</li> <li>• Complete Trial Run/Parallel process steps, identify discrepancies and correct</li> </ul>	
Project Team/Change Management Leads	<ul style="list-style-type: none"> <li>• Attend Change Management Coach sessions</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver Coach Session based on Change Management Strategy</li> </ul>

#### **D.8.6 Report Training**



Training will be conducted during all phases of the implementation on Tyler reporting. Tyler uses a “train the trainer” approach, which will provide the Client Project Team the tools necessary to fully use the Tyler reporting tools and to train additional users on the subject matter as they see fit.

	Client Role	Tyler Role
Steering Committee		
Project Lead/ Project Manager	<ul style="list-style-type: none"> <li>Coordinate report training</li> </ul>	<ul style="list-style-type: none"> <li>Ensure implementation team is prepared</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Attend report training</li> </ul>	<ul style="list-style-type: none"> <li>Prepared to cover agenda items</li> <li>Conduct report training</li> </ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>Attend report training</li> </ul>	

#### **D.8.7 Requirements / Notes**

- **Table Building and Set Up –**
  - All homework tasks will be listed on the project plan
- **Data Conversion -** Tyler makes the following assumptions in providing a fixed-price data conversion approach:
  - Legacy system data to be converted is provided in a non-proprietary format, such as fixed ASCII, CSV or character-delimited 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. Use of control reports, filtering techniques, comparison reports and visual inspection are all part of this process. The purpose is to identify all issues with data, whether due to mapping inconsistencies, source data issues, data submission content or conversion programming errors. Client must review and provide authorization to proceed to final conversions before the pre-live period so that final conversion submissions have little or no risk of data or conversion programming issues. This authorization to proceed is necessary prior to live processing as the last step before data is loaded in the live database and live processing begins. This testing is part of pre-live assessment.
  - Tyler will program conversion programs according to the accepted file submission layout. This layout must be maintained consistently for all future data submissions.
- **Forms Design**
  - Client must receive bank approval for all check forms a minimum of thirty (30) calendar days before live processing. This testing is part of pre-live assessment.
- **Program Modifications/Interfaces**
  - Tyler will provide a separate DED 7 for each contracted program modification
- **SME Training**

- Training documents and videos used as prerequisites for the sessions will be referenced on the agendas and available on the SharePoint site or linked to our Knowledge Base for easy access by attendees. Client will be responsible for printing the necessary documents for the users, as needed.
- Prior to scheduled training sessions, all users must have access to the Munis training environment. The users must have logins established and know how to access the training environment.
- Navigational Videos - Tyler will provide Knowledgebase URL links to any referenced or required Munis navigational videos to Client.
- **Change Management Coach Sessions**
  - Change Management Coach training will be delivered once for a maximum of 25 attendees.

#### **D.8.8 Outcomes/Deliverables**

- Deliverable:
  - None
- Project Outcomes:
  - Munis system has been configured to meet the functional requirements, SOW, and Analysis Questionnaire (DED 5).
- Control Point(s):
  - Authorization to Proceed to Live Preparation

### **D.9 Live Preparation**

This step allows the Project Team to review the status of the project and its readiness to go live on plan. As part of live preparation, Client will complete user acceptance testing, end user training, final data conversions, and prepare a pre-live checklist.

#### **D.9.1 User Acceptance Testing**

User Acceptance testing is conducted both leading up to and following end-user training. While some recommend that user acceptance testing is all performed post end-user training, Tyler supports incremental user acceptance testing through trial run processing in Financials and parallel processing in Payroll and Human Resources. Early trial runs and parallels will most likely not involve end-users, once again isolating them from any issues that may be discovered through the process. Once processes are stabilized and can be completed without significant error, the user acceptance testing will expand to include End Users. Once the implementation project is complete, Client will have sufficient time as identified in the agreement to conduct full user acceptance testing prior to go-live.

	Client Role	Tyler Role
Steering Committee		
Project Lead / Project Manager	● Coordinate User Acceptance Test	
Project Team / Implementation Consultant	● Conduct User Acceptance Test	



Subject Matter Expert / Other		
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#### **D.9.2 End User Training**

Client trainers will provide training to all of Client's End Users. Client will be responsible for End User Training.

#### **D.9.3 End User Training**

	Client Role	Tyler Role
Steering Committee		
Project Lead / Project Manager	<ul style="list-style-type: none"> <li>Coordinate all logistics for End User Training</li> </ul>	<ul style="list-style-type: none"> <li>Provide template training materials and template training agendas</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Develop training materials</li> <li>Train End Users</li> </ul>	<ul style="list-style-type: none"> <li>Schedule and track completion of training on the project plan</li> </ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>Attend Training</li> </ul>	

#### **D.9.4 Pre-Live Planning**

	Client Role	Tyler Role
Steering Committee		
Project Lead / Project Manager	<ul style="list-style-type: none"> <li>Meet to outline go-live steps, requirements and assignments</li> <li>Evaluate readiness of Client staff to perform live process from training and change management perspective</li> </ul>	<ul style="list-style-type: none"> <li>Meet to outline go-live steps, requirements and assignments</li> <li>Evaluate readiness of Client staff to perform live process from training and change management perspective</li> </ul>
Project Team / Implementation Consultant		
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>Client performs any desired stress testing</li> </ul>	

#### **D.9.5 Final Data Conversions**

	Client Role	Tyler Role
Steering Committee		
Project Lead / Project Manager	<ul style="list-style-type: none"> <li>Client ceases activities in applicable legacy applications</li> </ul>	
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Client ceases activities in applicable legacy applications</li> </ul>	
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>Client ceases activities in applicable legacy applications</li> </ul>	<ul style="list-style-type: none"> <li>Execute program to convert submitted final data according to</li> </ul>

	<ul style="list-style-type: none"> <li>• Client pulls Final Conversion data and submits to Tyler</li> <li>• Client validates converted data using error reports, balancing reports, etc.</li> <li>• Client accepts final conversions and authorizes them to be loaded in Live Database</li> <li>• Load data into Live environment</li> </ul>	<ul style="list-style-type: none"> <li>• crosswalk</li> <li>• Work with Client to confirm readiness to load data into Live environment</li> </ul>
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#### **D.9.6 Requirements / Notes**

##### User Acceptance

- User Acceptance periods will be scheduled in the project plan. Prior to User Acceptance, the system will be configured to meet all functional requirements.

##### End User Training

- End User Training will occur after User Acceptance is complete.
- Prior to scheduled training sessions, the Tyler and Client will make sure the following prerequisites are met:
  - Training Database - All users must have access to the Munis training environment. The users must have logins established and know how to access the training environment.
  - Tyler will provide interactive eLearnings to Client via Tyler University. The eLearnings demonstrate basic functions including: navigation, general concepts and process flow, add/update/output, search, and a common toolbar.

##### Pre-Live Planning:

- NA

##### Final Data Conversions

- NA

#### **D.9.7 Outcomes/Deliverables**

- Deliverable(s):
  - Pre-Live Checklist (DED 8)
- Project Outcomes:
  - All end-users included in training plan are trained on system and business processes
  - Client makes decision to go-live
- Control Point(s):
  - Signoff to Begin Live Processing

### **D.10 Live Processing**



Upon the decision to go-live, Tyler's consultants will assist Client users in entering and completing transactions in the Live system as well as troubleshooting assistance for desired setup changes or data conversion issues.

	Client Role	Tyler Role
Steering Committee		
Project Lead / Project Manager	Track and monitor open issues	<ul style="list-style-type: none"> <li>Track and monitor open issues</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>Provide go-live assistance</li> <li>Identify users that may need additional training</li> </ul>	<ul style="list-style-type: none"> <li>Provide go-live assistance</li> <li>Provide setup and data conversion troubleshooting</li> </ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>Client users utilize Munis for live processing</li> </ul>	

#### **D.10.1 Requirements / Notes**

- Client will track any open issues or new issues through the issues log during Live Processing.

#### **D.10.2 Outcomes/Deliverables**

- Deliverable
  - NA
- Project Outcomes:
  - Client is using Munis for live processing

### **D.11 Post Live Process**

After Client is using the system for live processing, Tyler will provide additional training using actual Client-processed data as outlined in the Requirements/Notes. A review of Analysis Questionnaire is done to ensure that the processes put into place using the Munis system are being adhered to, or adjusted as necessary.

Client, with input and assistance from the Tyler, will be responsible to execute against the post-go-live support plan and provide post go-live support in order to complete the conversion to Munis. This will include functional and technical assistance from Tyler in the following areas, per phase:

- Problem analysis and resolution
- Problem tracking
- Guidance and mentoring to Client staff who provide Munis application support functions and user help desk support (problem resolution)
- Respond to help requests and resolve system defects
- Coaching users on use of the new system
- Support and direct assistance for business owner departments (Finance, Procurement, Benefits, Human Resources, Information Technology, etc.)
- Provide proactive support and special attention to processes and departments for functions that are run for the first time during the post go-live period and any functions that are executed for the first time after the go-live period

	Client Role	Tyler Role
Steering Committee		
Project Lead / Project Manager	<ul style="list-style-type: none"> <li>• Schedule post-live training activities</li> <li>• Coordinate resources</li> </ul>	<ul style="list-style-type: none"> <li>• Schedule post-live training activities</li> <li>• Coordinate resources</li> </ul>
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>• Review policy and procedure decisions</li> </ul>	<ul style="list-style-type: none"> <li>• On-site to resolve issues</li> <li>• Facilitate review of policy and produce decisions</li> <li>• Provide training on reconciliation process</li> </ul>
Subject Matter Expert / Other	<ul style="list-style-type: none"> <li>• Client users utilize Munis for live processing</li> <li>• Record issues as identified</li> </ul>	<ul style="list-style-type: none"> <li>• Provide custom reports that are in-scope</li> </ul>

#### **D.11.1 Requirements / Notes**

- Within the proposed go-live and through coordination with Client for the post-live plan, Tyler will provide post-go live support after go-live for each project phase.
- Tyler, within the proposed go-live, will also provide post-go live support for all key processes that are run for the first time outside of the initial post go-live support period. Such events include:
  - Fiscal Year End Activities
  - End of Year Payroll and 1099 Activities
  - Benefits Open Enrollment
  - Budget Development
- On-site or scheduled training sessions will be budgeted for and entered into the project plan. Non-scheduled support will also be available through Tyler Technical Support.
- Additional assistance beyond the phase/project closure will be considered out of scope and will require a change order or purchase order for additional services. Additional assistance beyond that specified here will be considered out of scope and will require a change order.

