July 2, 2014

tyler technologies

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www.tylertech.com

City of Aurora
Esther Phillips, Director of Purchasing
44 E. Downer Place
Aurora, IL 60505

RE: Response to RFI 14-25

Dear Ms. Phillips:

Tyler Technologies, Inc. (Tyler Technologies) is pleased to respond to the City of Aurora's Request for Information dated June 9, 2014 for Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS). The attached proposal will detail our Munis and EnerGov solutions, and the software and services Tyler Technologies will provide, including:

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

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

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

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

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

If you have any questions related to this proposal, please feel free to contact:
Alban Michaud
Senior Account Executive
800-772-2260, ext. 4147
alban.michaud@tylertech.com

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

Respectfully submitted,

James J. Hurley
Senior Vice-President, Sales, ERP and School Division

City of Aurora, IL

Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records
Management System (CAD/RMS) (RFI # 14-25)

Table of Contents

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records
Management System (CAD/RMS) (RFI # 14-25)

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City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

Executive Summary

After a thorough review of the City of Aurora's Request For Information 14-25, Tyler understands that the City needs an Enterprise Resource Planning (ERP) solution that will meet your growing needs as the second most populous city in the State of Illinois. To that end, Tyler is offering the City our **Munis®** and **EnerGov® Citizen Services** solutions to meet the majority of requirements presented. Tyler fully understands the City's requirements, and has the ability to deliver the quality products and services the City needs for a successful implementation.

Brief Overview
In today's tough economic climate all public sector organizations are tasked with increasing organizational efficiency while decreasing spending. The City of Aurora is no exception. This often poses a challenge for municipalities as it requires entering, coordinating, managing and disseminating large amounts of data—information that's oftentimes non-integrated, requires cumbersome duplicate entry, and is lacking in robust functionality. Tyler Technologies understands how this scenario affects City of Aurora. In contrast, Tyler Technologies provides solutions that **streamline** operations and increase **efficiency**—all while embracing **prudent spending**.

This can be done by replacing the current SunGard HTE system with one enterprise wide solution including Tyler's Munis (ERP) suite and Tyler's industry leading EnerGov (Community Development) suite. What's more, when the City of Aurora selects Tyler, we believe you are selecting the **last ERP and Community Development solution you will ever need**. As part of the City's annual maintenance agreement, Tyler will provide all product and features upgrades at no additional charge, meaning the City will never have to purchase a new version of the Tyler software. Aurora will receive manageable upgrades and new releases throughout the year, and the City can incorporate these changes and advancements when the City is ready. This is called Tyler's Evergreen Philosophy, and means the City will **reduce costs**, gain **full visibility** into finances and community development**, comply** with state, local and federal requirements**, and efficiently** manage tax dollars—all with our Tyler solution.

How Tyler Meets the City of Aurora's Objectives
Based on our comprehensive review of the City's desires and high-level goals for this project, we are well positioned to help the City accomplish them as follows:

The system should be a long-term, stable, scalable solution that will integrate, interface or potentially replace other processes and/or systems currently in use, as well as be able to interface with potential future processes or systems that might be required.

Tyler offers the City a leading ERP solution, consisting of an integrated Financials/Payroll/HR suite, as well as an integrated Community Development suite, from

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City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

one vendor—Tyler. This arrangement will provide the City of Aurora with immeasurable benefits including:

- Integrated **workflow** and **scheduling**
- Native **Business Intelligence** tools and indicators
- A dynamic real-time **dashboard**, "**wizards**" and **command centers**
- **Mobile applications, i**ntegrated **document management** and **cashiering**
- Versatile, present-day technology including **Microsoft**®/**HTML5/XML**
- Functionality that embraces and enables **best business practices**
- **Seamless integration** with multiple third-party vendors, as well as multiple import/export capabilities

Munis ERP utilizes advanced industry standards in a 360-degree Web-based solution that provides complete and seamless integration; helps eliminate redundant data entry, mis-keyed or misfiled errors; avoids information "silos"; and provides real-time information. It's scalable, integrated, versatile and robust and offers native, intuitive Microsoft Excel "cube," and dynamic SSRS reporting capabilities to meet the needs of every user—for static reports for personnel review to in-depth analysis with charts, graphs and KPI indicators.

EnerGov Land Use, also completely scalable, integrated, versatile and robust, provides a GIS-based Permitting & Land, License & Regulatory and Electronic Plan Review solution designed specifically for government agencies—so you can plan and forecast efficiently. Real-time route planning facilitates workflow, and a central database enables your staff to be efficient, allows for inter-agency involvement, and provides precise reporting.

The System should be on a single platform, distributed and accessible throughout the entire City from any location or remote site, with a common look and feel across modules and departments. The internal & external customer interfaces and functionality should be user-friendly.

Both Munis and EnerGov are developed based on Microsoft standards, for an intuitive and user-friendly experience—including a common look and feel, familiar tools such as Microsoft Office and Outlook integration, and web-based customer tools that are easy to use and seamlessly integrated with the related core products.

And in keeping with the look and feel, Munis and EnerGov are built on the Microsoft stack of technologies—yet provide users with a versatile deployment experience that provides our clients with mix-and-match options

External access for Vendors, Citizens and Employees is made available through web-based Self Service applications that utilize forms-based authentication whereby your organization can choose to create and maintain user accounts directly, or allow end users to register and create their own account. On-premise hosted clients also have the option of using Active Directory authentication for Employee Self Service.

The System will enable the City to report data in both standard out-of-the-box reports and custom developed reports.

Munis provides a comprehensive Reporting/Business Intelligence solution, from inherent standard reports to user-defined Microsoft SQL Server Reporting Services and Microsoft SQL Server Analytics® reports (using user-friendly

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

Microsoft Excel® and built-in Key Performance Indicators) for powerful reporting that provides deep statistical analysis and forecasting.

EnerGov provides robust reporting as well, with more than 250 standard report templates. Utilizing Crystal Reports, users can design and develop custom reports and/or modify EnerGov Standard Report Templates (note that users can use Crystal to extract data from either Munis or EnerGov.) What's more, using EnerGov's Dynamic Grid System and native features of MS Word and MS Excel, users can employ graphical grid construction tools to construct customized, on-demand views and filters of performance and process data in the aggregate which can be used to readily identify trends, associations, performances & relationships—including spatial analytics and reports/maps.

Tyler offers all levels of functional reporting, from inherent "canned" reports to user-defined Microsoft SQL Server Reporting Services and Microsoft SQL Server Analytics® reports (using Microsoft Excel®, pivot tables and KPIs) as well as complete CAFR reporting via Tyler's CAFR Statement Builder. These provide the City not just with sound reporting but with deep Business Intelligence capabilities. The City's key decision makers will be able to generate, analyze, slice-and-dice, report on and distribute the performance and process data they need—from spending or hiring trends or performances to mandated local, state and federal reports.

The System will provide each end-user a dashboard, whereby pertinent reports, graphs, charts and analytical tools are available when the user logs into the System.

The Tyler Dashboard facilitates every user's daily routine, because each user customizes exactly *what information* they need to see on a regular basis—from Workflow notifications to email, often-used reports, regularly accessed programs, and high-level charts and graphs that form the basis for their decision criteria.

To make setup easier, your site Administrator can use predefined templates to give your users a Dashboard that makes the most sense to them. Using an easy dropdown menu, the Dashboard templates can be designed based on job descriptions, or *roles,* within the organization. Once created, each individual user can choose to apply the template that best suits his or her duties and responsibilities. If necessary, they can apply more than one template to further customize their Dashboard, or quickly and easily add or delete a Web part or two.
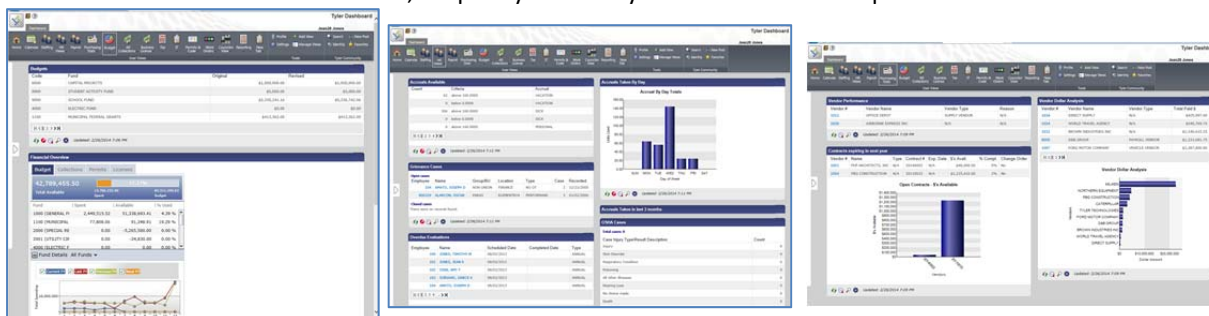
The System will be flexible and scalable, providing the ability to adapt, expand or change to meet specific department's information needs. Additionally, the System will be able to support customer resource levels, including approximately 1,000 FTEs and 60,000 households, and be easily expandable to accommodate a growing customer base.

Munis is designed for scalability and flexibility. Built on a multi-tier distributed architecture with primary components that include Web, application and database tiers as well as many services-based applications, your

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

ERP solution provides complete separation between the presentation layer, application business logic and database tiers, allowing Munis to maintain those components independently of each other and enabling the product to evolve as technology changes in the industry.

The Munis applications are completely and fully integrated, both within and between the Munis applications as well as with Tyler Content Manager, Tyler Cashiering, Munis Self Service products, and several other Tyler applications, for seamless operation. Your users can drill down from summary to detail, or drill across to related information in other applications. For instance the Munis General Ledger, Budgeting, Accounts Payable, Requisitions, Purchase Orders, Payroll and Human Resource Management products are completely integrated, role-based and secure. In addition, the Munis Dashboard provides accessibility to all core Munis, Central, and Web Part applications for fluid accessibility.

EnerGov features dynamic built-in tool sets native to each software suite/module that embrace extensibility and provide agencies with the ability to define, capture and manage "site-specific" processes, workflows, custom forms, business rules, etc.; these tool-sets are powerful, intuitive, and accessible to authorized users and foster growth and application maturation as new agency mandates and procedures are adopted and implemented. As a "cradle to grave" enterprise management application, EnerGov encompasses all aspects of the application, review, issuance and enforcement lifecycle. Central to the management process is the concept of enterprise workflow and process regulation, both of which are achieved through native workflow design tools. EnerGov's integrated approach will provide the City with efficient and seamless processing. For instance, the fully integrated ePortal electronic plan submission streamlines the review process; the eReviews feature, when activated within the ePortal, allows users' plans to be digitized and entered into the plan submission and review process. Because plans can be more easily accessed, monitored and managed by all parties involved, the City can reach the approval phase in a shorter amount of time.

EnerGov's GIS technology, in partnership with Esri ArcGIS, will move the City of Aurora forward by leveraging the power of spatial attribute data to automate complex workflows & logistics planning, and streamline daily operations. And because EnerGov is uniquely aligned with Esri technology, the City will enjoy support for the latest versions of the ArcGIS platform. When coupled with spatial analytics, the synergy creates robust data interpretation and business process management. Through emerging relationships, patterns and trends, the City can plan and forecast as your agency evolves. What's more, having one central database allows for efficiency in data entry, inter-agency involvement and precision in reporting.