#### **D.11.2 Outcomes/Deliverables**

- Deliverable(s):
  - Lessons Learned (DED 9)

### **D.12 Phase Closure**

This process allows for a formal transition to the Munis support team and a review of the lessons learned during this phase of the project in order to use these lessons on other phases or projects within Client or at Tyler. Lessons learned will be gathered and documented at each status meeting, and the final lessons learned document will include the lessons documented throughout the project phase.

	Client Role	Tyler Role
Executive Sponsors	<ul style="list-style-type: none"> <li>• Grant final acceptance</li> </ul>	
Project Manager	<ul style="list-style-type: none"> <li>• Coordinate final acceptance process</li> <li>• Grant final acceptance for the</li> </ul>	<ul style="list-style-type: none"> <li>• Initiate transition to support</li> <li>• Facilitate Lessons Learned discussion and develop lessons</li> </ul>



	phase	learned document
Project Team / Implementation Consultant	<ul style="list-style-type: none"> <li>• Perform final user acceptance testing</li> <li>• Document issues</li> </ul>	<ul style="list-style-type: none"> <li>• Troubleshoot and resolve issues related to user acceptance testing</li> </ul>
Subject Matter Expert / Other		

#### **D.12.1 Requirements / Notes**

- Tyler's consultants will perform training on the identified post-live processes.
- Client-authorized users shall document and report issues through the provided Tyler support resources

#### **D.12.2 Outcomes/Deliverables**

- Project Outcomes:
  - Implemented system and Project satisfy all SOW terms and functional requirements as defined in Exhibit X of the Agreement
  - Transitioned to Tyler Support
  - Final Acceptance
- Control Point:
  - Acceptance of Project/Phase Closure

## Section E: Homework Requirements

The following outlines major expectations, requirements and, activities surrounding the implementation of the Munis solution:

- Tyler will provide in writing to Client the trainee prerequisites that must be completed prior to conducting all implementation or training sessions. All prerequisites will be identified on the project plan and communicated to Client in agenda's for each implementation or training session.
- Tyler will provide in writing to Client project manager after each training or implementation session what tasks that must be completed prior to Tyler personnel returning to the site. These tasks will be shown on the site report after each site visit and posted on the project SharePoint site. All tasks will also be listed on the project plan.
- Homework assignments and tasks will also be listed on the Project Plan along with due date and owner
- Typical homework items are as follows:
  - Complete set up of tables and codes based on training conducted
  - Practice on processes learned
  - Review any delivered documents prior to attending scheduled training session
- Should Client not be able to complete communicated prerequisites or tasks, the Client project manager is to bring it to the attention of the Tyler Project Manager immediately so that assistance can be offered or scheduling be revised.

## Section F: Facility Requirements

The following outlines Client's requirements for providing a suitable work location to be used by the project.

- Client will provide a room to be used as a training lab for Tyler staff to transfer knowledge to Client resources as well as a place for Client staff to practice what they have learned.
- The room is to be set up in a classroom setting. The number of workstations in the room is to be determined by Client. It is Tyler's recommendation that every person attending a scheduled session with a Tyler Implementer have their own workstation; however, Tyler requires that there be no more than two people at a given workstation.
- A workstation is to consist of a computer that has access to the Munis training/test database and a printer.
- Client is to provide a workstation that connects to Munis for the Tyler trainer conducting the session. The computer must be linked to a projector so everyone attending the session is able to follow the information being communicated.
- In addition to computers and a printer, it is recommended that a phone be available in the room as well as a white board with markers and eraser.
- Client is responsible to schedule the training room for the sessions conducted by Tyler staff.
- Should phases overlap, it may be necessary to make multiple training facilities available.



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## Section G: Appendix

### 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.

<b>Deliverable Number:</b> DED-1 (1-1)	
<b>Deliverable Name:</b> Implementation Management Plans	<b>Phase:</b> CROSS ALL PHASES
<b>Objective:</b> To provide procedures for project management and managing changes to the project scope, schedule or budget.	
<b>Scope:</b> Customized management plans to reflect Client's specific project approach. Management plans will document specific project management processes that are agreed upon between Client and Tyler project manager. As part of project planning, the Tyler project manager will review the SOW and contract with Client. The management plan will include all information and procedures for all phases of the project.	
<b>Format:</b> Microsoft Word	
<b>Outline:</b> <i>Resource Management Plan</i> <ul style="list-style-type: none"><li>• Identify Tyler resources on project and specific roles/tasks for the project</li><li>• Identify Client resources and what meetings/roles/tasks each needs to be included on</li><li>• Determine method for identifying/communicating on-site resources</li></ul> <i>Communication Management Plan</i> <ul style="list-style-type: none"><li>• Definition of Project Communications</li><li>• Communication Methods</li><li>• Key Stakeholders / Audiences for Each Communication</li><li>• Frequency of Communications</li><li>• Roles and Responsibilities</li></ul> <i>Risk Management Plan</i> <ul style="list-style-type: none"><li>• Definition of Risks</li><li>• Risk Assessment Methodology</li><li>• Risk Documentation</li></ul> <i>Quality/Testing Management Plan</i> <ul style="list-style-type: none"><li>• Testing Process</li><li>• Testing Criteria</li><li>• Process for Resolving Testing Issues</li><li>• Quality Review Process / Deliverable Quality Review</li><li>• Overall Project Quality Standards</li></ul> <i>Schedule Management Plan</i> <ul style="list-style-type: none"><li>• Identify process for making adjustments to schedule</li></ul> <i>Change Management Plan</i> <ul style="list-style-type: none"><li>• Develop Change Management Strategy</li><li>• Identification of project concerns, risks and issues</li></ul>	

**Deliverable Number: DED-1 (1-1)**

- Determine the types, frequency and delivery of communications
- Identify Client resources and what meetings/roles/tasks each needs to be included on

***Education Management Plan***

- Software/Hardware
  - How many databases will be utilized?
  - Will we establish a Financials Training environment separate from Payroll?
  - Who will refresh the training database?
  - Will a second server be utilized?
- Facilities
  - How many training rooms will be utilized?
  - Where are the training rooms?
  - How many workstations will be in each training room?
  - How many printers will be in each training room?
  - Other training room requirements (white board, phone, etc.)
  - Who will schedule the training room?
- Staff
  - How many students per teacher?
  - How many students per workstation?
  - What are the hours of training?
  - Who will be trained on each Munis application?
  - Who will take attendance?
  - Will management be present for each session?
  - Who will train the end-users Munis versus Project Team Leads)?
- Schedule
  - Who will determine the exact days for training?
  - Who will notify staff members?
  - How far in advance will the training schedule be built?
- Quality Control
  - How will Client determine if attendees have learned required training outcomes?
  - How will follow up training be administered?

**Client Role:**

- Attend project planning sessions scheduled by Tyler
- All project team members will participate in the development of these plans.

**Tyler Role:**

- Tyler will lead development of the plans and will have responsibility for documenting all decisions as part of the deliverable.

**Acceptance Criteria:**

- Client project team has read, understands, and agrees with the procedures and schedules within the Implementation Management Plan
- The deliverable contains all the components specified in the Outline of this DED and the SOW



<b>Deliverable Number:</b> DED-1 (1-1)
<ul style="list-style-type: none"> <li>The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Number:</b> DED-02 (1-2, 2-2, 3-2, 4)	
<b>Deliverable Name:</b> Project Plan / Schedule	<b>Phase:</b> All
<b>Objective:</b> Task list with owners and due dates for successful completion of the project.	
<b>Scope:</b> See SOW Section C.1	
<b>Format:</b> Initially developed and maintained on the Project SharePoint site. Tyler is currently testing the use and integration of MS Project with SharePoint. If the testing is complete and successful during Client's implementation, Tyler will consider the transition of this deliverable to be in MS Project.	
<b>Outline:</b> The project plan will follow the Tyler Implementation Methodology WBS and contain all WBS tasks, tasks necessary for completion of WBS tasks, Deliverables, Control Points, review/acceptance periods, and other key project events.	
<b>Client Role:</b> <ul style="list-style-type: none"><li>• Review project plan</li><li>• Contribute information necessary to complete and maintain project plan</li></ul>	
<b>Tyler Role:</b> <ul style="list-style-type: none"><li>• Provide initial on-site and remote session schedule to client for approval</li><li>• Create project plan</li><li>• Post project plan to Project SharePoint site</li></ul>	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"><li>• The client signs off on the project plan and schedule</li><li>• The deliverable contains all the components specified in the Outline of this DED and the SOW</li><li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li><li>• The deliverable is free of formatting and spelling errors.</li></ul>	

<b>Deliverable Number:</b> DED-03 (1-2, 2-2, 3-2, 4)	
<b>Deliverable Name:</b> User Manuals	<b>Phase:</b> All
<b>Objective:</b> Provide documentation on standard Munis functions	
<b>Scope:</b> Comprehensive user manuals for all Tyler modules purchased.	
<b>Format:</b> MS Word	
<b>Outline:</b> <ul style="list-style-type: none"><li>• Overview of module</li><li>• Detailed description of how to generally complete tasks in Munis</li></ul>	

<b>Deliverable Number:</b> DED-03 (1-2, 2-2, 3-2, 4)
<ul style="list-style-type: none"> <li>• Identification of options, fields, and functions built into the Munis software.</li> </ul>
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Review User Materials</li> <li>• Update materials with Client-specific steps and processes</li> </ul>
<b>Tyler Role:</b> <ul style="list-style-type: none"> <li>• Provide training manuals on SharePoint.</li> </ul>
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• The deliverable contains all the components specified in the Outline of this DED and the SOW</li> <li>• The training materials will be updated to reflect current features and functions in the software version that Client is implementing.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Number:</b> DED-04 (1-2, 2-2, 3-2, 4)	
<b>Deliverable Name:</b> Data Conversion Plan	<b>Phase:</b> All
<b>Objective:</b> Document conversion option decisions, timelines, tasks and validation methods.	
<b>Scope:</b> All conversions listed in Section A.2 that Client chooses to convert. As analysis sessions occur, the plan will be updated with scope of conversions, years of history, and fields to convert.	
<b>Format:</b> MS Excel	
<b>Outline:</b> <ul style="list-style-type: none"><li>• Conversion options to be exercised</li><li>• Conversion options not to be completed, with description of change order action</li><li>• Timelines for each conversion option</li><li>• Reports and data validation recommendations</li></ul> Conversions will be made available on the current MUNIS version (A.7)	
<b>Client Role:</b> <ul style="list-style-type: none"><li>• Attend conversion and applicable module analysis sessions</li><li>• Participate in planning discussions</li><li>• Review and accept the conversion plan</li></ul>	
<b>Tyler Implementation Role:</b> <ul style="list-style-type: none"><li>• Provide conversion analysis</li><li>• Provide conversion specifications and guidelines</li><li>• Provide guidance on proofing methods and tools</li><li>• Create and provide the conversion plan</li><li>• Provide follow up on conversion errors</li></ul>	
<b>Tyler Programmer Role:</b> <ul style="list-style-type: none"><li>• Create conversion files based on Conversion Plan (Tyler Layout guides and/or El Dorado Data Mapping guidelines)</li><li>• Passes<ul style="list-style-type: none"><li>○ 1st pass within 6 weeks</li></ul></li></ul>	