The System should provide easy access to information across modules. Modules shall be integrated in a way where shared or like data (i.e. a name or an address field) can be modified in one place and updated in one or multiple places depending on user-defined criteria.

Tyler's Munis and EnerGov solutions offer Aurora robust, integrated product suites that promote decentralized operations and capture all the functionality of a 360-degree system. Our users have found that the tight, seamless integration throughout Munis and EnerGov eliminates duplicate or redundant transaction processing, thereby increasing their efficiency. For example:

- The role-based Financials, GL, Budget, Inventory and FA/Purchasing modules are tightly integrated with the other Munis modules including PR/HR, Work Orders, and Self Service where it makes sense;
- Munis Project and Grant Accounting is fully integrated with multi-year tracking, reporting on entity fiscal year or granting agency fiscal year, and the ability to create separate grants and track the process from start to finish;

- Munis Contract Management is fully integrated with GL, Requisitions, Purchase Orders, Accounts Payable and Workflow;
- Munis GL is integrated with EnerGov for seamless data sharing;
- Munis Self-service and EnerGov ePortal applications are integrated with their related core modules;
- EnerGov is uniquely aligned with Esri technology and actively maintains support for the latest versions of the ArcGIS platform. What's more, EnerGov leverages the power of spatial attribute data to automate complex workflows & logistics planning; and
- The Web-based Tyler Dashboard provides core Munis, Central, and Web Part applications for fluid and intuitive accessibility.

The System will maximize the efficiency of business operations through automated and customizable workflows, notifications and flagging, as well as document availability and management.

Munis and EnerGov provide a high level of workflow "action" and BI tools, geared toward our clients' needs. Based on the Microsoft BI stack, clients enjoy flexibility with regard to workflow logic creation and take advantage of Operational Business Intelligence in the context of daily operations. Tyler avails all the information to users in versatile, easy-to-use formats so staff can complete approvals and related workflow, perform the analysis needed, and make the determinations that continue to drive your organization forward.

Additionally, Tyler Content Manager is fully integrated and allows users to scan and save documents related to core business processes; manage them electronically; eliminate misfiled documents, lost paperwork and the search through paper files; provide user access to documents associated with specific transactions; mark up and annotate documents; and more—thereby eliminating the costly and cumbersome "paper trail" of the past.

The System will allow for better service and interaction with external customers through e-Government capabilities. A constituent portal allowing for customer self-service will be a vital component of this project.

Your citizens will have enhanced access and transparency through both the Munis Citizen Self Service (CSS) and EnerGov Citizen Request and Response (CRR) applications. With CSS, citizens can perform actions such as view and pay utility bills; report incidents such as a pothole or disturbance; purchase items from the City; register their animals; receive email announcements from the City; and more. With CRR, EnerGov helps to unify the multiple layers of information required to sustain permitting, licensing, regulatory processes and communication among constituents. What's more, the fully-integrated EnerGov ePortal extends its flexibility and functionality across the Web to citizens and customers 24/7 so they have access to permit and application-related services.

Tyler and the City: Pursuing Best Business Practices
When securing a new ERP and Community Development solution, public sector clients typically choose the software that appears to solve their current problems and meets their project goals. An often overlooked criterion in the process, however, is selecting the vendor who best understands the way the public sector needs to operate. That vendor is Tyler. In fact helping clients successfully overcome their current issues and meet their future goals is why Tyler is the leader in the public sector ERP and the public sector Community Development market. In summary, it is Tyler's goal to make your transition to your new Tyler solution a successful one. We intend to remain your partner during your implementation process, and well into the foreseeable future.

A. Response Checklist

Please use the following response checklist to ensure you are submitting a complete response. In addition to the thirteen hard copies (1 original, 12 additional copies), please clearly identify all CD-ROMs with the Vendor's business name and address. Please indicate where the information is located within the Vendor's response submission and ensure that the Vendor's response numbering corresponds to the numbering scheme below. Place this checklist in the table of contents of the Vendor's response.

RFI Item	Indicate: "included" or "not included"	Response Section
A. Response Summary	Included	Section 1
B. Company Background	Included	Section 2
C. Functional Requirements (Appendix C)	Included	Section 3
D. Technical Requirements (Appendix D)	Included	Section 4
E. Implementation Requirements (Appendix E)	Included	Section 5
1. Implementation Timeline	Included	Section 5
F. Documentation Samples	Included	Section 6
1. Data Conversion and Migration Plan	Included	Section 6
2. Sample Disaster Recovery Plan		
3. Sample Maintenance Contract		
4. Sample User Training Plan		
G. Vendor References	Included	Section 7
H. Total Cost (Appendix B)	Included	Section 8
1. Summary of costs (described in section IV.A)	Included	Section 8
2. Timeline of anticipated costs		

City of Aurora, IL

Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

Section 1   A. Response Summary

Please include the following in the Vendor's response:

A. Response Summary Form

Name of Company	Tyler Technologies, Inc.
Software Brand Name	Munis / EnerGov
Name of Preparer	Tyler Technologies, Inc.
Name of Primary Contact for Follow-Up Questions	Alban Michaud
Contact Phone Number	800-772-2260 ext. 4147
Fax Number	207-781-2981
E-mail Address	alban.michaud@tylertech.com

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Section 2   B. Company Background

Vendors should provide information about their company and any partner companies so that the City of Aurora
can evaluate the vendor's stability and ability to support the commitments set forth in response to the upcoming
RFP. The City of Aurora, at its option, may request additional documentation to support and/or clarify requested
information. The vendor should outline the company's background including a brief description (e.g., past history,
present status, future plans, company size, etc.) and their partnering companies.

NOTE: During the RFP phase, the vendor will be required to also submit (attach) audited financial information for
the past two (2) completed fiscal years, which includes income statements, balance sheets, and statement of cash
flows

1.	Please state the year the vendor started in the business of selling ERP and/or CAD/RMS system solutions.	Tyler Technologies was founded in 1966. Tyler Technologies' Munis Solution has been providing products, service, and support exclusively to the government market place since 1982.
2.	Where is the vendor's closest facility/sales office in reference to City of Aurora, Illinois?	St Louis, MO
3.	Where is the vendor company's headquarters?	Plano, TX
4.	Please list the vendor's sales in the previous three years:	2014- Not Available 2013- $416.6 Million 2012- $363.3 Million
5.	How many total employees does the vendor have in each of the following categories:	Sales/Marketing- **217** Management/Administration- **160** Help Desk Staff- **504** Development Staff- **505** Implementation Staff- **703** Other- **484** Total- **2,573**
6.	Specify the number of public sector vs. private sector	Providing information systems to the public sector is our exclusive focus. 10,000+ Public

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management
System (CAD/RMS) (RFI # 14-25)

	clients.	Sector Customers
7.	Indicate whether the business is a parent or subsidiary in a group of companies.	Tyler Technologies is a publicly traded corporation on the NYSE (TYL).
8.	Has this company or product being proposed ever been purchased or acquired by another company? If yes, provide the name of the companies involved, specific products affected and when such merger or acquisition(s) took place.	Yes, The Tyler software proposed in Tyler's response was originally developed and provided by Process Incorporated d/b/a Computer Center Software ("Munis"). Tyler acquired Munis in April, 1999, and the software has been extensively updated and enhanced since the acquisition.
9.	What percentage of revenues does this offered system represent to your company verses other products/ services?	Tyler does not break down revenues to the level of specific applications; however, Tyler's ERP and School Division makes up approximately 50% of Tyler's total revenue.
10.	Indicate if the company incurred an annual operating loss in the last 5 years.	Tyler has not incurred an operating loss in the last 5 years.
11.	Has the company had a workforce reduction during the past 5 years?	Yes, We had minor workforce reductions in 2010 and in 2011. Seven employees were affected during 2010 and six employees were affected during 2011, totaling thirteen employees in the last five years. Today we have 2,432 active employees, these 13 employees were less than 0.5% of our workforce today. Offices affected were spread widely across the country: Colorado, Washington, Iowa, Texas, Missouri, and Illinois. Layoffs were across several departments: Accounting, Development, Sales, Marketing, etc. and did not cause significant shifts in our senior management teams. Because we provide a stable work environment with measured growth, these reductions were keeping up with our business practices which was understood by our employees.
12.	What is the percentage of annual revenues reinvested into research & development?	Tyler spends approximately $60 million dollars per year on product development. Tyler employs nearly 560 developers who work on and advance Tyler's products. Based on 2013 revenues of $416 million, this equals approximately 14.4% of total revenues.

		Please note that this percentage is different than the official accounting designation of Research and Development (5.5% in 2013).
13.	During the weeks of July 14 – July 28, 2014 can the vendor commit to being available for two consecutive days for an on-site demonstration?	Tyler can commit to July 22 and July 23.

Tyler Technologies, headquartered in Dallas, Texas, is a leading provider of information management solutions and services to local governments. The company provides software and services to more than 11,000+ local government offices throughout all fifty United States, the U.S. Virgin Islands, Canada, Puerto Rico, and the United Kingdom. These mission-critical applications provide the public sector with the ability to streamline and automate operations resulting in improved productivity and reduced costs.

With decades of exclusive public sector experience, Tyler Technologies is the market leader that provides integrated software and services; our singular focus, subject matter experts and in-depth products result in a sustainable client partnership that delivers the industry's most comprehensive solution. We provide the industry's broadest line of software products, and offer clients a single source for all their information technology needs, in several major areas: Financial & Human Resources, K-12 School Solutions, Public Safety, Courts & Justice, Property Appraisal & Tax, Citizen Services, Land & Vital Records, and Document Management.

We are known for long-standing client relationships, functional and feature-rich products, and the latest technology. In addition to software products, Tyler provides related professional services including installation, data conversion, consulting, training, customization, support, disaster recovery, and application and data hosting.

Tyler always puts its clients first. We succeed because we take our client's success seriously, and we have a proven record of delivering superior software solutions and services. The overwhelming majority of clients are up and running on time, and within budget. Whether it's developing, enhancing, and implementing our software, or providing excellent service and client support—we succeed because our clients succeed. We want clients for life.

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management
System (CAD/RMS) (RFI # 14-25)

In fact, many of Tyler's first clients, across every solution, are still clients today—some with relationships that span decades.

2.1 Public Sector Focus

Tyler Technologies' business units have provided software and services to customers for more than forty years and have long-standing reputations in the local government market for quality products and customer service. Tyler is the largest company in the United States focused solely on providing software solutions to the public sector. While many of our competitors compete in multiple vertical markets, Tyler is singularly focused on the public sector. It's 100 percent of our business.

Tyler recognizes that the public sector is generally stable, risk averse, and craves community accessibility, security, and transparency. That is why local government and school entities seek reliable and efficient software and services from Tyler—a vendor who is professional, reputable, dedicated, and achieves results. Tyler has the experience to understand the unique requirements of the public sector, the necessary resources to invest in its products, and the ability to deliver quality services.

Tyler's expansive offering of professional services is designed to complement its software offerings and produce the optimum working environment for local government customers.