<ul style="list-style-type: none"> <li>○ Subsequent passes within 2 weeks</li> <li>○ GO LIVE passes within 2 days</li> </ul>
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• The deliverable contains all the components specified in the Outline of this DED and the SOW</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• Data has been proofed and accepted in a test environment by the client.</li> <li>• Deliverable is on time per schedule</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Number:</b> DED-05 (1-2, 2-2, 3-2, 4)	
<b>Deliverable Name:</b> Analysis Questionnaire	<b>Phase:</b> All
<b>Objective:</b> To document the decisions and processes resulting from analysis and identify how Client will use the Munis system.	
<b>Scope:</b> Detailed review of each in scope functional area, module, and business process to identify the current needs, business process requirements, business process and Munis configuration decisions, and detailed set-up notes for how Munis will be used. The document is to contain workflow, and security information where applicable.	
<b>Format:</b> MS Word and/or MS Excel	
<b>Sample Outline:</b> <b>Current Needs:</b> <ul style="list-style-type: none"> <li>• Identification of current process</li> <li>• Analysis of Munis fit/gap</li> </ul> <b>Client Decision Making:</b> <ul style="list-style-type: none"> <li>• Process Decisions</li> <li>• Munis Considerations</li> <li>• Follow Up Items</li> </ul> <b>Detailed Munis set-up considerations</b> <ul style="list-style-type: none"> <li>• Munis set up details</li> <li>• Modifications</li> <li>• Interfaces</li> </ul> <b>Other Information</b> <ul style="list-style-type: none"> <li>• Workflow Details</li> <li>• Security Details</li> </ul>	
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Participate in all meetings and make decisions</li> <li>• Review the documents provided by the Tyler project team</li> <li>• Identify any discrepancies</li> <li>• Ask for clarification from the Tyler team, if necessary</li> </ul>	
<b>Tyler Role:</b> <ul style="list-style-type: none"> <li>• Complete deliverable documenting decisions and Munis details</li> </ul>	

<ul style="list-style-type: none"> <li>• Post the analysis notes on the Project SharePoint site</li> <li>• Update deliverable based on feedback from the client</li> </ul>
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• The deliverable contains all the components specified in the Outline of this DED</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• Deliverable is on time per schedule</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Number:</b> DED-06 (1-2, 2-2, 3-2, 4)	
<b>Deliverable Name:</b> Static Environment Test (SET) Plan	<b>Phase:</b> All
<b>Objective:</b> Prepare the test script based on Client's process and set up decisions through As Is and To Be analysis.	
<b>Scope:</b> Tyler will lead Client in the step by step testing of Client business process decisions built into the functionality of Munis. This test will enable Client to see the way the system functions using their own data and business processes. Focus will be on helping Client understand the impact the desired business processes will have on the way the system functions and the impact of the system on Client business process decisions. The SET Test Plan will contain detailed testing scripts to test Client business processes.	
<b>Format:</b> MS Word document	
<b>Outline:</b> <ul style="list-style-type: none"> <li>• Detailed test scripts by business process for each functional area/module in scope for the project.</li> </ul>	
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Review the SET plan</li> <li>• Provide feedback for additional processes to be tested</li> </ul>	
<b>Tyler Role:</b> <ul style="list-style-type: none"> <li>• Develop SET plan</li> <li>• Modify SET plan prior to testing based on client feedback</li> </ul>	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• The deliverable contains all the components specified in the Outline of this DED and the SOW</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>	

<b>Deliverable Number:</b> DED-07 (1-7, 2-7, 3-7)	
<b>Deliverable Name:</b> Program Modification / Interface Design Specifications	<b>Phase:</b> All (if applicable)
<b>Objective:</b> Review and understand Client requirements for the customizations and interfaces. Specification will contain a description and details of the intended program modifications and custom interfaces to be delivered to address the contract item – this document identifies exactly where and how	



<b>Deliverable Number:</b> DED-07 (1-7, 2-7, 3-7)
the application programs will be changed.
<b>Scope:</b> Any Program Modifications and Interfaces added to the scope via an approved Scope Change.
<b>Format:</b> Word document to detail design specifications
<b>Outline:</b> Word document provided by Development that will describe the proposed functionality desired by Client.
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Client provides business practices and/or mandates that drive the need for the modification.</li> <li>• Client reviews the design specification with Development and Implementation.</li> <li>• Client <b>sets the priority of specification development</b></li> <li>• Client signs off on final design specification.</li> <li>• Client shall perform acceptance testing of the deliverables in accordance with Modification Specifications</li> <li>• Client will respond in writing with acceptance of the deliver or written statement of nonconformities</li> <li>•</li> </ul>
<b>Tyler Role: (A.5)</b> <ul style="list-style-type: none"> <li>• Development obtains clients business practices and/or mandates that drive the need for the modification.</li> <li>• Development may suggest existing functionality to achieve the desired results. Implementation will provide relevant details for the client's suggested future Munis business practices.</li> <li>• Development creates the design specification for the modification.</li> <li>• Development and Implementation review the design specification with the client.</li> <li>• Development updates the design specification with any requested changes, if applicable.</li> <li>• Implementation PM makes adjustments to the modification task dates in the project plan, as necessary.</li> <li>• Development obtains client sign-off of the design specifications.</li> <li>• Development and Implementation will provide a mid-modification review</li> <li>• Development and Implementation will provide Final Review</li> <li>• Client, Tyler Project Management, and Implementation Staff will have direct contact with Development to report and correct defects found with modifications (Incidents will be opened via support for tracking) Development will respond in writing with proposed corrections and timeframe for updated deliverable within 5 business days Modify specifications if required after development of modification.</li> </ul>
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• The deliverable contains all the components specified in the Outline of this DED</li> <li>• All incidents are corrected to meet specification requirements within quoted version or agreed upon timeframe</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• Deliverable is on time per schedule or specification</li> </ul>

**Deliverable Number: DED-07 (1-7, 2-7, 3-7)**

- The deliverable is free of formatting and spelling errors.

**Deliverable Number: DED-08 (1-8, 2-8, 3-8)**

**Deliverable Name:** Pre-Live Checklist

**Phase:** All

**Objective:** Identify all tasks that will need to be completed for Go-live. Checklist will provide cutover timelines to cease processing in the legacy system, timeline for final conversions, contingency processing plans and instructions for decentralized departments.

**Scope:** Implementation will provide the client with a checklist of items needed to be completed for Go-Live

**Format:** MS Excel

**Outline:**

Sample activities from a Payroll Go-Live Checklist:

- Separation of duties between Payroll and HR determined and tested
- Validate process of starting a payroll, switch T & A users
- Review Dept. Time & Attendance process, proof reports
- Verify GL Distribution Posting correctly- Finance Dept. approval
- Verify appropriate permission levels on General, Time & Attendance and Payroll Run Processing for all users

Checklist columns:

- Item ID
- Activity
- Owner
- Date Verified
- Client Approval (initials)
- Notes/Comments

**Client Role:**

- Review and complete the list of items required for go-live.

**Tyler Role:**

- Provide client with a list of items required for completion for the go-live, by phase.

**Acceptance Criteria:**

- The deliverable contains all the components specified in the Outline of this DED and the SOW
- The respective Tyler and Client project team members have resolved all material content and/or quality issues.
- The deliverable is free of formatting and spelling errors.

**Deliverable Number: DED-09 (1-2, 2-2, 3-2, 4)**

**Deliverable Name:** Lessons Learned Document

**Phase:** 1b,2b,3b



<b>Deliverable Number:</b> DED-09 (1-2, 2-2, 3-2, 4)
<b>Objective:</b> Document lessons learned to apply to future phases/projects
<b>Scope:</b> All lessons learned specific to Munis implementation
<b>Format:</b> MS Excel
<b>Outline:</b> <ul style="list-style-type: none"><li>• ID</li><li>• Date</li><li>• Title</li><li>• Phase</li><li>• Lesson Value</li><li>• Description and Impact</li><li>• Recommendation(s)</li><li>• Contact</li></ul>
<b>Client Role:</b> <ul style="list-style-type: none"><li>• Gather feedback</li><li>• Participate in lessons learned session</li><li>• Document and archive lessons learned</li></ul>
<b>Tyler Role:</b> <ul style="list-style-type: none"><li>• Lead lessons learned session</li><li>• Develop after action Change Management review plan for subsequent phases</li><li>• Archive lessons learned</li></ul>
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"><li>• The deliverable contains all the components specified in the Outline of this DED and the SOW</li><li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li><li>• The deliverable is free of formatting and spelling errors.</li></ul>

# EXHIBIT 11 ATTACHMENT B

## EL DORADO COUNTY, CA - Modification Responses

### HR ITEMS

Tyler Key	Product Area	Description	EDC Priority	Release	Cost
MUN-224451	Salary and Benefit Projections	<p>1. Prevent users from posting into a GL budget projection level that is locked (current level &gt; level they want to post into) and levels they do not have permission to post to based on Budget module role permission on levels. The posting will apply to reverses as well. . 2. Additional role security needed to limit the ability of the projection users to change to another projection. This will remove the "Change" option from the projection if permission is set that way. Projections can then be assigned by a super user to certain users.</p> <p><b>EDC Comment: This will use the user attribute vs. adding new location security?</b></p> <p>1/27/2016 Tyler Response: Correct, this will be a role permission.</p>	Must	11.4	\$12,100
MUN-224455	Personnel Actions Security and Workflow	<p>1. Would like for action workflow to not restart once it gets to a certain approver.</p> <p>2. Also create history for deleted actions with workflow.</p> <p>3. Development includes additional role permissions: "Delete active PA's", "Update active PA's without workflow restart", "Edit pending actions".</p> <p>4. Setting to create action history upon a delete where there is workflow. Mass delete function to clean up rejected actions based on find set of records which will create history if setting enabled.</p>	Must	11.4	\$22,000
MUN-224447	ESS Actions Template	<p>ESS Actions will allow for a template to be created to include free form text. This will allow the employee to initiate a personnel action from ESS by describing what the issue is and HR staff can then complete the action once it has been submitted.</p> <p><b>EDC Comment: The description is missing the request to link the template to the reason code or update the reason code on the PA</b></p> <p>1/27/16 Tyler Response: Action codes can be created granularly so reason codes are not necessary. \$5,500 to add comments to ESS actions.</p> <p>Quote to create a table on the action code where reason codes can be associated with specific templates and the ESS work to accommodate is \$8,800. This quote has been changed from \$5,500 to \$14,300 to include both enhancements.</p> <p><b>2/22/16 EDC Comment: Pass on the link to reason code</b></p>	Nice to Have	11.3	\$14,300 \$5,500



<b>MUN-225706</b>	Pending Actions Reporting	<p>Provide a sorting option when posting actions to view pending actions by program as opposed to individual changes. This will allow EDC to prepare for payroll based on the changes in certain areas of the application, e.g. employee pay and deduction changes.</p> <p><b>EDC Comment:</b> Does this mean no connection will be added between the detail links and the action code?</p> <p>1/27/16 Tyler Response: The \$7,700 quote does not include a limitation set on the action code to restrict areas that can be changed on the action. This quote is for a sorting/reporting option to identify changes in specific areas only.</p> <p>Category permissions can be set up on the role that would restrict the user from accessing certain areas of payroll/HR from an action. While this does not make an association with the action code, it does prevent users from accessing certain areas of the application. Quote to add a table to the action code to define the areas that can be accessed via Details is \$6,600. Total quote for both the reporting and action code limitations, \$14,300.</p>	Should Have	11.4	\$14,300
<b>MUN-230901</b>	Employee Inquiry Missing deductions	Missing deduction in Employee Inquiry allows for searching of deductions that the user shouldn't have access to. This allows the user to deduce which employees might have a certain deduction which they shouldn't have permission to.	New	11.3	\$0
				<b>HR Items TOTAL COST</b>	<b>\$53,900</b>

## PAYROLL ITEMS

Tyler Key	Product Area	Description	EDC Priority	Release	Cost
MUN-205346	Accrual Limits	<p>A modification will be added to provide the ability to define a separate accrual limit, enforcing earnings per period as well as a cumulative limit. These limits are determined by years of service and/or bargaining unit.</p> <p><b>EDC Comment:</b> Request in 11.3.</p> <p>3/3/2016 EDC This mod necessary only if EDC purchases a timekeeping system.</p> <p>3/7/16 Tyler Response: 3/3/2016 EDC This mod necessary only if EDC purchases a timekeeping system. MUST BE DECIDED BY MAY 1, 2016 TO MEET 11.3 DELIVERY VERSION. IF DECIDED AFTER THIS DATE, DELIVERY VERSION WILL BE 11.4.</p>	Must	<p>11.4</p> <p>11.3 - IF decided by May 1, 2016.</p>	\$16,500
MUN-205348	ESS Rollup Groups	<p>A modification will be added to automatically default the object code defined on the pay type within ESS. The object code will default and be visible to the employee but they will not have the ability to change it.</p> <p><b>EDC Comment:</b> Looking at using a 3<sup>rd</sup> Party solution. Leave as a possible Mod.</p>	Must	11.4	\$16,500
MUN-209428	ESS Time Entry Rollup Groups	<p>A modification will be made to define GL/PL Roles to be used when defining ESS Rollup Groups. This will allow for GL account and PL string permissions to be enforced and used during ESS Time Entry. Restrictions can be enforced by segments and/or ranges, which will share the same functionality currently being used to establish GL/PL account restrictions.</p> <p>If the object code on the pay type is being used to override the GL account in ESS, the list of available accounts will be narrowed down further based on the appropriate object codes.</p> <p><b>EDC Comment:</b> Looking at using a 3<sup>rd</sup> Party solution. Leave as a possible Mod.</p>	Should	11.4	\$44,000
MUN-224443	ESS Time Entry	<p>A modification will be made to lock down the current pay period in ESS Time Entry to prevent users from entering time beyond the pay period range. Employees will be allowed to submit future accrual requests.</p> <p><b>EDC Comment:</b> Looking at using a 3<sup>rd</sup> Party solution. Leave as a possible Mod.</p>	Must	11.4	\$16,500
MUN-224446	ESS Time Entry	<p>A modification will be made to provide a notification back to an employee if a supervisor changes their time. This will only be used in the event an employee is absent and can't make the edits themselves. Notifications will be sent via email to the employee and will contain the time they submitted and the update time showing a clear picture of the edits that were made.</p> <p><b>EDC Comment:</b> Looking at using a 3<sup>rd</sup> Party solution. Leave as a possible Mod.</p>	Should	11.4	\$44,000
MUN-224452	Employee Accruals	<p>For employees reaching an anniversary date mid-period a modification will be made to show accruals actually earned. This is currently in place for projected, so we would expand this functionality for actuals.</p>	Must	11.4	\$3,300
MUN-225707	Employee Job/Salary Effective Dates	<p>There were concerns that the effective date was being updated on additional pays when the base pay record was updated. Clarification was provided regarding the Effective Date field within Employee Job/Salary. The system uses this date to stamp the last time the date was calculated. - No mod necessary.</p>	Must	NA	NA



<b>MUN-199722</b>	Time Entry & Pay Calculations	<p>When an employee enters more than their scheduled hours, the hourly rate needs to be decreased and appropriately allocated to the GL/PL accounts.</p> <p>New functionality introduced in Version 11.1.5 allows for a new calculation code 66 which uses period pay. In addition, a new setting also allows for the allocation to take place by percent.</p> <p>A concern was brought up regarding the allocations for additional pays. A modification will be completed to allow for additional pays to follow the same allocation defined on the base pay. This will be addressed under <i>MUN-199733</i>.</p> <p><b>EDC Comment:</b> We discussed that it would work for 66 or 64. Is this still correct? Plus 64/66 Calc Code should prorate with start and end day based on work days for new hires and terms?</p> <p>1/27/2016 Tyler response: Yes, this will work for both calculation codes 64 and 66. Both calculation codes will prorate with start and end date based on new hires and terms.</p>	Must	Currently Available	\$0
<b>MUN-199733</b>	Pay Allocations	<p>A modification will be made to allow additional pays to follow the same allocation defined on the base pay. The County is currently setup to use Category A, however, we suggest exploring using Category B.</p> <p><b>EDC Comment:</b> Cat A is required for many hourly base pays. We will look into Cat B for all period base pays since it will work with a 40 FLSA rule. This is a government code requirement.</p> <p>1/27/2016 Tyler response: OK.</p> <p><b>EDC Comment:</b> Request in 11.3. This is required by government code.</p> <p>3/7/16 Tyler Response: 3/3/2016 EDC This mod necessary only if EDC purchases a timekeeping system. MUST BE DECIDED BY MAY 1, 2016 TO MEET 11.3 DELIVERY VERSION. IF DECIDED AFTER THIS DATE, DELIVERY VERSION WILL BE 11.4.</p>	Must	<p>11.4</p> <p>11.3 - IF decided by May 1, 2016.</p>	\$11,000

<b>MUN-199737</b>	ESS Time Entry – Overtime/ Comp-Time	<p>The County is requesting that employees have the ability to choose between Paid OT and Comp time. With existing pay code and OT setup, employees will have the ability to make this request, however ESS will NOT perform verification in ESS to determine whether or not employee is eligible for overtime during that period and this is not being considered as part of the proposed solution. Determining whether the employee is eligible for OT will happen at the point time is moved into the payroll. - <i>No modification necessary</i></p> <p><i>During the Analysis phase Tyler will walk through the necessary setup requirements with El Dorado County's data and demonstrate the proposed functionality.</i></p> <p><b>EDC Comment:</b> Crystal was going to look into new options. The options discussed at the summit did not meet requirements. Needs to work with PERS Sch hrs mod (224454) and additional pays allocation mod (199733)</p> <p><u>Option 1 Discussed</u> - Use two pay codes and the employee selects per period OT/CE – we need daily not per period</p> <p><u>Option 2 Discussed</u> (Ross) - Exception base entry. Base Pay will default a schedule. Additional Pays setup for CE/OT for employees to enter request. FLSA Pays setup to add base with OT/CE pays to find FLSA .5/1.5. EDC can't use schedule - since we need to allocate time we cannot set schedule. This allows employees to add time under the pay base and not use the additional pays for CE/OT</p> <p>1/27/2016 Tyler response: The provided documentation titled <i>Employee Comp Time OT Choice in ESS</i> explains how this requirement can be accomplished with existing functionality. Munis does not provide on the fly validation that determines OT vs. Comp eligibility at the time an employee enters their time. For this type of validation during time entry, a third party time tracking system would be proposed.</p> <p><b>EDC Comment:</b> Looking at using a 3<sup>rd</sup> Party solution. Leave as a possible Mod.</p>	Should	11.2	\$0
<b>MUN-199738</b>	Employee Pay	<p>In order to get additional pay such as Tahoe Differential, employees need to work 50% or more of their scheduled hours. A new calculation code will be added to the system that will pay based on scheduled hours.</p>	Should	11.4	\$7,700