- Consulting
- Conversion
- Customization
- Training
- Live ongoing support
- Network management

2.2 Financial Stability

Tyler consistently maintains a solid balance sheet and strong cash flow and low debt, experiencing consistent revenue growth with 51 consecutive quarters of profitability. Total revenue for 2013 was $416.6 million and year-end backlog was $531.8 million. Experiencing significant growth opportunities from an increase in staff and expanding territories, we anticipate additional product offerings and new technology will accelerate this growth substantially in the future. We believe a debt-free balance sheet, substantial cash reserves, and a committed customer base put Tyler in a great position in our industry to weather any unexpected turbulence in the economy.

2013
2012
2011
2010
2009

$416.6
$365.5
$309.4
$290.3
$266.1
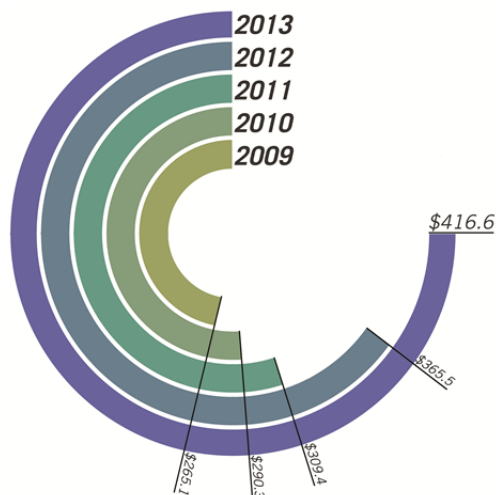
For additional revenue information please visit www.tylertech.com

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City of Aurora, IL

Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management
System (CAD/RMS) (RFI # 14-25)

2.3   Industry Leadership

Tyler strives to provide the best client services in the industry. Our products undergo testing by trained quality
assurance and certified usability analysts, therefore our clients benefit from products that work logically based
upon user experience and input. We also focus our implementation and support professionals on specific groups
of applications so they are able to offer more specialized services.

Our commitment at Tyler is to ensure the highest level of client satisfaction through the efforts of Tyler's most
valued resource: its people. We challenge our employees to pursue new initiatives aggressively and become
industry leaders in their respective fields. Tyler employs over 2,600 individuals, many of whom are seasoned
professionals with unique and proprietary skills and years of industry experience. In fact, our employee turnover
rate is very low—in recent years, about half of the industry average.

2.4   Company Recognition

Tyler has again been included on *Software Magazine*'s **Software 500 ranking of the world's largest software and
service providers for 2012**. "We are honored to be recognized for the fourth straight year by Software Magazine as
one of the 500 largest software companies in the world," said John S. Marr Jr., president and chief executive officer
of Tyler Technologies. "Our consistently strong performance proves that even in these challenging economic times,
Tyler Technologies continues to create significant value and provide the best and broadest scope of software and
services available to the public sector."

The ranking is based on total worldwide software and services revenue for 2010. This includes revenues from
software licenses, maintenance and support, training, and software-related services and consulting. Suppliers are
not ranked on their total corporate revenue, since many have other lines of business, such as hardware. The
financial information was gathered by a survey prepared by King Content Co. and posted at
www.softwaremag.com, as well as from public documents.

Tyler Technologies, Inc. has been named to Forbes 2012 list of *Best Small Companies in America*. Company
rankings are based on return on equity, sales, and profit growth over the previous twelve months, and a
comparison of a company's stock performance with that of its peers.

Tyler has been recognized by Forbes.com as one of the top *100 Most Trustworthy
U.S. Companies*. Based on ranking compiled by Audit Integrity, an independent firm
specializing in research on corporate governance best practices, the nomination
identifies companies that "showed the highest degree of accounting transparency
and fair dealing to stake-holders." Tyler ranked among the top 25 companies
honored.

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management
System (CAD/RMS) (RFI # 14-25)

Tyler Technologies also made the Fortune FSB 100 listing of ***America's 100 Fastest-Growing Small Public Companies***. Companies were ranked on the previous three years' earnings growth, revenue growth, and stock performance.

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Section 3   C. Functional Requirements (Appendix C)

3.1 Notes and Assumptions

Tyler Reporting Services

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

Interfaces / Customizations

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

 Please reference the Functional Requirements provided on the following pages.

City of Aurora
ERP and CAD/RMS System Selection
Public Administration Functional Requirements List

9-Jun-14

FUNCTIONAL REQUIREMENTS TABLE OF CONTENTS

Listed below are the various section groupings of Functional Requirements.

Each area below has its own tab of Requirements in this document.

Click on the links below to skip directly to the associated tab.

Functional Area	Division	Module	Number	Description	Critical Requirement (Ability to…)	Importance	Vendor Response				
							Out-of-Box	Configurable	Customization	Does not Meet Requirement	
Administrative Services	City Clerk	License	AS-1	License Management	Establish, maintain and monitor licenses and operations of businesses/licensees operating within the city	Mandatory	X				
Administrative Services	City Clerk	License	AS-2	License Management	Allow unlimited user-defined business/license code	Mandatory	X				
Administrative Services	City Clerk	License	AS-3	License Management	Assign unlimited number of fees and rates	Mandatory	X				
Administrative Services	City Clerk	License	AS-4	License Management	Fees should be automatically established based on the type of license and other unlimited user-defined fields	Mandatory	X				
Administrative Services	City Clerk	License	AS-5	License Management	Perform automated inquiries for outstanding fees prior to releasing a license	Mandatory	X				
Administrative Services	City Clerk	License	AS-6	License Management	Automatically assesses late fees based upon user defined parameters	Mandatory	X				
Administrative Services	City Clerk	License	AS-7	License Management	Notify a user of upcoming expiration dates for license holders via reports or system notifications/alerts	Important	X				
Administrative Services	City Clerk	License	AS-8	License Management	Keep historical license information including former addresses, ownership changes, and other user-defined characteristics	Mandatory	X				
Administrative Services	City Clerk	License	AS-9	License Management	Produce inspection reports by location to facilitate verification of business entities by area, street address, and other techniques	Mandatory	X				
Administrative Services	City Clerk	License	AS-10	License Management	Auto-validate an address by querying City location information	Mandatory	X				
Administrative Services	City Clerk	License	AS-11	License Management	Interface to GIS database and allow mapping of licenses and licensees (automated mapping capabilities as well)	Desirable	X				With the Maplink product, Munis Business Licenses user can punch out to the Map and Maplink users can punch into Business Licenses from the map.
Administrative Services	City Clerk	License	AS-12	License Management	Capture the following items related to licenses						
					License Number (system-generated)	Mandatory	X				
					Name	Mandatory	X				
					Doing Business As (DBA)	Mandatory	X				
					Telephone number	Mandatory	X				
					Business Email	Mandatory	X				
					Emergency telephone number	Mandatory	X				
Administrative Services	City Clerk	License	AS-13	License Management	For the system or user to perform the following						
					Assign a status to a license	Mandatory	X				
					Associate fees with a license type, and automatically add when creating a license	Mandatory	X				
					Manually add and remove fees	Mandatory	X				
					Renew a license	Mandatory	X				
					Assess penalties on a license	Mandatory	X				
					Print a license	Mandatory	X				
					Add gross receipts and expiration date to a license	Mandatory	X				
					Accept payments for license fees	Mandatory	X				
					Create unlimited user-defined attributes and associate them with a license type	Mandatory	X				
					Manually add and remove attributes	Mandatory	X				
					Add unlimited attachments of any file type to the license	Important	X				
					Track all activities associated with a license	Mandatory	X				
					Assign and schedule reviews for a license	Mandatory	X				
					Add and schedule inspections for a license	Mandatory	X				
					Add/generate workflow for license issuance process	Mandatory	X				
					View all history associated with a license, including transfer	Mandatory	X				
Administrative Services	City Clerk	License	AS-14	License Management	For the system or user to perform the following						
					Assign a status to a license	Mandatory	X				
					Associate fees with a license type, and automatically add when creating a license	Mandatory	X				
					Manually add and remove fees	Mandatory	X				
					Renew a license	Mandatory	X				
					Assess penalties on a license	Mandatory	X				
					Print a license	Mandatory	X				
					Add gross receipts and expiration date to a license	Mandatory	X				
					Accept payments for license fees	Mandatory	X				
					Create unlimited user-defined attributes and associate them with a license type	Mandatory	X				
					Manually add and remove attributes	Mandatory	X				
					Add unlimited attachments of any file type to the license	Important	X				
					Track all activities associated with a license	Mandatory	X				
					Assign and schedule reviews for a license	Mandatory	X				
					Add and schedule inspections for a license	Mandatory	X				
					Add workflow for license issuance process	Mandatory	X				
					View all history associated with a license, including transfer	Mandatory	X				
Administrative Services	City Clerk	License	AS-15	License Management	Track all complaints on a given business from the inspection system.	Mandatory	X				
Administrative Services	City Clerk	License	AS-16	License Management	Track the following:						
					State liquor license number	Mandatory	X				
					City liquor license number	Mandatory	X				
					City liquor license class	Mandatory	X				
Administrative Services	City Clerk	License	AS-17	License Management	Assign multiple liquor licenses to a business (or individual	Mandatory	X				
Administrative Services	City Clerk	License	AS-18	License Management	Generate and view audit trail of all master file maintenance showing before and after changes	Mandatory	X				
Administrative Services	City Clerk	License	AS-19	License Management	Code licenses by unlimited types or classifications and assign fees based on type	Mandatory	X				
Administrative Services	City Clerk	License	AS-20	License Management	Approve and enter quarterly permits/licenses and bill accordingly	Mandatory	X				
Administrative Services	City Clerk	License	AS-21	License Management	Edit license information from one screen	Important	X				
Administrative Services	City Clerk	License	AS-22	License Management	Scan and retain documentation in PDF form	Desirable	X				
Administrative Services	City Clerk	License	AS-23	License Management	Automate reconciliation of outstanding fees and fines to current year AR	Mandatory	X				
Administrative Services	City Clerk	License	AS-24	License Management	Automate document destruction in compliance with legislative requirements	Important	X				
Administrative Services	City Clerk	License	AS-25	License Management	Access applicable modules, in read only form, including licensing and citation	Mandatory	X				
Administrative Services	City Clerk	License	AS-26	License Management	Ability to track detailed information on a given business license including:						
					Business name	Mandatory	X				
					Address and telephone number	Mandatory	X				
					Contact Name	Mandatory	X				
					License number (system generated)	Mandatory	X				
					License year	Mandatory	X				
					Business Owner	Mandatory	X				
					Owner address, telephone number, and email	Mandatory	X				
					Bill-to information including name and address	Mandatory	X				
					Type of business	Mandatory	X				
					SIC code	Desirable	X				
					License fee	Mandatory	X				