<b>MUN-217084</b>	Retro Processing	<p>Retro processing is taking place in the next calendar year for the previous calendar year. The limit for the current year is impacted by the retro amount for the prior year.</p> <p>A modification will be made to the retro program to allow for retro pay types to be associated with the original pays. When processing retro, the defined retro pay types will not enforce limits.</p> <p><b>EDC Comment: Which pay code would be sent to PERS?</b></p> <p>1/27/2016 Tyler response: There will only be one pay code in this scenario, but you don't send a retro "pay code" to PERS. You process retro in a separate payroll so you can use the same pay codes and then PERS can code them alimits retro records.</p> <p><b>EDC Comment: We are looking at doing manual retro vs the program since the retro programs do not look at what was paid. Will the limit rules only be ignored if using the retro program or can it be a flag in the payroll for retros?</b></p> <p>2/5/16 Tyler response: Currently there is no flag in the payroll to ignore pay type limits, however as part of this modification, we would add an option to ignore pay type limits as part of the payroll generate process.</p>	Must	11.4	\$11,000
<b>MUN-219152</b>	FLSA Overtime Calculations	<p>The FLSA Blended calculations were adjusted to use the dates for the basis pays when adding Category A amounts into the blended rate totals prior to the blended rate calculation. This fix has been delivered. An additional change is going to be made to apply the same logic for Category B as part of this issue.</p>	Must	11.1.5	\$0
<b>MUN-224441</b>	Time Entry & Time Entry Import	<p>When adding a record into batch time entry, a warning is displayed when a pay code is entered without a corresponding employee job/salary record. During an import, a warning is not displayed. Explained that the behavior between a manual add 11.4and the import should behave the same way. If not, then this is a defect. The County is going to verify.</p> <p>A new control file setting will be added to restrict employees from entering or importing pay codes that don't exist within employee job/salary or have been end dated or are inactive.</p> <p><b>EDC Comment: Looking at using a 3<sup>rd</sup> Party solution. Leave as a possible Mod.</b></p>	Must	11.4	\$9,900
<b>MUN-224444</b>	ESS Time Entry	<p>When entering time associated with a PL string, the default GL Organization code on the PL String needs to be used, while the object code needs to default from the pay code. This work is currently being developed under <i>MUN-191725</i>.</p> <p><b>EDC Comment: Looking at using a 3<sup>rd</sup> Party solution. Leave as a possible Mod.</b></p>	Must	11.1.5	\$0



<b>MUN-224454</b>	FLSA Overtime Calculations	<p>This requirement will be addressed with Linked Overtime Table functionality that is currently available in Version 11.2. This will allow for single pay codes to be valid for some overtime tables and not others. – <i>No modification necessary</i></p> <p><i>During the Analysis phase Tyler will walk through use cases with El Dorado County's data, to verify that all requirements are addressed with proposed existing functionality.</i></p> <p><b>EDC Comment:</b> Crystal was going to test setup for this option. It needs to work with 199733 and 199737.</p> <p>1/27/2016 Tyler response: Documentation provided titled <i>Linked Overtime Table Functionality</i> outlines the setup and functionality associated with linked overtime table functionality.</p> <p><b>EDC Comment:</b> This mod is to cap reporting to PERS at class hours like 80. MUNIS handles this with the exception if sick or vac was used and the employee worked over 80 including the vac/sick pay. I can resend the excel spreadsheet with this example.</p> <p>3/8/2016 Tyler has provided documentation for setup scenarios to support/address the EDC-provided spreadsheet examples.</p>	Must	11.2	\$0
<b>MUN-224456</b>	Retro	<p>A modification will be made to retain the dates of the original payroll when processing retro so PERS can calculate correctly. Retro processes needed do to late evaluations that span months or even years will need to be calculated manually and will not be part of this modification.</p> <p>CalPERS payroll contribution file program modifications are being made under <i>MUN-213257</i>.</p> <p><b>EDC Comment:</b> Can you explain this modification in more detail? Is this to process a retro and a non-retro payroll together? Our understanding is that the dates come into to PERS as entered into the Payroll which would mean that if we had a payroll for retro the dates entered would go to PERS. This is a State Requirement.</p> <p>1/27/2016 Tyler response: This is not to process retro and non-retro payrolls together. This would allow you to process a retroactive salary increase using the retro program in Munis and retain the original dates the salary was paid for CalPERS reporting – as required.</p> <p><b>EDC Comment:</b> This is a CA State Requirement</p> <p>3/8/2016 Tyler response: The retro dates are currently keyed manually in the Munis CalPERS Report Period Records before the creation of the CalPERS XML file to meet CA state requirements. The enhancement is in response to EDC's specific request to automate this functionality.</p>	Must	11.4	\$3,300
<b>MUN-224442</b>	ESS Time Entry	<p>When a 9/80 work schedule is established, there needs to be the ability to surface the "split" day in ESS.</p> <p>Functionality was added in 11.2 to allow for FLSA calendars to be defined. In Version 11.3, 9/80 logic will have the ability to be used along with FLSA calendars.</p> <p>This modification will allow for the employee's "split" shift day to be highlighted in ESS. Exception reporting will be used to identify employees that didn't enter their split day.</p> <p><b>EDC Comment:</b> Looking at using a 3<sup>rd</sup> Party solution. Leave as a possible Mod.</p>	Must	11.4	\$5,500



MUN-224445	Deductions	<p>It was requested that range changes carry down to the employee deduction record when a change to the deduction is performed.</p> <p>Explained that any calculation code that references 'FROM DEDUCTION MASTER' directly references the information on the deduction master record. For these calculation codes, updates to the deduction master record would be reflected on the employee deduction record.</p> <p>Explained the process of imports for mass updating and the ability to create templates that can be easily exported and imported. – <i>No modification necessary</i></p>	Nice to Have	NA	NA
MUN-224450	Pay Codes	<p>Negotiations may require that certain pay codes are mass updated. This typically happens with the rate or frequency and sometimes with the factor. Explained that with a pay calculation code 60, a mass recalculate can be performed on the pay master and that change will automatically update all Employee Job/Salary records. For pays having a calculation code 90, the export/import process can be used to update the factor.</p> <p>There were some issues the County may have encountered with the import and it was explained that the import should function the same as adding a record, therefore if there are discrepancies those would need to be reported as defects. – <i>No modification necessary</i></p>	Nice to Have	NA	NA
MUN-225149	Salary & Benefit Projections	<p>A modification will be made to Categories A and B to populate the reference salary with base salary hours.</p> <p>For Categories 2, 3, 4, and 6 the reference salaries will be exported and then imported into S&amp;B Projections.</p>		11.4	\$7,700
Missing Item	LGCR SSRS	<p><b>Patience is going to look into the Missing Multi Position Flag.</b></p> <p>1/27/2016 Tyler response: per our conversation, a custom SSRS report would be provided to assist in acquiring the data the reporting agency requires to be submitted in a reporting agency provided Excel template. Due to the specific needs for El Dorado County, this report is provided as a billable deliverable which is then owned – and can be modified as needs change – by you.</p> <p><b>EDC Comment: This is a CA State Requirement</b></p> <p>3/8/2016 Tyler response: The current CA state requirement involves an Excel template created by and provided by the CA State Controller's Office, which Munis is not able to create. As we are not able to programmatically recreate the report, it does not fall under our state requirement obligations. We have provided the SSRS report to assist client's with the task of acquiring the data for the Excel template, since we cannot create the report itself. The SSRS report allows client's to customize the data extraction from Munis to fit their variety of needs and additionally export the data to Excel. Once the data is in Excel, the data can be copied and pasted into the pre-formatted Excel template provided by the State Controller's Office. When the client wishes to have Munis customize the report on their behalf, the service is billable.</p>		11.3	\$6,375
				PR Items "base" COST	\$39,375
				PR Items WITH TK system	\$27,500

				PR Items WITHOUT TK system	\$136,40 0
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Summary of PR/HR Tech Summit Enhancement Requests WITH Timekeeping System	
HR Items	\$53,900
PR Items	\$66,875
<b>TOTAL:</b>	<b>\$120,775</b>

Summary of PR/HR Tech Summit Enhancement Requests WITHOUT Timekeeping System	
HR Items	\$53,900
PR Items	\$175,775
<b>TOTAL:</b>	<b>\$229,675</b>



## AR ITEMS

Tyler Key	Product Area	Description	EDC Priority	Release	Cost
MUN-200093	Tyler Cashiering	Provide improved deposit tracking capability in Tyler Cashiering. Create a default deposit number by user. Specifically, El Dorado uses Department numbers as the desired deposit number. Create automated solution to populate and lockdown the deposit reference field to avoid potential mis-keying of deposit reference.	3	3.3	\$4,400
MUN-200092	Refund Processing	Provide ability to change the one time vendor at time of refund(s). Add dropdown list of one-time vendors (only) next to the current one-time vendor checkbox in Refund Processing.	This is an important mod	11.2.5	\$2,200
MUN-200091	General Billing Invoicing	Provide ability to mass update the invoice date, due dates, and GL year/period for a set of invoices (as opposed to one by one) during workflow review of a batch of invoices. Provide update capability on the batch header screen with prompt to mass change all invoices in the batch.	This is an important mod	11.3	\$4,400
MUN-200090	General Billing Maintenance	Create a new workflow process related to GB Invoice Maintenance to allow for decentralized adjustment processing. Workflow control must be based on department code, charge code and/or amount of change.	1	11.3	\$14,300
MUN-199365	General Billing Invoicing	Restrict ability to edit cash accounts during GB invoice entry. Create AR Role Permission for fully restrict any access to GL account entry/edit during the invoice creation.	This is an important mod	11.3	\$3,300
MUN-220525	General Billing Invoicing	Provide ability to prevent deleting of approved General Billing invoices. Introduce a new GB Role Permission to "Allow deletion of approved invoices".		11.2.5	\$3,300
MUN-220526	Refund Processing	Extend AP Role Permissions governing invoice department restrictions to the department dropdown field in Refund Processing.		11.2.5	\$2,200
	GB, AR	<p>8-13-15 EDC Comment: Audit Files – Missing Mod Request</p> <p>8/18/15 Tyler response: Please clarify. No additional information has been received following 7/23/15 Tyler email to Amanda stating:</p> <p>Item under the Misc column to include reporting on audits in general (which would be addressed with a custom SSRS report as we mentioned during the Tech Summit). We'll consider this one resolved under that item, unless you want this separate from the overall request for audit reporting. Let me know.</p> <p>8-21-2015 EDC response: When would they be available and what programs will the reports cover?</p> <p>8/28/15 Tyler response: EDC can create SSRS reports themselves at no charge or can work with our Professional Services team to design the desired report(s) at a billable rate dependent upon the complexity, design/analysis process and the number of reports.</p>	1		
				AR Items TOTAL COST	\$34,100