Administrative Services	City Clerk	License	AS-27	License Renewal	Date billed	Mandatory	X					
					Date paid	Mandatory	X					
					Date issued	Mandatory	X					
					Liquor license number	Mandatory	X					
					Property owner name, address, and telephone number	Mandatory	X					
					Property operator/manager name, address, and telephone number	Mandatory	X					
					Permits/licenses required	Mandatory	X					
					Applicable ordinance number	Desirable	X					
					Comments (unlimited characters)	Mandatory	X					
Administrative Services	City Clerk	License	AS-27	License Renewal	Customize templates, Microsoft Word format, with ability to generate unlimited numbers of the following forms	Mandatory						
					License	Mandatory	X					
					License Renewal Form	Mandatory	X					
					License Application Letter	Mandatory	X					
					License Delinquent Notice	Mandatory	X					
					License Expiration Letter	Mandatory	X					
Administrative Services	City Clerk	License	AS-28	License Renewal	Create and edit a renewal batch based on the following							
					Licenses Expiration Date Range	Mandatory	X					EnerGov's simply renewal process supports renewal letters/forms created in a batch including criteria such as License Expiration Date or License Type. Renewal batches are used at the time of payment and the renewal license is seemlessly generated in the background. Therefore the batch is a way to reconcile payments processed and no need to manage statuses of pre-generated licenses that never actually get renewed.
					Type of License	Mandatory	X					See above
Administrative Services	City Clerk	License	AS-29	License Renewal	Print license form for a single business or group of businesses	Mandatory	X					
Administrative Services	City Clerk	License	AS-30	License Renewal	Generate a mass mailing and emailing of renewal forms to all businesses based on last year's records	Mandatory	X					
Administrative Services	City Clerk	License	AS-31	License Renewal	Bill automatically for all types of licenses	Mandatory	X					
Administrative Services	City Clerk	License	AS-32	License Renewal	Record and charge for license transfers (new owners)	Mandatory	X					
Administrative Services	City Clerk	License	AS-33	License Renewal	Record half year licenses for licenses sold after the mid-point (but rebill at the full rate for renewal)	Important	X					
Administrative Services	City Clerk	License	AS-34	License Renewal	Bill for a liquor license by liquor license class	Mandatory	X					
Administrative Services	City Clerk	License	AS-35	License Renewal	Prepare automated memos to accounts payable	Desirable	X					
Administrative Services	City Clerk	License	AS-36	License Renewal	Generate the following reports:							
					Comparative license list -businesses registered last year not registered this year	Desirable	X					Can be achieved through an Advanced Search and exported if necessary rather than a custom report
					List of new licenses issued within the year	Mandatory	X					
					Paid license report	Mandatory	X					
					Inactive/deleted license report	Desirable	X					
					Unpaid license report	Mandatory	X					
					License list by license type (detailed and summary)	Mandatory	X					
Administrative Services	City Clerk	License	AS-37	License Renewal	Mail or email invoice to notify businesses of license expiration	Mandatory	X					
Administrative Services	City Clerk	License	AS-38	License Renewal	Monitor prior year license violations and generate automated flags for ineligible individuals	Mandatory	X					
Administrative Services	City Clerk	License	AS-39	Inquiries and Reporting	View licensees on-line by any or all of the following selection criteria:							
					License Type	Desirable	X					
					License Number	Desirable	X					
					Licensee Last Name	Desirable	X					
					Licensee First Name	Desirable	X					
					Licensee Address	Desirable	X					
					Business Address	Desirable	X					
					Tax ID Type	Desirable			X			
					Tax ID Number	Desirable			X			
Administrative Services	City Clerk	License	AS-40	Inquiries and Reporting	Generate customized license reports and inquiries by user-defined fields/settings or by standard reports including							
					License Transaction	Mandatory	X					
					Open Renewal Report	Mandatory	X					
					Inspection Report	Mandatory	X					
					Revenue Summary Report	Mandatory	X					
					G/L Distribution Report	Mandatory	X					
					Activity Report	Mandatory	X					
					Business Inspection Report	Mandatory	X					
					Expiration Report	Mandatory	X					
Administrative Services	City Clerk	License	AS-41	Inquiries and Reporting	Inquire or generate reports based on any field (see Requirement #50 for fields)	Mandatory	X					
Administrative Services	City Clerk	License	AS-42	Inquiries and Reporting	View/query licenses by current status of application/renewal	Mandatory	X					
Administrative Services	City Clerk	License	AS-43	Inquiries and Reporting	Generate, automatically, a daily cash receipts report at end of business	Desirable	X					
Administrative Services	City Clerk	License	AS-44	Inquiries and Reporting	Generate a new business report containing the following							
					Name	Mandatory	X					
					Address	Mandatory	X					
					License Number	Mandatory	X					
					Type	Mandatory	X					
					Category	Mandatory	X					
					Renewal amount	Mandatory	X					
					Certificate of Occupancy date	Desirable	X					
Administrative Services	City Clerk	License	AS-45	Inquiries and Reporting	Generate a closed business report including the following							
					Name	Desirable	X					
					Address	Desirable	X					
					License Number	Desirable	X					
					Date used	Desirable	X					
					Reason fees lost	Desirable	X					
Administrative Services	City Clerk	License	AS-46	Inquiries and Reporting	Generate a list of businesses not generating a renewal notice	Mandatory	X					
Administrative Services	City Clerk	License	AS-47	Inquiries and Reporting	Generate a delinquent license report	Mandatory	X					
Administrative Services	City Clerk	License	AS-48	Inquiries and Reporting	Generate a business listing sorted by:							
					State tax number	Desirable	X					
					Business	Mandatory	X					
					Address	Mandatory	X					
					Date open	Desirable	X					
					Owner	Mandatory	X					
					License number	Mandatory	X					
					Type	Mandatory	X					
Administrative Services	City Clerk	License	AS-49	Inquiries and Reporting	Generate mailing lists, including email	Important	X					
Administrative Services	City Clerk	License	AS-50	Inquiries and Reporting	Generate year-to-date collection report showing							
					Business type	Important	X					
					Amount billed	Important	X					
					Paid	Important	X					

Administrative Services											
					Number paid	Important	X				
					Number unpaid	Important	X				
					Total number sorted by business type and category	Important	X				
Administrative Services	City Clerk	All	AS-51	Data Access/System Integration	Customize access to all modules (No access, read only, edit, etc.)	Mandatory	X				
Administrative Services	City Clerk	All	AS-52	Data Access/System Integration	View (read-only) modules including Building & Permits, Code Enforcement and Water to determine if there are any issues or outstanding payments owed to the City prior to issuing a license	Important	X				
Administrative Services	City Clerk	License	AS-53	Document Management	Retain documents within system, including scanned documents	Important	X				
Administrative Services	City Clerk	Finance	AS-54	Purchasing	View vendor file and vendor specific purchase orders simultaneousl	Important					
Administrative Services	Human Resources	H.R.	AS-55	Applications	Generate candidate lists by user-defined criteria	Important	x				
Administrative Services	Human Resources	H.R.	AS-56	Applications	Schedule exams and send automated letters via mail and email informing of date and time of exams	Important	X				
Administrative Services	Human Resources	H.R.	AS-57	Applications	Compute test scores and rank candidates	Important	X				
Administrative Services	Human Resources	H.R.	AS-58	Applications	Generate eligible candidate lists by exam, containing the following	Important					
					Class title	Important	X				
					Class code	Important	X				
					Date posted	Important	X				
					Date expires	Important	X				
					Date amended	Important	X				
					Initial or final lis	Important	X				
					Date of exam	Important	X				
					Candidate name	Important	X				
					Candidate race	Important	X				
					Candidate gender	Important	x				
					General candidate availability or restriction	Important	X				
					Category or rank	Important	X				
					Voluntary transfer candidates	Important	X				
Administrative Services	Human Resources	H.R.	AS-59	Applications	Create an online profile that will allow for multiple application	Important	X				
Administrative Services	Human Resources	H.R.	AS-60	Applications	Modify the application based on future need (edits, additional files, etc.)	Important	X				
Administrative Services	Human Resources	H.R.	AS-61	Applications	Track applicants online throughout the hiring process that also stores complete history files of all candidates	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-62	Applications	Define viewable information by user type	Important			X		
Administrative Services	Human Resources	H.R.	AS-63	Applications	Archive and delete applicant files	Important	X				
Administrative Services	Human Resources	H.R.	AS-64	Applications	Attach electronic (or scanned) resumes and supporting files to file	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-65	Applications	Query records through a document index	Important	X				
Administrative Services	Human Resources	H.R.	AS-66	Applications	Accept an unlimited number of applicants throughout hiring process	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-67	Applications	Ability to sort applicant data by	Mandatory					
					Last name	Mandatory	X				
					Social security number	Mandatory	X				
					Position	Mandatory	X				
					Certifications/licenses	Mandatory	X				
					Years of experience	Mandatory	x				
Administrative Services	Human Resources	H.R.	AS-68	Applications	Generate interview schedule and notify candidates	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-69	Applications	Generate thank you letters from templates	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-70	Applications	Select candidates for interviews (manually) and auto-schedule interviews	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-71	Applications	Generate drug testing, physical, and examination schedule	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-72	Applications	Generate and send, via mail or email, notification of test schedule	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-73	Applications	Auto-search and remove duplicate applications	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-74	Benefits	Maintain premium and deduction amounts on a before or after tax basis the following:	Important					
					Health insurance	Important	X				
					Dental insurance	Important	X				
					Life insurance	Important	X				
					Other user-defined insurance fields	Important	X				
					Deferred compensation plans (retirement, 457 plans -- 5 different beasts)	Important	X				
					Flexible benefits for medical and child care	Important	X				
					Savings bonds	Important	X				
					Long-term disability	Important	X				
					Short-term disability	Important	X				
					Ability to maintain benefit eligibility data including	Important	X				
					Union dues	Important	X				
					Length of service	Important	X				
					Marital status	Important	X				
					Dependent information	Important	X				
					Employee status (active, retired, leave, suspension, termination, etc.)	Important	X				
Administrative Services	Human Resources	H.R.	AS-75	Benefits	Track death for employees, retirees, or dependents	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-76	Benefits	Provide mass updates, via email, of employee plan designation	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-77	Benefits	Update benefits individually and as a group online	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-78	Benefits	Track current benefit elections for retirees and spouses online	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-79	Benefits	Comply with Family Medical Leave Act via system tracking and controls	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-80	Benefits	Track leave types, which accumulate concurrently, as defined by user for each employee (i.e. Workman's Comp, FMLA, leave of absence)	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-81	Benefits	View FMLA time off in the current rolling 12 month period	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-82	Benefits	Stop accruing leave when contracted maximums are reached	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-83	Benefits	Use multiple accrual maximums for employee types	Mandatory	x				
Administrative Services	Human Resources	H.R.	AS-84	Benefits	Track post retirement benefit costs/eligibility	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-85	Benefits	Maintain employee plan history	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-86	Benefits	Auto-validate that the employee is eligible for selected plan	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-87	Benefits	Auto-determine the coverage and deduction amounts for the employee using stored parameters	Desirable			X		Need more detailed information to accurately respond
Administrative Services	Human Resources	H.R.	AS-88	Benefits	Support pre- and post- tax payroll deductions	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-89	Benefits	Recalculate group life insurance costs for employees at any point during the year based on salary coverage and plan cost parameters	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-90	Benefits	Calculate benefit premiums based on staff characteristics	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-91	Employee Events (general)	View all employee events for a department/division	Desirable	X				Assuming personnel actions
Administrative Services	Human Resources	H.R.	AS-92	Employee Events (general)	Utilize effective dating based on event	Desirable	X				Assuming personnel actions
Administrative Services	Human Resources	H.R.	AS-93	Employee Events (general)	Attach unlimited number of documents including scanned or imaged forms	Important	X				
Administrative Services	Human Resources	H.R.	AS-94	Employee Events (training)	Auto-generated training profiles based on employee type, location, etc.	Important	X				Training requirements can be set on job class and position

Administrative Services	Human Resources	H.R.	AS-95	Employee Events (training)	Auto-scheduling of training based on training profile and employee availability	Important			S		
Administrative Services	Human Resources	H.R.	AS-96	Employee Events (training)	Schedule trainings in online interface	Mandatory	X				Employees can sign up for training via ESS
Administrative Services	Human Resources	H.R.	AS-97	Employee Events (certifications)	Track employee certifications	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-98	Employee Events (certifications)	Apply bonus amount, if necessary, to certified employees	Important	X				
Administrative Services	Human Resources	H.R.	AS-99	Employee Events (certifications)	Query and exported certification data	Important	X				
Administrative Services	Human Resources	H.R.	AS-100	Employee Events (certifications)	Automated flagging and notifications to employee and supervisor for certification expiration	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-101	Employee Events (certifications)	View and track certification status via employee self-service portal	Important	X				
Administrative Services	Human Resources	H.R.	AS-102	Grievances	Submit a grievance through employee self-service portal	Desirable			X		
Administrative Services	Human Resources	H.R.	AS-103	Grievances	Track user grievance issues by category	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-104	Grievances	Implement workflow based on grievance type including notifications to pre defined individuals	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-105	Grievances	Input a maximum number of days allowed for workflow completion	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-106	Grievances	Track statements and other documentation for each grievance	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-107	Grievances	Attach unlimited documents to a grievance file, including scanned documents and images	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-108	Performance Evaluations	Design/define evaluation types based on employment type, etc.	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-109	Performance Evaluations	Establish custom evaluation ratings	Desirable	X				
Administrative Services	Human Resources	H.R.	AS-110	Performance Evaluations	Track and store overall evaluation rating and supporting documentation and follow-up information	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-111	Performance Evaluations	Attach unlimited user defined notes to each evaluation	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-112	Performance Evaluations	Attach unlimited documents to each evaluation.	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-113	Performance Evaluations	Send internal notifications to employee and reviewer both manually and automatically	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-114	Inquiries and Reporting	Auto-generate predefined and user defined reports	Important	X				
Administrative Services	Human Resources	H.R.	AS-115	Inquiries and Reporting	Generate reports based on all available H.R. information with limitations or secure information such as Social Security Numbers	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-116	Personnel	Implement workflow approvals of H.R. related processes and documents	Important	X				
Administrative Services	Human Resources	H.R.	AS-117	Personnel	Implement security controls definable at multiple levels to allow employees read access own data with limited editing access	Important	X				
Administrative Services	Human Resources	H.R.	AS-118	Personnel	Implement security controls definable to allow supervisor read-only access	Important	X				
Administrative Services	Human Resources	H.R.	AS-119	Personnel	Implement security controls via passwords by field and user or user group	Important	X				field level permissions only available in certain programs. Other restrictions can be set up to limit the employees
Administrative Services	Human Resources	H.R.	AS-120	Personnel	Attach electronic data, including scanned images, to an employee record	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-121	Personnel	Complete H.R. transactions both real-time and in batches	Important	X				
Administrative Services	Human Resources	H.R.	AS-122	Personnel	Utilize digital/electronic signatures	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-123	Personnel	Define business rules including processes and calculation	Mandatory	X				May need more information on "calculations"
Administrative Services	Human Resources	H.R.	AS-124	Personnel	Input an unlimited number of employees (retaining history for terminated etc.)	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-125	Personnel	Comply with all State and Federal laws related H.R. at a governmental entity	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-126	Personnel	Set user-definable coding	Important	X				
Administrative Services	Human Resources	H.R.	AS-127	Personnel	Perform mass change updates to multiple files simultaneously	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-128	Personnel	Program future date transactions	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-129	Personnel	Correct/adjust employee history, with appropriate security and audit trail	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-130	Personnel	Auto-adjust leave accruals based on employee type modifications (full/part time)	Mandatory	X				
Administrative Services	Human Resources	H.R.	AS-131	Personnel	Track and maintain the following personnel information	Mandatory					
				Personnel	Name	Mandatory	X				
				Personnel	Prefixes (i.e. Mr., Ms., Dr.)	Mandatory	X				
				Personnel	Suffixes (i.e. Jr., III)	Mandatory	X				
				Personnel	Hyphenated names	Mandatory	X				
				Personnel	Preferred name	Mandatory	X				
				Personnel	Marital status	Mandatory	X				
				Personnel	Spouse and multiple dependent data	Mandatory	X				
				Personnel	Dependent SSN's	Mandatory	X				
				Personnel	Social Security Number	Mandatory	X				
				Personnel	Employee number (automatically assigned)	Mandatory	X				
				Personnel	Birth date	Mandatory	X				
				Personnel	Gender	Mandatory	X				
				Personnel	Ethnicity	Mandatory	X				
				Personnel	Home phone	Mandatory	X				
				Personnel	Cell phone	Mandatory	X				
				Personnel	Multiple e-mail addresses	Mandatory	X				
				Personnel	Multiple emergency contacts (names and phone numbers)	Mandatory	X				
				Personnel	Labor group code	Mandatory	X				
				Personnel	Veteran status	Mandatory	X				
				Personnel	Other status information (i.e. work visa)	Mandatory	X				
				Personnel	Work visa information including type, number, and expiration date	Mandatory	X				
				Personnel	Benefit enrollment dates	Mandatory	X				
				Personnel	Retirement date and plan	Mandatory	X				
				Personnel	Date of death (if applicable)	Mandatory	X				
				Personnel	Driver's license information including number, expiration, and status	Mandatory	X				
				Personnel	Education (type of degree, college, # of years attended, year earned)	Mandatory	X				
				Personnel	Certifications, licenses, and applicable expiration dates	Mandatory	X				
				Personnel	Professional organization and association memberships	Mandatory	X				
				Personnel	Digital photo	Mandatory	X				
				Personnel	Employment type	Mandatory	X				
				Personnel	FLSA designation	Mandatory	X				
				Personnel	ADA accommodation (if applicable)	Mandatory	X				
				Personnel	Current and temporary assignments by department/function	Mandatory	X				
				Personnel	Employee status (i.e. active, suspended, etc.)	Mandatory	X				
				Personnel	Base Salary	Mandatory	X				
				Personnel	Work hours	Mandatory	X				

				Personnel	Shift	Mandatory	X			
				Personnel	I-9 information	Mandatory	X			
				Personnel	Other user-defined/custom fields	Mandatory	X			
				Personnel	Language proficiency	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-132	Personnel	Track and maintain the following position information	Mandatory				
					Position created date	Mandatory	X			
					Position status	Mandatory	X			
					Job title	Mandatory	X			
					Job specification code	Mandatory	X			
					Supervisor or manager indicator	Mandatory	X			
					EEO code	Mandatory	X			
					Union code/identifier	Mandatory	X			
					Physical work location (via user defined code)	Mandatory	X			
					Department/division/program/project	Mandatory	X			
					Salary grade and steps	Mandatory	X			
					Full-time/part-time flag	Mandatory	X			
					Regular/temporary flag	Mandatory	X			
					Employee group for benefit purposes	Mandatory	X			
					Cost distribution indicator (where applicable)	Mandatory	X			
					Functional labor code for EEO4	Mandatory	X			
					Skills test requirements	Mandatory	X			
					Other user-defined fields	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-133	Personnel	Make visible the following current salary information via employee self service portal.	Mandatory	X			
					Effective date (including future dates)	Mandatory	X			
					Union code	Mandatory			X	
					Salary grade and step	Mandatory	X			
					Wage grade	Mandatory	X			
					Pay change reason code (table driven)	Mandatory	X			
					Pay change reason notes/memo field	Mandatory	X			
					Salary history	Mandatory	X			Via pay history
					Other user-defined fields	Mandatory			X	
Administrative Services	Human Resources	H.R.	AS-134	Personnel	Automatically generate an employee number	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-135	Personnel	Track license certification (including Driver's) expiration and notify individual via email	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-136	Personnel	Record the items assigned to an employee (i.e., keys, cell phones, key cards, etc.)	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-137	Personnel	Limit personnel information access via password protected files/modules	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-138	Personnel	Track employee movement between positions within the organization	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-139	Personnel	Ability to generate employee groups for benefits	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-140	Personnel	Takes unlimited notes in a personnel file	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-141	Personnel	Record table-driven reasons for termination	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-142	Personnel	Track and record volunteers separate from employees	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-143	Personnel	Transfer volunteer information to employee file upon hire	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-144	Personnel	Auto-assign an employee number upon position creation	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-145	Personnel	Preclude unbudgeted positions from hiring	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-146	Personnel	Auto-calculate annual salary for budget preparation	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-147	Personnel	Accommodate split fund positions	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-148	Personnel	Scenario analysis in a testing environment (i.e. no budget impact until finalization)	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-149	Personnel	Capture and store all employment, payroll, benefit, and position changes	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-150	Personnel	View and reference all terminated employee information	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-151	Personnel	Provide for multiple salary schedules	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-152	Personnel	Budget a position for a partial year	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-153	Personnel	Set a default budget value for vacant/open positions at specified grade/step	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-154	Personnel	Track organization history of each position	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-155	Personnel	Employee one employee in multiple positions	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-156	Personnel	Track funding source to the each position	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-157	Personnel	Generate customer and user-defined reports based an all data and information contained within AS-127, AS-128, and AS-129	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-158	Personnel	Auto-assign a position number upon position creation	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-159	Personnel	Auto-default the following when entering employees	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-160	Personnel	Labor group code	Mandatory	X			Group/BU
Administrative Services	Human Resources	H.R.	AS-161	Personnel	FLSA designation	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-162	Personnel	Employee group (defaults from benefit info on position control)	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-163	Personnel	Accommodate salary table linked to job/position	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-164	Personnel	Support condition based position changes	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-165	Personnel	Accommodate positions assigned in hierarchical structure and relationships	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-166	Personnel	Track internal promotions	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-167	Personnel	Track position reclassification	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-168	Personnel	Track inactive positions	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-169	Personnel	Generate a report on the number of positions to be filled by category	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-170	Personnel	Generate a position control report including positions filled/unfilled/deleted/added/etc	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-171	Personnel	Report internal promotions and position upgrades	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-172	E-Government	Maintain an Employee Self-Service Portal allowing employees to	Mandatory				
					Changes personal information including primary and mailing addresses phone number, email, and other contact information	Mandatory	X			
					View, maintain, and add dependent information	Mandatory	X			
					View employment and salary history within the city	Mandatory	X			
					View payment history	Mandatory	X			
					View and edit direct deposit account information	Mandatory	X			
					View vacation or sick pay accruals	Mandatory	X			
					Taxes rate and payment information and history	Mandatory	X			
					Perform 'what-if' calculations	Mandatory	X			
					View a history of benefits and deductions	Mandatory	X			
					Request time-off	Mandatory	X			
					View and approve time off	Mandatory	X			
					Enter timesheets	Mandatory	X			
					Review and approve timesheets (supervisors)	Mandatory	X			
					Select benefits during annual open enrollment period	Mandatory	X			
					Review employee certifications and completed training	Mandatory	X			
					Edit drivers license info	Mandatory			X	
					Register for internal training classes	Mandatory	X			