## GL ITEMS

Tyler Key	Product Area	Description	EDC Priority	Release	Cost
<b>MUN-183614</b>	GL	<p>Adopted budget adjustment to show 'revised original' – <i>This mod has been defined and EDC has given a verbal agreement. A custom report could be written to extract this data without the modification prior to 11.3.</i></p> <p>8-13-15 EDC Comment: Need more information on what will be included in 11.3 WF audit update. <b>EDC comment moved to MUN-206957 on 8/21/2015</b></p> <p>8/18/15 Tyler response: Please clarify. There is no audit update associated with this modification.</p> <p>8-21-2015 EDC response: Listed above is an 11.3 custom report. Does this mean the budget amendment for the adopted budget will post for the GL and the reports will be created? Will 11.4 have the PL budget journal?</p> <p>8/28/2015 Tyler Response: The defined modification is for the budget amendment to be posted. Additional reporting would be an additional enhancement request, whether that was to Development or to Tyler Reporting Services. Note – the delivery of this was changed to 11.4.</p>	1	11.4	\$9,900
<b>MUN-203708</b>	GL	<p>Long accounts and outputs in reports – <i>EDC will investigate utilizing the Report Template functionality. These reports only show the long account for long account users. No mod necessary.</i></p> <p>8-13-15 EDC Comment: Waiting on dev to let us know if errors are corrected to review program.</p> <p>8/18/15 Tyler response: Notified EDC of fix available on MIU on 8/17.</p>	NA	Currently available	\$0
<b>MUN-203710</b>	GL	<p>GL outputs on inquiry screens and journal – <i>Tyler will look at the reporting programs and ensure the titles are consistent. Tyler will also ensure that all available fields are available for export to excel.</i></p>		11.2	\$0
<b>MUN-206957</b>	GL	<p>Journal Field Audit – <i>For 11.3 enhanced audit functionality would be added to journals in proof that have been released to workflow.</i></p> <p>8-21-15 EDC Comment: Need more information on what will be included in 11.3 WF audit update.</p> <p>8/28/2015 Tyler response: Any field that can</p>	1	11.4	\$11,000



		be updated on a journal would be available for viewing in the audit file.			
<b>MUN-207685</b>	GL	GL Credit memo actual – <i>A new setting would be added to not include transactions in proof in the available budget check.</i>	1	11.3	\$5,500
<b>MUN-207690</b>	GL	Journal Archiving – In conjunction with 206957 a capability to access the new audit records, query them, and the ability to view the workflow history and comments would be given.	1	11.3	\$5,500
<b>MUN-207692</b>	GL	<p>Decentralized Functionality - GL Security and WF – <i>The discussed solution will break out the ability to update and post the journals of others to separate permissions, to check the account access permissions prior to allowing an amount to be update, and to give more robust find capability.</i></p> <p>8-13-15 EDC Comment: Missing info on delete access linked to all account access in journal</p> <p>8/18/15 Tyler response: Please clarify. This modification separates the 'all account access' permission from update and post. Is there an additional request for a separate delete permission?</p> <p>8-21-15 EDC response: Update, Delete, and Post were discussed at the Tech Summit. Update and Post permissions were going to split. Update would be allowed if the user had the account access, and delete would be allowed if the user has access to all accounts on the journal.</p> <p>8/28/2015 Tyler response: Correct. If a user can update a journal and has account access to every account on a journal then delete of the journal would be allowed. If there were lines to which the user does not have access then they could not delete the journal.</p>	1	11.3	\$11,000
<b>MUN-207694</b>	PL	<p>PL Revenue Allocation Report –<i>Tyler would look at ordering transactions by source code and including as much reference information as possible.</i></p> <p>8-13-15 EDC Comment: Need more information on billing rate. The Employee Detail reports in PL only show hours. We need cost and hours.</p> <p>8/18/15 Tyler response: A: <b>Billing rate</b> was not discussed in great detail during the Technical Summit and can't be quoted at this time. The path of action post Technical Summit was for EDC to receive WO</p>	1	11.3	\$11,000



		<p>and PL training to assist in how the road report may be accomplished.</p> <p>B: <b>Employee, cost and hours</b> are currently available within Project Inquiry Employee Detail and Excel export is available in this form.</p> <p>8-21-2015 EDC Comment: Can you tell us the report to run to see the cost per employee? We only see the cost per segments in the PL.</p> <p>8/28/2015 Tyler response: In this case the report is Excel. The information would be pushed to Excel where it can be resorted and summed as desired.</p> <p>9-4-2015 EDC Comment: Please clarify that the detail cost by employee is available but not viewable in the PL. We need additional info on what will be included on this report (WO).</p> <p>9/10/15 Tyler response: Please clarify. A. Have you reviewed the Project Inquiry Employee Detail form (that can be exported to Excel and re-sorted by employee) and are looking for something other than Employee, Hours and Amount information there? If so, what data is missing? Please provide a sample Munis report or screenshot with the desired fields circled.</p> <p>B. There are currently no plans to add WO data to the Revenue Allocation report.</p> <p>9-11-2015 EDC Comment: We see it now. It shows pays but not the benefits. I attached a screen shot.</p> <p>9/15/15 Tyler response: We will add benefit information to the revenue allocation report and the employee inquiry form as part of this modification.</p>			
MUN-207695	Budget	Budget Detail Across Levels – <i>The suggested solution would be to allow the audited changes of the comment and justification fields to be surfaced if anything is changed from one level to the next. This would allow the past and current notes to be easily retrievable.</i>	2	11.4	\$8,800
MUN-207722	Budget	Revenue entry for budget – <i>An option will be added to allow expense accounts to always be set positive and revenue accounts be negative OR to let the entered value remain. EDC would choose the first option.</i>	3	11.3	\$11,000
MUN-210043	Budget	Next Year Budget Entry PL String Detail – <i>No mod necessary.</i>	2	Currently available	\$0
MUN-214053	GL/CAFR	GL CAFR export program – <i>an option will be given to export the sub-fund code in place of</i>	2	11.3	\$3,300



		<i>the fund code.</i>			
<b>MUN-216364</b>	CAFR	CAFR Budget Export – Originally submitted to Bill Sedletzec. This specific change is not currently on the radar for the CAFR project. The product is going to be reworked in the future and will allow for customizable reporting and for the budget report to be based on a budgetary basis with reconciliation. No timeline can be given at this point.	2	TBD	
	PL	PL Security – Project segment security to be added to Journals, Journal Inquiry, and Budget Amendments. Project security added to Overhead and Revenue Allocation.	1	11.2	\$0
	GL	Journal outside period access – journals entered in a prior period, approved through workflow, then users can't post due to post-current-only restrictions.	1	11.1	\$0
	GL	8-13-15 EDC Comment: Missing Mod Request: Recurring Journals security based on accounts 8/18/15 Tyler response: Modification would be to have the GL Journal permissions apply to Recurring Journals as well.	2	11.3	\$5500
	GL	8-13-15 EDC Comment: Missing Mod Request: Enable flag on GJI business rules to indicate if changes at this step should restart workflow. Changes that would restart workflow workflow are those that would re-route journals through workflow. 8/18/15 Tyler response: Modification would be to add WF business rule option to process type <b>GLJ</b> to define whether to restart workflow for edits made during the approval process at the current rule.	1	11.3	\$5500
				<b>GL Items TOTAL COST</b>	<b>\$88,000</b>

## PURCHASING ITEMS

Tyler Key	Product Area	Description	EDC Priority	Release	Cost
<b>MUN-183617</b>	P-Cards	P-Card status and approvals needs to be moved to the transaction level and P-Card conversions also need to be performed at the transaction level. This will allow those transactions that have been approved to be converted to invoices while those transactions that have not been approved can remain unconverted.	1	11.3	\$27,500
<b>MUN-183617</b>	P-Cards	Ability to itemize a single transaction into the actual goods that were purchased on that transaction. Also ability to have status and	1		



		conversion functionality driven down to the item line – No modifications are being proposed for this. With the above modification the County can place the transaction on hold with an appropriate note while reconciling the transaction.			
<b>MUN-183617</b>	P-Cards	Ability to have one transaction create multiple invoices. Often times multiple invoices will be received from a vendor and vendor will be paid via the single swipe of a credit card for all invoices. This modification would allow an invoice number to be noted on the GL account line within the P-Card reconciliation program. The transaction can be allocated to as many GL accounts and therefore to as many invoice numbers as necessary. Conversion would split the transaction into as many invoices as are noted on the transaction.	1	11.3	\$22,000
<b>MUN-183617</b>	P-Cards	Single P-Card transaction to liquidate multiple PO lines. No modifications are being proposed at this time 8-13-15 EDC Comment: How do other clients correct POs if Pcards are used on a multi line PO? 8/18/15 Tyler response: All sites that currently utilize POs with P-Cards are liquidating Blanket POs where there is only a single line item. 8-21-15 EDC Comment: If we have one line on a PO with multiple accounting lines. Will the PCard program liquidate the multiple accounting lines from the one PCard transaction? 8/28/15 Tyler response: Yes, multiple allocations can be used on a pcard transaction to liquidate a single PO line, as long as all allocations exist on the PO line.	1		
<b>MUN-183617</b>	P-Cards	Ability to integrate P-Card transactions to Employee Expense Reimbursements. No modifications are being proposed at this time 8-13-15 EDC Comment: How do other clients use WF if amounts are not part on the claim total? 8/18/15 Tyler response: P-Card transactions can be added as informational only expenses to the employee reimbursement claim. Alternatively, once the P-Card transaction has been converted to an invoice the invoice can also be noted as a related expense on the employee reimbursement claim. 8-21-15 EDC response: Our internal policies (approvals) are based on the claim total and the informational is not included in the claim total. Hotels and airfare are commonly paid by Pcards and can be large dollar amounts. What are other options can be used to record the total travel cost for WF? We looked at REQ but we have the limit to one PO line for Pcards. 8/28/15 Tyler response: Tyler development is willing to do a modification to include informational and related expenses in the claim total. Additionally, workflow will have the ability to route based on the new claim total.	1	11.3	\$5,500
<b>MUN-183617</b>	P-Cards	General Journals created from P-Card transactions to have journal reference fields populated	1	11.3	\$3,300
<b>MUN-207691</b>	Accounts Payable	Ability to void an invoice in proof. This will reverse updates to the GL, PO, and Contract. Voided invoice will be posted with no associated GL impact. Invoice will reside in posting tables for future audit purposes.	1	11.3	\$5,500
<b>MUN-207693</b>	Accounts Payable	The current 'Add own invoices' permissions needs to range based by department code.	1	11.3	\$4,400
<b>MUN-207693</b>	Accounts Payable	New permission to indicate when an invoice can be deleted per the invoices status. At a minimum to include: Prior to release. Released. Approved. Posted. Voided.	1	11.3	\$4,400