					View and print W-2 and pay stubs	Mandatory	X			
					Process incident reports for workers compensation	Mandatory	X			
					Make other payment and benefit selections	Mandatory	X			
Administrative Services	Human Resources	H.R.	AS-173	E-Government	Generate automated notifications or reminders to view/approve information with the Employee Self-Service Portal	Mandatory	X			ESS time entry and accrual requests allow for online workflow via ESS. Otherwise, workflow is handled throught the dashboard and web parts
Administrative Services	Human Resources	All	AS-174	Data Access	Customize access to all modules (No access, read only, edit, etc.)	Mandatory	X			MSS admin allows for permissnions and access by module and function. There isnt a specific read/write permission in all areas however.

| Functional Area | Division | Module | Number | Description | Critical Requirement (Ability to…) | Importance | Vendor Response | | | | |
							Out-of-Box	Configurable	Customization	Does not Meet Requirement	Vendor Notes
City Wide	City Wide	General	CW-1	Customer/Resident Interaction	Implement a Resident/Customer Self-Service Portal that gives the ability to:						
					View account activity online	Mandatory	X				
					View billings, meter reads, consumption and transaction history	Mandatory	X				
					Pay outstanding balances online	Mandatory	X				
					Initiate profile changes (i.e. mailing address, phone number, etc.)	Mandatory	X				
					Submit service requests (tied to a work order)	Mandatory	X				
					Review status of a service request	Mandatory	X				
					Notify resident of changes to work order via email	Mandatory	X				
					Apply and pay for permits or licenses	Mandatory	X				
					Check the status of permit or license approval	Mandatory	X				
					Request or schedule inspection	Mandatory	X				
					View inspection results	Mandatory	X				
					Renew licenses	Important	X				
					Edit licensee information (i.e. mailing address, phone number, etc.)	Important	X				
					Complete surveys	Important		X			In Munis CSS, administrator can configure a link to a City survey. The survey content and results management would be handled outside of CSS.
					View and pay for parking tickets	Mandatory	X				
					Review and apply for City jobs/careers	Mandatory	X				
					Review status of job application	Mandatory					
City Wide	City Wide	General	CW-2	Customer/Resident Interaction	Implement a Vendor Self-Service Portal that gives the ability to:						
					Register as a potential supplier with the City	Important	X				
					Check the status of an open purchase order	Important	X				
					Review the status of submitted invoices and check issuance	Important	X				
					Initiate profile changes (i.e. mailing address, phone number, etc.)	Important	X				
					Post bids and supporting documentation	Important	X				
					View and download bid information	Mandatory	X				
					Download pertinent vendor files	Mandatory	X				
					Download and submit other documents	Mandatory	X				
					Input invoice information	Important			X		This can be accomplished with a software modification however additional information and analysis is required in order for Tyler to provide a cost estimate.
					Request bids from specific user defined vendors	Desirable	X				
					Request bids from specific vendors based on minority/women/disabled status	Mandatory	X				
					Provide evidence of minority status via document upload	Mandatory	X				
City Wide	City Wide	General	CW-3	Employee Interaction	Implement an Employee Self-Service Portal (see H.R. for more information)	Important	X				
City Wide	City Wide		CW-4	Vendor Master File	Retrieve all invoices related to a vendor through the master vendor file accessible to all	Important	X				
City Wide	City Wide	Grant	CW-5	Grant Management	Track performance and financial data related to federal and state grants	Important	X				
City Wide	City Wide	Grant	CW-6	Inquiries and Reporting	Generate reports based on federal and state requirements (user-defined)	Mandatory	X				
City Wide	City Wide	General	CW-7	Billing	Create customized billing templates for each fee type (water billing, licensing, etc.)	Mandatory	X				
City Wide	City Wide	General	CW-8	Mapping	Integrate custom GIS maps into system, including use in work order processing	Mandatory	X				
City Wide	City Wide	General	CW-9	Inquiries and Reporting	Report to internal and external entities via system email or fax	Important	X				
City Wide	City Wide	General	CW-10	Inquiries and Reporting	Generate custom reports based on programmable performance measures	Mandatory	X				
City Wide	City Wide	General	CW-11	Inquiries and Reporting	Export system data to Microsoft Office Applications including Word, Excel and Access	Mandatory	X				
Community Services	City Wide	All	CW-12	Data Access	Customize access to all modules (No access, read only, edit, etc.)	Mandatory	X				
City Wide	Master Land File	Land	CW-13	Master Land File	Interface GIS system for land and parcel information	Mandatory	X				
City Wide	Master Land File	Land	CW-14	Master Land File	Access GIS mapping data for road/street locations	Mandatory	X				
City Wide	Master Land File	Land	CW-15	Master Land File	Track information related to parcels including but not limited to the following						
					Address	Mandatory	X				
					Owner	Mandatory	X				
					Resident	Mandatory	X				
					Structure type	Mandatory	X				
					Use type (i.e. residential, agricultural, etc.)	Mandatory	X				
					Sub-division	Mandatory	X				
					Unlimited user-defined fields	Mandatory	X				
City Wide	Master Land File	Land	CW-16	Master Land File	Track both the owner and resident for an address	Mandatory	X				
City Wide	Master Land File	Land	CW-17	Master Land File	Associate multiple addresses per parcel of land and a parcel of land to multiple addresses	Mandatory	X				
City Wide	Master Land File	Land	CW-18	Master Land File	Capture multiple physical addresses and mailing addresses for each parcel	Mandatory	X				
City Wide	Master Land File	Land	CW-19	Master Land File	Associate multiple addresses to a single customer or multiple customers to a single address	Mandatory	X				
City Wide	Master Land File	Land	CW-20	Master Land File	Enter freeform text concerning a particular address or parcel	Mandatory	X				
City Wide	Master Land File	Land	CW-21	Master Land File	Attach unlimited documents concerning a particular address or parcel	Mandatory	X				
City Wide	Master Land File	Land	CW-22	Inquiries and Reporting	Query and generate a report on the following:						
					Community Name	Mandatory	X				
					Parcel ID	Mandatory	X				
					Owner Name	Mandatory	X				
					Address (Allow for multiple addresses per parcel)	Mandatory	X				
					Status	Mandatory	X				
					Developed (yes/no)	Mandatory	X				
					Map Reference	Mandatory	X				
					Zoning Class	Mandatory	X				
					Property Class	Mandatory	X				

					Exemption Class	Mandatory	X			
					District Type	Mandatory	X			
					District	Mandatory	X			
City Wide	Master Land File	Land	CW-23	Inquiries and Reporting	Query and generate a report on parcel/address related information including:					
					Utility account Number	Mandatory	X			
					Fixed asset number	Mandatory	X			
					Code enforcement case (type and number)	Mandatory	X			
					Permit (type and number)	Mandatory	X			
					License (type and number)	Mandatory	X			
City Wide	Master Land File	Land	CW-24	Master Land File	Track and view unlimited ownership history	Mandatory	X			
					Track and view all improvements including:					
City Wide	Master Land File	Land	CW-25	Master Land File	Address of improvement	Mandatory	X			
					Improvement type	Mandatory	X			
					Improvement class	Mandatory	X			
					Improvement usage	Mandatory	X			
					Tenant description	Mandatory	X			
					Occupancy type	Mandatory	X			
					Year built	Mandatory	X			
					Number of stories	Mandatory	X			
					Unlimited user-defined fields	Mandatory	X			
					Track and view unlimited zoning history	Mandatory	X			
City Wide	Master Land File	Land	CW-26	Master Land File	Split and merge parcels and maintain history	Mandatory	X			
City Wide	Master Land File	Land	CW-27	Master Land File	Flag parcels that have been split or merged and maintain history	Mandatory	X			
City Wide	Master Land File	Land	CW-28	Master Land File	Access and edit the land file based on pre-defined system rules	Mandatory	X			
					Generate a parcel listing by the any or all of the following criteria:					
City Wide	Master Land File	Land	CW-29	Inquiries and Reporting	Effective date (any historical date)	Mandatory	X			
					Property Status	Mandatory	X			
					Jurisdictions (across counties, inside/outside city limits, across districts across township)	Mandatory	X			
					Districts	Mandatory	X			
					Ward	Mandatory	X			
					Mapping levels	Mandatory	X			
					Property Class	Mandatory	X			
					Zoning Class	Mandatory	X			
					Exemption Class	Mandatory	X			
City Wide	Master Land File	Land	CW-30	Inquiries and Reporting	Review GIS map of report results/data	Mandatory	X			
					Generate reports by user defined date range, including:	Mandatory	X			
City Wide	Master Land File	Land	CW-31	Inquiries and Reporting	Parcel ownership change	Mandatory	X			
					Parcel split/merge activity	Mandatory	X			
					Parcel improvement report	Mandatory	X			
					Zoning change or activity	Mandatory	X			
City Wide	Shared System Requirements	General	CW-32	Centralized Multi-User System	The system will be centrally accessible and available to multiple simultaneous users, each with their own account. All users will be able to log in from any PC from any location to view and modify data and perform the processes necessary for their job functions	Mandatory	X			
City Wide	Shared System Requirements	General	CW-33	Web Interface/Remote Access	Employees using the system for auxiliary job functions, time keeping, approvals or employee self-service reasons have the ability to access the system through a secure web interface	Mandatory	X			
City Wide	Shared System Requirements	General	CW-34	User Interface	The system features a user friendly modern graphical user interface with web features. All UI options are intuitive, flexible, aesthetic, and promote user productivity. Additionally, it is preferable that processes requiring large amounts of data entry will have ample keyboard shortcuts, and "quick entry" areas.	Mandatory	X			
City Wide	Shared System Requirements	General	CW-35	System Interfaces	The system is able to interface with other City of Aurora systems in a standard way, configurable, and automated manner. Lists of these systems can be found in the Gaps/Needs analysis. Additionally, it would be preferred that the system provide a user-friendly interface for common import/export tasks, an API for custom interfaces, and pre-built interfaces for common systems and data interchange formats.	Mandatory	x		x	This can be accomplished with a software modification however additional information and analysis is required in order for Tyler to provide a cost estimate.
City Wide	Shared System Requirements	General	CW-36	Transaction History	The system maintains transaction and data history from all legacy applications enabling historical and as-of reporting	Important	X			
City Wide	Shared System Requirements	General	CW-37	User Audits	System administrators are able to monitor and audit all user activity on the system.	Mandatory	X			
City Wide	Shared System Requirements	General	CW-38	Flexible Data Fields	The System provides standard 'user defined' fields within each data entry module that can be personalized as necessary by the City of Aurora. These fields and any associated reporting will be maintained through any standard upgrade path. Length and Value type should also be definable and searchable.	Mandatory	X			
City Wide	Shared System Requirements	General	CW-39	Label Changes	Field labels may be made/adjusted by the system administrator.	Mandatory	X			
City Wide	Shared System Requirements	General	CW-40	User Preferences	Users may tailor menus and format date and time fields to their preference. For example, they may be able to define the sequence that menu options appear on the menu.	Important	X			
City Wide	Shared System Requirements	General	CW-41	Escalation Rules	Escalations and alerts are initiated based upon user-defined criteria.	Important	X			
City Wide	Shared System Requirements	General	CW-42	Record-Locking	Users are notified when a field is in use by another user and only one use can adjust a field at a time	Mandatory	X			
City Wide	Shared System Requirements	General	CW-43	Copy and Paste	Data that appears on the screens and fields may be copied and pasted.	Mandatory	X			
City Wide	Shared System Requirements	General	CW-44	Menu Search	A key word search option is available on the main menu as well as sub menus. The search option allows the user to locate menu items defined for their role or security access.	Important	X			
City Wide	Shared System Requirements	General	CW-45	Spell Check	Comments/text fields have a spell check utility	Desirable	X			
City Wide	Shared System Requirements	General	CW-46	Help	The system provides customizable on-line help.	Mandatory	X			
City Wide	Shared System Requirements	General	CW-47	Documentation	The system provides on-line documentation.	Mandatory	X			
City Wide	Shared System Requirements	General	CW-48	Proxies	Users are able to, with permission, allow other users to proxy all or a subset of their permissions.	Desirable	X			

City Wide	Shared System Requirements	General	CW-49	Workflow	The system has workflow capabilities to automatically progress multi-user tasks from one user to another. Pre-existing workflows will exist for common tasks, but the system will also allow for workflows to be configured to meet the City of Aurora's needs.	Important	X				
City Wide	Shared System Requirements	General	CW-50	Workflow Approvals	The system allows the approval process to be over ridden by the appropriate role/department members (this allows for external approvals where needed).	Important	X				
City Wide	Shared System Requirements	General	CW-51	Workflow Approvals	The system applies workflow based on user roles to route transactions for sign-off/approvals. Approval process needs to flexible and have the ability to act at multiple levels.	Mandatory	X				
City Wide	Shared System Requirements	General	CW-52	Configurable Security	The rights of each user to view and modify data and perform processes is fully configurable by system administrators.	Mandatory	X				
City Wide	Shared System Requirements	Security	CW-53	Roles and Permissions	Users are assigned to and inherit permissions from one or multiple roles, which have a standard set of permissions. Individual users can have permissions to specific forms or data modified from the group standard, as approved by policy.	Mandatory	X				
City Wide	Shared System Requirements	Security	CW-54	User Authentication	Users are able to be authenticated using Microsoft Windows Domain Credentials. All transactions are marked with the unique user ID of the user performing the transaction.	Important	X				
City Wide	Shared System Requirements	Security	CW-55	Inquiry Access	The system provides the ability to provide read-only access for users to any system fields and functions that they have been given security access to.	Mandatory	X				
City Wide	Shared System Requirements	Security	CW-56	User Data Restriction	User access and data can be restricted based on the organizational hierarchy and financial structures.	Mandatory	X				
City Wide	Shared System Requirements	Security	CW-57	Pervasive Data Access Controls	Security is pervasive through the system. If a user is configured to not have access to view a transaction type, or a business unit, that user will not be able to run a report that displays the restricted data	Mandatory	X				
City Wide	Shared System Requirements	Security	CW-58	Functional Data Restriction	User access is set and restricted by system function (e.g. PO entry, AP approval, etc.)	Mandatory	X				
City Wide	Shared System Requirements	Security	CW-59	Audit Trail	System administrators are able to monitor and audit user activity in the system including maintaining a log of all user transactions performed.	Mandatory	X				
City Wide	Shared System Requirements	Security	CW-60	Security at multiple levels	System security may be enabled at the module, screen and field levels.	Mandatory	X				
City Wide	Shared System Requirements	Security	CW-61	Segregation of Duties	The system provides workflow and other system-level controls to enable appropriate segregation of duties.	Mandatory	X				
City Wide	Shared System Requirements	Security	CW-62	Segregation of Duties Validation	The system provides standard and ad-hoc reports and queries for each employee's access to validate that no individual employee has access to too many functions to ensure segregation of duties. (e.g. same employee can't enter a vendor, enter and post a payment.)	Mandatory	X				
City Wide	Shared System Requirements	Security	CW-63	Drill-Down Reporting	The system allows users to drill down into details on summary reports. This ability is not to be limited to any particular type of data, but is governed by system security.	Important	X				
City Wide	Shared System Requirements	Reporting	CW-64	Real Time and Historical Data Access	End Users have access to both real time and historical data. The time periods of historical reports is user definable and able to span multiple years. The system does not automatically purge historical information unless defined by System administrators. System administrators have governance of historical information	Mandatory	X				
City Wide	Shared System Requirements	Reporting	CW-65	As-of Reporting	The system can generate HR and financial reports 'as of' a certain date, particularly if there have been changes to the underlying organization or reporting structure.	Important	X				
City Wide	Shared System Requirements	Reporting	CW-66	Ad-Hoc Reporting	End Users have the ability to create simple ad hoc reports to meet the needs of their job function without the intervention of dedicated report writers.	Important	X				
City Wide	Shared System Requirements	Reporting	CW-67	Limited Reports	The system contains reports that department managers can run that only pertain to their department. These reports may include such items as their payroll & overtime, and material budget financials, but will screen out all other departments, as well as City-wide totals	Mandatory	X				
City Wide	Shared System Requirements	Reporting	CW-68	Report Delivery and Sharing	Reports created by one End User can be delivered or published to other End Users (presuming those End Users have the rights to see that data). In addition to an End User immediately initiating a delivery, scheduling (both recurring and one-time) is possible. Desired delivery mechanisms include, but are not limited to, email, shared folders, and an End Users portal page.	Important	X				
City Wide	Shared System Requirements	Reporting	CW-69	Flexible Report Naming	The system will allow system administrators, report designers and users as defined by system administrators to customize labels, titles, and report names as needed for system reports.	Mandatory	X				
City Wide	Shared System Requirements	Reporting	CW-70	External Data Inclusion	End Users will have the ability to generate queries and reports that include related external data, such as traffic statistics, passenger counts, or ridership information into both standard and ad-hoc reports.	Mandatory	X				
City Wide	Shared System Requirements	Reporting	CW-71	Dashboards	In addition to formatted reports, the system should have the ability to display data in a summarized fashion. This type of display includes, but is not limited to, gauges, charts, and small tables. This data should be able to be presented on a single dashboard page and this page should be customizable to individual user role/needs	Mandatory	X				
City Wide	Shared System Requirements	Reporting	CW-72	Dashboard Inputs	The system should have the ability to generate Dashboard Reporting objects for a wide variety of data, preferably any data that is available for the queries. This data should include externally available information from other SQL databases.	Important	X				
City Wide	Shared System Requirements	Reporting	CW-73	Multiple Output Formats	In addition to displaying reports on the screen, the reporting system should be able to output reports in multiple formats. These formats include, but are not limited to, PDF, Microsoft applications, and plain text.	Mandatory	X				
City Wide	Shared System Requirements	Reporting	CW-74	Report Sharing	The system allows the sharing of user defined reports.	Mandatory	X				
City Wide	Shared System Requirements	Reporting	CW-75	Compliance	System must be HIPAA, Sarbanes-Oxley and PCI compliant	Mandatory	X				
City Wide	Shared System Requirements	Reporting	CW-76	Record retention	Date driven purge options by module	Mandatory	X				
City Wide	Shared System Requirements	Reporting	CW-77	Reporting	System must have extensive library of canned reports	Mandatory	X				
City Wide	Shared System Requirements	Reporting	CW-78	Comment Codes	Standard list of generic comments that can be input by comment code	Mandatory	X				
City Wide	Shared System Requirements	Reporting	CW-79	Case Management Module	Court/hearings/case module for the Parking Tickets, Police, Property Standards, and other departments and divisions that hold hearings	Mandatory	X				

Functional Area	Division	Module	Number	Description	Critical Requirement (Ability to…)	Importance	Vendor Response				
							Out-of-Box	Configurable	Customization	Does not Meet Requirement	Vendor Notes
Community Services	Customer Service	Work order	CS-1	Internal/External Work orders	Access and process work orders remotely using mobile devices (tablet, lap top, etc.)	Mandatory	X				Windows 8 Work Order App.
Community Services	Customer Service	Work order	CS-2	Internal/External Work orders	Generate automated messages at user-defined stages of the work order process	Mandatory	X				with Event Notification
Community Services	Customer Service	Work order	CS-3	Internal/External Work orders	Report work order status to residents via template email/system generated message	Mandatory	X				
Community Services	Customer Service	Work order	CS-4	Internal/External Work orders	Automatically route work orders to designated individuals	Mandatory	X				
Community Services	Customer Service	Work order	CS-5	Internal/External Work orders	Search work orders by category, requester, address, status, etc.	Mandatory	X				
Community Services	Customer Service	Work order	CS-6	Internal/External Work orders	Manually edit work order template messages (both internal and external)	Mandatory	X				
Community Services	Customer Service	Work order	CS-7	Internal/External Work orders	Generate automated alerts/flags for applicable internal users	Mandatory	X				with Event Notification
Community Services	Customer Service	Work order	CS-8	Internal/External Work orders	Recognize issues for know issues by auto-searching system knowledgebase	Mandatory				X	
Community Services	Customer Service	Work order	CS-9	Internal/External Work orders	Automated update system knowledgebase based on info. entered into system	Mandatory				X	
Community Services	Customer Service	Work order	CS-10	Internal/External Work orders	Attach unlimited files including picture files and screenshots	Mandatory	X				
Community Services	Customer Service	Work order	CS-11	Internal/External Work orders	Submit service requests via system work order module	Mandatory	X				
Community Services	Customer Service	Work order	CS-12	Internal/External Work orders	Customize rules for escalation defined by user, due date, etc.	Mandatory				X	
Community Services	Customer Service	Work order	CS-13	Internal/External Work orders	Notify all applicable, defined system users via customizable notification templates	Mandatory	X				
Community Services	Customer Service	Work order	CS-14	Internal/External Work orders	Search a list of templates, via scroll box or keyword search, for common issues	Mandatory	X				
Community Services	Customer Service	Work order	CS-15	Internal/External Work orders	Generate and input automated suggestions for issue resolution when service request is generated (and issue is input/selected	Mandatory				X	
Community Services	Customer Service	Work order	CS-16	Internal/External Work orders	Route work orders to multiple departments/divisions when applicable	Mandatory					Need more detailed information to accurately respond
Community Services	Customer Service	Work order	CS-17	Internal/External Work orders	Create automated workflow based in input issue	Mandatory	X				Work Flow is generated based on Department and Work Order Type (Equipment, Facility, MIS, Public/General, or Utilities)
Community Services	Customer Service	Work order	CS-18	Internal/External Work orders	Define complaint location via GIS accessible map	Mandatory	X				Work Orders can be locked to only allow locations defined in Munis Central Property. These locations can be mapped in GIS.
Community Services	Customer Service	Work order	CS-19	Internal/External Work orders	Input and/or search by the following data	Mandatory					
					Requestor name	Mandatory	X				created by field
					Address	Mandatory	X				
					Key word/Description	Mandatory	X				
					District/Ward	Mandatory	X				Work Location Code
					Category	Mandatory	X				Cause Code
					Date and time	Mandatory	X				
Community Services	Customer Service	Work order	CS-20	Inquiries and Reporting	Analyze Work Order data using pre-defined/user-defined statistics and ratios	Mandatory					Need more detailed information to accurately respond
Community Services	Customer Service	Work order	CS-21	Inquiries and Reporting	Analyze Work Order data via dashboard	Mandatory	X				
Community Services	Customer Service	Work order	CS-22	Inquiries and Reporting	Ability to print work order summary or detailed repor	Mandatory	X				
Community Services	Customer Service	Work order	CS-23	Inquiries and Reporting	Generate reports and inquiries using the following fields	Mandatory					
					Issue/Issue category	Mandatory	X				Activitiy
					District/Ward	Mandatory	X				Work Location Code
					Key word/Description	Mandatory	X				
					Category	Mandatory	X				Cause Code
					Date/Date range	Mandatory	X				
					Address	Mandatory	X				
					Work order status	Mandatory	X				
Community Services	Community Service	All	CS-24	Inquiries and Reporting	Report on customizable, user-defined performance measures	Important	X				Need more detailed information to accurately respond
Community Services	Community Service	All	CS-25	Data Access	Customize access to all modules (No access, read only, edit, etc.)	Mandatory	X				via Menu Security
Community Services	Community Service	All	CS-26	Data Access	View (read-only) modules including Building & Permits, Licensing, Code, Water, and Police in order to properly research and assign work orders.	Mandatory	X				User roles control access to all Munis modules.
Community Services	Community Service	All	CS-27	System Integration	Interface ACR (work order), NaviLine, and GIS systems	Mandatory					Need more detailed information to accurately respond
Community Services	Community Relations	Work order	CS-28	Public Information	Submit and process requests for information online	Mandatory					Need more detailed information to accurately respond
Community Services	Community Relations	Work order	CS-29	Public Information	Assign and manage information requests to departments/divisions via workflow	Mandatory					Need more detailed information to accurately respond
Community Services	Community Relations	All	CS-30	Data Access	Customize access to all modules (No access, read only, edit, etc.)	Mandatory					Need more detailed information to accurately respond
Community Services	Youth & Senior Services	Grant	CS-31	Participant Tracking	Track program participants for unlimited programs	Important					Need more detailed information to accurately respond
Community Services	Youth & Senior Services	Grant	CS-32	Participant Tracking	Secure sensitive program participant information (SSN, name, birthdate, etc.)	Mandatory					Need more detailed information to accurately respond
Community Services	Youth & Senior Services	Grant	CS-33	Participant Tracking	Upload and securely store unlimited documents (Word, Excel, Access, etc.)	Desirable					Need more detailed information to accurately respond
Community Services	Youth & Senior Services	Grant	CS-34	Event Management	Manage and report on events, event participants, applicable costs and revenues, etc.	Desirable					Need more detailed information to accurately respond
Community Services	Youth & Senior Services	All	CS-35	Data Access	Customize access to all modules (No access, read only, edit, etc.)	Mandatory					Need more detailed information to accurately respond