MUN-207693	Accounts Payable	Enable flag on API business rules to indicate if changes at this step should restart workflow. Changes that would restart workflow workflow are those that would re-route invoices through workflow.	1	11.3	\$3,300
MUN-207693	Accounts Payable	New role permission to indicate who can update an invoice while in workflow	1	11.3	\$4,400
MUN-207688	Accounts Payable	AP Invoice Entry will be modified to prompt the user for a 'Change Reason' whenever a released invoice is updated. Any changes performed under this update will be logged under this change reason.	1	11.3	\$5,500
MUN-183616	Accounts Payable	<p>If a vendor is inactive:</p> <ol style="list-style-type: none"> <li>1). When an inactive vendor is selected in invoice entry then add the inactive reason to the pop up that currently displays</li> <li>2). When the current approver views the invoice in invoice entry redisplay the pop-up with the vendor inactive reason</li> <li>3). Display the vendor's status and status reason in dashboard</li> <li>4). Ability to generate API workflow business rules based on vendor reason code – No modifications are being proposed for this part of the request.</li> </ol>	1	11.4	\$3,300
MUN-210173	Contracts	Give the ability in the contract type to indicate if a subtype is required.	2	11.3	\$3,300
MUN-216389	Contracts	Contracts to create a change order if start/stop retainage is modified	1	11.3	\$4,400
MUN-216389	Accounts Payable	Split Retainage override permissions in 1099, Contract, and General	1	11.3	\$4,400
MUN-216389	Accounts Payable	Display the actual invoice net amount less any retainage applied on all invoice screens	1	11.3	\$1,100
MUN-216389	Accounts Payable	Ability to define retainage control account by the type of retainage. 1099, Contract, General, and AP Withholding.	1	11.3	\$8,800
MUN-218133	Accounts Payable	<p>Functionality will be provided to unstale a check</p> <p>8-13-15 EDC Comment: Can Tyler still add a check number total to the pdf?</p> <p>8/18/15 Tyler response: No. As discussed during the Technical Summit we will not quote adding a check number total on either the screen or the canned report but instead will quote an alternative option to address the business scenario of stale checks for jury pay where check amounts are all the same.</p> <p>8/21/15 – Our notes show that pdf and excel output was discussed. If an excel output option was available for checks selected prior to stale to ensure we have the correct checks (proactive). We can do the total in Excel.</p> <p>8/28/15 Tyler response: Additionally Tyler development will add functionality to allow stale check data to be exported to excel. Check sums can be performed within the excel export. No change in quoted amount.</p>		11.3.5	\$5,500
	Contracts	New permission to indicate when a contract can be deleted. Prior to release. Released. Approved.		11.3	\$4,400
	Contracts	<p>Ability to roll an unposted contract</p> <p>9-11-2015 EDC Comment: We need this ability for unposted invoices too.</p> <p>9/15/15 Tyler response: No modifications will be proposed to roll AP</p>		11.3	\$3,300



		invoices at year end. We recommend that you follow one of the suggested procedures discussed during the Technical Summit.			
	Accounts Payable	Ability to not override the next generated document number		11.3.5	\$4,400
	Accounts Payable	Recurring invoices will be modified to default the status from the default status in AP settings. New role permission to indicate what roles can override the defaulted status on recurring invoices		11.3.5	\$4,400
	Accounts Payable	El Dorado County is requesting a simpler file layout for importing invoices. Site can use custom invoice imports for this. No modifications are being proposed			
	Requisitions/ Purchase Orders	A new role permission will be added to not allow updates of approved requisitions, purchase orders, and purchase order change orders. Additionally, a new option will be added to reject approved purchase order and purchase order change orders. If an approved requisition, purchase order, or purchase order change order needs to be updated it will first need to be rejected and then re-opened and edited. <b>8-13-15 EDC Comment: This needs to include updates to approved invoices</b> 8/18/15 Tyler response: This is addressed under MUN-207693 above and edits have been made for that description to explicitly state 'approved'.		11.3	\$16,500
	Requisitions/ Inventory	A new role permission to not allow edits of pick tickets that were created from requisitions. A warehouse worker would only be allowed to cancel, delete, or decrease quantities		11.3	\$6,600
	Accounts Payable	Add the ability to display totals by Tax Code on the Sales/Use Tax report. <b>8-21-15 EDC response: this is an agreed upon item in MUN-176276 due in 11.1</b> 8/28/15 Tyler response: The accepted spec for the MUN-176276 modification only references grouping and totaling on Tax Group, but does not include Tax Code. Additional quoted modification is to total and report by code. <b>9-4-15 EDC response: After reviewing the report and entering additional invoices, we can make due without the totals by tax code, but do need at a minimum totals (taxable amount) by tax groups as outlined in prior communication in 6/2014. We have also found a defect when the nontaxable amount is updated in "modify invoices" the use tax report is not updated. We have attached the detail. We have an additional question on how tax amounts can be corrected after the check is printed and/or cleared at the bank. The "modify invoices" program does not allow us to edit the header amounts after the check is printed.</b> 9/10/15 Tyler response: The report currently totals tax amounts by tax group. We can add totals of the taxable amount at no charge, deliverable early 2016 in 11.1.5. There is no way to modify the tax after the invoice has been paid. <b>9-11-15 EDC response: We will just need the 11.1.15 update.</b>		11.3.5	\$4,400
	Accounts Payable (apply to all)	<b>8-13-15 EDC Comment: Missing Mod Request: Remove approve option on the Workflow Web Part</b> 8/18/15 Tyler response: This modification will not be quoted. MUN-221731 will address standardizing system restart-on-edit behavior from any/all points of workflow access.	1		



		<p>8-21-15 EDC response: We wanted the option to remove the ability to select multiple invoices in the WF web part and approve all.</p> <p>8/28/15 Tyler response: This modification will not be quoted. Tyler Dashboard web parts are intended to provide general functionality for mass use, not specific to one client site.</p>			
	Accounts Payable	<p>8-13-15 EDC Comment: Missing Mod Request: Add batch type to "My Approvers" browse option (web part)</p> <p>8/18/15 Tyler response: This modification will not be quoted. The web part is intended to provide a summary of the transaction for approval and customizations for individual needs results in too much information. Tyler recommends drill down to the transaction for all details or preventing use of the web part.</p> <p>8-21-15 EDC response: Can it be added to the "My Approvers" browse option? We need the ability to see the Batch Type "Warrant" to see rush invoices. We can't use the check request since it does not liquidate POs or Contracts. Volume is too large to open each invoice to find the batch type.</p> <p>8/28/15 Tyler response: The 'Warrant' field can be added to the invoice entry browse screen.</p>	2	11.3	\$1,100
	Accounts Payable	<p>8-13-15 EDC Comment: Missing Mod Request: Voided Invoices cannot be deleted in Modify Invoice Program. Improved Audit.</p> <p>8/18/15 Tyler response: Please clarify. EDC has reported the inability to delete a voided invoice in Modify Invoices as a program fix to be addressed under MUN-215223. Are you now asking for the system to prevent deleting a voided invoice?</p> <p>8-21-15 EDC response: It's our understanding that the system should have allowed the voided invoice to be deleted. The open incident is a work ticket/fix to allow voids to be deleted. Voids were allowed to be deleted in other versions of MUNIS. The message when trying to delete says voids are allowed to be deleted. It currently closes the program and support says this is a defect. We want to prevent this.</p> <p>8/28/15 Tyler response: The inability to delete a voided invoice in Modify Invoices is a program fix to be addressed under MUN-215223. The delete should be allowed. The desired functionality to prevent deleting a voided invoice can be addressed under MUN-207693 above and edits have been made for that description to explicitly state 'voided'.</p>	1		
				Purchasing Items Total Cost	\$161,700

Summary of Tech Summit Enhancement Requests	
AR Items	34,100
GL Items	88,000
Purchasing Items	161,700
<b>TOTAL:</b>	<b>\$283,800</b>



## WO ITEMS

Tyler Key	Product Area	Description	EDC Priority	Release	Cost
MUN-216365	Work Orders	Provide additional selections for the Requesting Department and Billing Type in the Work Order Work Flow Business rules for Work Order Approvals and Work Order Completion.	1	11.3	\$7,700
MUN-216366	Work Orders	Provide functionality to allow Work Orders to use the Work Order defined rate for an employee instead of the Payroll rate when pushing time from Payroll.	1	11.3	\$5,500
MUN-216367	Work Orders	Provide selections in the Work Order User Role settings for maintaining cost types to be None, Estimated, Actual, or Both.	1	11.3	\$15,500
MUN-231544	Work Orders	Provide warning prior to closing or posting a Work Order when pending AP or TE records exists.	Nice to Have	11.3	\$0
Missing Item	ESS	<p><b>EDC Comment:</b> ESS Lookup for Wo and Task</p> <p><b>EDC Comment:</b> In Spreadsheet for future release 11.3/11.4. We would like to see it in 11.3</p> <p>1/22/2016 Tyler response: The current schedule includes this change in 11.3.</p> <p>3/1/2016 Tyler response: This has slipped to 11.3.5, but is now firm in that schedule.</p>		11.3.5	\$0
MUN-237799	Work Orders	<p><b>EDC Comment:</b> Employees select wrong WO/Task and need a way to make labor corrections. Can't remove actual from WO, want to show correction.</p> <p><b>EDC Comment:</b> The reverse chargeback reverses all WOs posted in that Journal. We need a way to correct WOs.</p> <p>1/22/2016 Tyler response: Pending EDC response to emailed request to schedule a call.</p> <p>3/1/2016 Tyler response:</p> <p>The Work Order reversal process will be updated to allow selection of specific work orders. The current process only allows reversing the entire set of work orders for one posting where the update will enable a selection that could be one or more as needed to correct incorrect detail cost entries (labor or otherwise).</p> <p>In addition the audit history of cost detail additions/updates/deletions will be improved to capture additional data and a comment to enhance the information available.</p>		11.3	\$5,500
Missing Item	Work Orders	<p><b>EDC Comment:</b> Need a report on post that shows budget warning on the WO and account detail</p> <p><b>EDC Comment:</b> In Spreadsheet the over budget is noted to be addressed under MUN-203531.</p>			
	Work Orders	WOs to charge rate on mileage used (one time use mileage billing) to be accomplished using newly added functionality titled "equipment rental".	Nice to Have	11.2	\$0



Professional Services*	<b><u>1 – Work Order Department Fleet Cost Allocation</u></b> Provide a program to calculate monthly mileage cost for Department assigned Fleet vehicles, by determining the Starting and Ending Odometer readings to find the monthly usage total and multiplying the difference by the chargeable rate. The resulting calculation will be used with department specific GL Accounts to generate an unposted GL GEN journal. Mileage readings, along with rate information will be stored in a new table to allow for historical reporting.	11.2.5 or 11.3	\$14,025
Professional Services*	<b><u>2 – Project Ledger Road Report Labor Charges</u></b> Provide a program to generate Project Ledger only unposted journals – <i>for a selected group of projects</i> – that capture a Billing charge based on a predetermined Billing Rate times Actual Hours for an employee. A variance amount will also be calculated and stored for historical reporting; this is the difference between Actual Labor charges and State approved billable labor rate. Billing Rates will be set up by Fiscal Year for a Job Class and Location Code combination. Position Number, Job Class, Location, Employee number, Actual hours, Actual labor rate, billable hourly rate, variance, and PL string will be stored in a new table to allow for historical reporting. <i>The journals created from this program will be distinguishable within the OH allocation process from API and manual PL journals.</i> <b>EDC Comment: Can we setup a call to discuss this item in detail?</b> 1/13/2016 Tyler response: Pending EDC response to emailed request to schedule a call. 2/8/2016 Tyler note: Description above has been updated to reflect the agreed upon language as discussed in phone call on 2/5/2016. 3/1/2015 Tyler note: Description above has been updated (in <i>italics</i> ) to include the requirements outlined in our email chain from Feb 24 and 25.	11.2.5 or 11.3	\$15,300
		TOTAL	\$63,525

\*Professional Services modifications are estimates according to the current working understanding of El Dorado County requirements. Since these are custom programs they can be additionally customized as desired by EDC, but those could result in a higher cost. Tyler Professional Services currently bills \$1,275 per day, with 50% billed at acceptance and 50% on delivery.



## EXHIBIT 12

Quoted By: Sandy Gallagher  
Date: 6/29/2016  
Quote Expiration: 10/17/2016  
Quote Name: El Dorado County-ERP-Amendment  
Quote Number: 2016-19842  
Quote Description: Amendment - Modifications and PM

### Sales Quotation For

El Dorado County  
360 Fair Lane  
Placerville, California 95667  
Phone (530) 621-5450

### Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
50% of Dedicated Project Manager (Monthly)	18	\$12,000.00	\$0.00	\$216,000.00
AR Modification - MUN-199365	3	\$1,100.00	\$0.00	\$3,300.00
AR Modification - MUN-200090	13	\$1,100.00	\$0.00	\$14,300.00
AR Modification - MUN-200091	4	\$1,100.00	\$0.00	\$4,400.00
AR Modification - MUN-200092	2	\$1,100.00	\$0.00	\$2,200.00
AR Modification - MUN-200093	4	\$1,100.00	\$0.00	\$4,400.00
AR Modification - MUN-220525	3	\$1,100.00	\$0.00	\$3,300.00
AR Modification - MUN-220526	2	\$1,100.00	\$0.00	\$2,200.00
GL - Add GLI WF Restart Option	5	\$1,100.00	\$0.00	\$5,500.00
GL Modification - GL PL Security	3	\$1,100.00	\$1,100.00	\$0.00
GL Modification - MUN-183614	9	\$1,100.00	\$0.00	\$9,900.00
GL Modification - MUN-203710	1	\$0.00	\$0.00	\$0.00
GL Modification - MUN-206957	10	\$1,100.00	\$0.00	\$11,000.00
GL Modification - MUN-207685	5	\$1,100.00	\$0.00	\$5,500.00



## Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
GL Modification - MUN-207690	5	\$1,100.00	\$0.00	\$5,500.00
GL Modification - MUN-207692	10	\$1,100.00	\$0.00	\$11,000.00
GL Modification - MUN-207694	10	\$1,100.00	\$0.00	\$11,000.00
GL Modification - MUN-207695	8	\$1,100.00	\$0.00	\$8,800.00
GL Modification - MUN-207722	10	\$1,100.00	\$0.00	\$11,000.00
GL Modification - MUN-214053	3	\$1,100.00	\$0.00	\$3,300.00
GL Modification - Outside Period Access	3	\$1,100.00	\$1,100.00	\$0.00
GL Permissions for Recurring Journals	5	\$1,100.00	\$0.00	\$5,500.00
HR Modification MUN-224447	5	\$1,100.00	\$0.00	\$5,500.00
HR Modification MUN-224451	11	\$1,100.00	\$0.00	\$12,100.00
HR Modification MUN-224455	20	\$1,100.00	\$0.00	\$22,000.00
HR Modification MUN-225706	13	\$1,100.00	\$0.00	\$14,300.00
HR Modification MUN-230901	1	\$0.00	\$0.00	\$0.00
PR LGCR SSRS Report	1	\$6,375.00	\$0.00	\$6,375.00
PR Modification MUN-199733	10	\$1,100.00	\$0.00	\$11,000.00
PR Modification MUN-199738	7	\$1,100.00	\$0.00	\$7,700.00
PR Modification MUN-205346	15	\$1,100.00	\$0.00	\$16,500.00
PR Modification MUN-217084	10	\$1,100.00	\$0.00	\$11,000.00
PR Modification MUN-219152	1	\$0.00	\$0.00	\$0.00
PR Modification MUN-224452	3	\$1,100.00	\$0.00	\$3,300.00
PR Modification MUN-224456	3	\$1,100.00	\$0.00	\$3,300.00
PR Modification MUN-225149	7	\$1,100.00	\$0.00	\$7,700.00
PUR Add Warrent to Invoice Entry Browse	1	\$1,100.00	\$0.00	\$1,100.00
PUR Contract Deletion Permission	4	\$1,100.00	\$0.00	\$4,400.00
PUR Invoice Default Ststus Override	4	\$1,100.00	\$0.00	\$4,400.00
PUR Modification - MUN-183616	3	\$1,100.00	\$0.00	\$3,300.00
PUR Modification - MUN-183617	25	\$1,100.00	\$0.00	\$27,500.00
PUR Modification - MUN-183617	20	\$1,100.00	\$0.00	\$22,000.00

## Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
PUR Modification - MUN-183617	3	\$1,100.00	\$0.00	\$3,300.00
PUR Modification - MUN-183617	5	\$1,100.00	\$0.00	\$5,500.00
PUR Modification - MUN-207688	5	\$1,100.00	\$0.00	\$5,500.00
PUR Modification - MUN-207691	5	\$1,100.00	\$0.00	\$5,500.00
PUR Modification - MUN-207693	4	\$1,100.00	\$0.00	\$4,400.00
PUR Modification - MUN-207693	4	\$1,100.00	\$0.00	\$4,400.00
PUR Modification - MUN-207693	4	\$1,100.00	\$0.00	\$4,400.00
PUR Modification - MUN-207693	3	\$1,100.00	\$0.00	\$3,300.00
PUR Modification - MUN-210173	3	\$1,100.00	\$0.00	\$3,300.00
PUR Modification - MUN-216389	4	\$1,100.00	\$0.00	\$4,400.00
PUR Modification - MUN-216389	4	\$1,100.00	\$0.00	\$4,400.00
PUR Modification - MUN-216389	1	\$1,100.00	\$0.00	\$1,100.00
PUR Modification - MUN-216389	8	\$1,100.00	\$0.00	\$8,800.00
PUR Modification - MUN-218133	5	\$1,100.00	\$0.00	\$5,500.00
PUR Prevent Edit to Pick Tickets from REQ	6	\$1,100.00	\$0.00	\$6,600.00
PUR Prevent Override	4	\$1,100.00	\$0.00	\$4,400.00
PUR Reject, Prevent Updates to Approved PO REQ CO	15	\$1,100.00	\$0.00	\$16,500.00
PUR Roll Unposted Contract	3	\$1,100.00	\$0.00	\$3,300.00
PUR Total and Report by Tax Code	4	\$1,100.00	\$0.00	\$4,400.00
WO ESS Lookup for WO and Task	1	\$0.00	\$0.00	\$0.00
WO Modification MUN-216365	7	\$1,100.00	\$0.00	\$7,700.00
WO Modification MUN-216366	5	\$1,100.00	\$0.00	\$5,500.00
WO Modification MUN-216367	14	\$1,100.00	\$0.00	\$15,400.00
WO Modification MUN-231544	1	\$0.00	\$0.00	\$0.00
WO Modification MUN-237799	5	\$1,100.00	\$0.00	\$5,500.00
WO Professional Services #1 - Department Fleet Cost Allocation	11	\$1,275.00	\$0.00	\$14,025.00
WO Professional Services #2 -- Project Ledger Road Report Labor Charges	12	\$1,275.00	\$0.00	\$15,300.00



**Other Services**

Description	Quantity	Unit Price	Unit Discount	Extended Price
Sub-Total:				\$690,600.00
<u>Less Discount:</u>				<u>\$6,600.00</u>
<b>TOTAL:</b>				<b>\$684,000.00</b>

**Summary****One Time Fees****Recurring Fees**

Total Tyler Software	\$0.00	\$0.00
Total Tyler Services	\$684,000.00	\$0.00
Total 3rd Party Hardware, Software and Services	\$0.00	\$0.00
<b>Summary Total</b>	<b>\$684,000.00</b>	<b>\$0.00</b>
<b>Contract Total</b>	<b>\$684,000.00</b>	
<b>(Excluding Estimated Travel Expenses)</b>		
<b>Estimated Travel Expenses</b>	<b>\$24,000.00</b>	

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

Customer Approval: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ P.O. #: \_\_\_\_\_

All primary values quoted in US Dollars

## Comments

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

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

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

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

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

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

Client agrees that items in this sales quotation are, upon Client's signature of same, hereby added to the Agreement between the parties, and subject to its terms. Additionally, and notwithstanding anything in the Agreement to the contrary, payment for said items shall conform to the following conditions: License fees for Tyler and 3rd Party Software products are due when Tyler makes such software available for download by the Client (for the purpose of this quotation, the 'Availability Date'); Maintenance fees, prorated for the term commencing when on the Availability Date and ending on the last day of the current annual support term for Tyler Software currently licensed to Client, is due on the Availability Date; Fees foless otherwise indicated, fees for services, plus expenses, are payable upon delivery.