Functional Area	Division	Module	Number	Description	Critical Requirement (Ability to…)	Importance	Out-of-Box	Configurable	Customization	Does not Meet Requirement	Vendor Notes
Development Services	Building & Permits	Building & Permits	BP-1	Permits	View GIS map of permit locations associated with a parcel including travel times between inspection sites	Important	X				
Development Services	Building & Permits	Building & Permits	BP-2	Permits	Define unlimited permit types	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-3	Permits	Define a permit as a 'master permit' and auto-associate sub-permits	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-4	Permits	Auto-assign permit number	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-5	Permits	Define by permit type, whether a certificate of occupancy may be required	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-6	Permits	Assign permit expiration dates based on type	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-7	Permits	Auto-generate a permit application based on type	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-8	Permits	Input custom permit application templates into system based on application type	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-9	Permits	Export application data into editable Microsoft Word format	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-10	Permits	Create unlimited forms/application templates based on user needs	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-11	Permits	Assign permit to specific parcels	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-12	Permits	Assign unlimited user defined fields to each permit type. Fields should be searchable	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-13	Permits	Ability to attach unlimited number of electronic documents, including images and scanned documents, to permits	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-14	Permits	Auto-attach/assign fees to the permit based on permit type and characteristics	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-15	Permits	Include fee categories, including application, permit, etc.	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-16	Permits	Assign fees at any time during the application process (i.e. inspection)	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-17	Permits	Automate fee calculations based on pre-determined calculations for the following:	Mandatory					
					Improvement value	Mandatory	X				
					Square feet	Mandatory	X				
					Other fees	Mandatory	X				
					Flat amount per unit	Mandatory	X				
					Base with add-on fee	Mandatory	X				
					Single rate per quantity	Mandatory	X				
					Step Rate per quantity	Mandatory	X				
					Percentage of value without or without add-on fee	Mandatory	X				
					Refund fees	Mandatory	X				
					Waive fees	Mandatory	X				
					Minimum charge per permit	Mandatory	X				
					Minimum charge per fee type	Mandatory	X				
					Maximum charge per fee type	Mandatory	X				
					Rounding factor from calculation	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-18	Permits	Split and assign fees to multiple G/L revenue accounts	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-19	Permits	Automatically calculates fees upon permit entry and recalculates at any time during the permit process	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-20	Permits	Generate electronic notifications to defined users at each of the following steps:	Mandatory					
					Application submission	Mandatory	X				
					Application approval	Mandatory	X				
					Application disapproval	Mandatory	X				
					Permit issuance	Mandatory	X				
					Temporary permit issuance	Mandatory	X				
					Permit completed	Mandatory	X				
					Each user may _elect_ to receive notifications by e-mail in addition to through the application	Mandatory		X			Ability to automate email of inspections scheduled or resulted for all users is out-of-the-box, but to allow users to elect if they want them or not requires additional configuration
					Inspections scheduled	Mandatory	X				
					Inspections resulted	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-21	Permits	Define contractor requirements for each permit type	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-22	Permits	Auto-validate contractor license upon permit entry (Integrate with Business Licensing module)	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-23	Permits	Auto-notify water billing of new construction	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-24	Permits	Auto-notify licensing of a certificate of occupancies issued	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-25	Permits	Ability to attach documents to permits	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-26	Permits	View permit history an all permits (regardless of status)	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-27	Permits	Auto-print permit requirements/specifications when permit is generated	Mandatory	X				The system can schedule automated reports to be generated and emails to specific users or contacts. However, the system will not auto-print these reports
Development Services	Building & Permits	Building & Permits	BP-28	Permits	Apply for a permit electronically	Important	X				
Development Services	Building & Permits	Building & Permits	BP-29	Permits	Assign an unlimited number of inspections for each permit type. Must assign inspections in order in which them must be completed (i.e. Footings before foundation)	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-30	Permits	Auto-assign inspectors and create workflow to monitor progress of inspections	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-31	Permits	Disallow permit issuance based on workflow completion/status	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-32	Permits	Manual override of permit workflow, as defined by Department leadership/MIS	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-33	Permits	Create an unlimited number of application checklists to be assigned to each permit	Mandatory	X				
Development Services	Building & Permits	Building & Permits	BP-34	Permits	Customize application checklists to allow for user defined activities related to the application process for each permit type	Mandatory	X				

Development Services	Building & Permits	Building & Permits	BP-35	Permits	Have 'Structure Permits' under an umbrella permit (i.e. a strip mall permit- an umbrella- with individual suites- structure permits	Mandatory	X					
Development Services	Building & Permits	Building & Permits	BP-36	Permits	Send automated emails through the system both internally (workflow notification) and externally	Mandatory	X					
Development Services	Building & Permits	Building & Permits	BP-37	Permits	Track subdivided parcels with historical tracking of divided or merged parcels	Mandatory	X					
Development Services	Building & Permits	Building & Permits	BP-38	Inquiries and Reporting	Generate a report of Open Bonds on a parcel/property	Mandatory	X					
Development Services	Building & Permits	Building & Permits	BP-39	Inquiries and Reporting	Generate predefined reports including	Mandatory	X					
					Permit inspection report	Mandatory	X					
					Permit revenue collection report	Mandatory	X					
					Permit revenue summary report	Mandatory	X					
					Permit valuation report	Mandatory	X					
Development Services	Building & Permits	Building & Permits	BP-40	Inquiries and Reporting	Search permits by the following	Mandatory	X					
					Permit type	Mandatory	X					
					Permit number	Mandatory	X					
					Application number	Mandatory	X					
					Description	Mandatory	X					
					Permit status	Mandatory	X					
					Community name	Mandatory	X					
					Parcel	Mandatory	X					
					Service address	Mandatory	X					
					Property owner	Mandatory	X					
					Contractor	Mandatory	X					
					Other party name	Mandatory	X					
					Application type	Mandatory	X					
					Inspector	Mandatory	X					
					Reviewer	Mandatory	X					
					Date range	Mandatory	X					
Development Services	Building & Permits	Building & Permits	BP-41	Inquiries and Reporting	Generate a permit listing by the following	Mandatory	X					
					Address	Mandatory	X					
					Application type	Mandatory	X					
					Contractor	Mandatory	X					
					Date range	Mandatory	X					
					Applications approved	Mandatory	X					
					Issued permits	Mandatory	X					
					Cancelled permits	Mandatory	X					
					Expired permits	Mandatory	X					
					Completed permits	Mandatory	X					
					Temporary permits	Mandatory	X					
					Permit types	Mandatory	X					
					Permit by parcel(s)	Mandatory	X					
					Reopened permits	Mandatory	X					
					Stop work order status	Mandatory	X					
Development Services	Building & Permits	Building & Permits	BP-42	Inquiries and Reporting	Generate custom reports using user-defined performance measures	Mandatory	X					
Development Services	Building & Permits	Building & Permits	BP-43	Billing	Create an unlimited number of customized billing templates	Mandatory	X					Via mail-merge templates or Tyler Forms
Development Services	Building & Permits	Building & Permits	BP-44	Inquiries and Reporting	Generate constant reports via customizable dashboard	Mandatory	X					
Development Services	Building & Permits	Building & Permits	BP-45	Online applications	Accept building permit applications online	Important	X					
Development Services	Building & Permits	Building & Permits	BP-46	Application Processing	Process and approve building permits electronically	Mandatory	X					
Development Services	Building & Permits	Building & Permits	BP-47	Data Access/System Integration	View active contractors online	Desirable	X					
Development Services	Building & Permits	All	BP-48	Data Access/System Integration	Customize access to all modules (No access, read only, edit, etc.)	Mandatory	X					
Development Services	Building & Permits	All	BP-49	Data Access/System Integration	View (read-only) modules including Licensing, Code Enforcement, and Water Billing to make determinations on necessary inspections, etc	Mandatory	X					
Development Services	Building & Permits	All	BP-50	Data Access/System Integration	Cross-reference across modules	Mandatory	X					
Development Services	Building & Permits	All	BP-51	Data Access/System Integration	Share floor plans with emergency responders in the field	Desirable	X					
Development Services	Building & Permits	All	BP-52	Data Access/System Integration	Share information with the public via searchable web-based application	Important	X					
Development Services	Building & Permits	Building & Permits	BP-53	Data Access/System Integration	Interface GIS mapping system with B & P module	Mandatory	X					
Development Services	Building & Permits	Work orders	BP-54	Data Access/System Integration	Integrate with ACR/Work order system	Important		X				Additional scoping required to confirm an integration can be configured with your ACR/Work Order System
Development Services	Building & Permits	All	BP-55	Data Access/System Integration	Perform simultaneous search of parcels and related parties	Mandatory	X					
Development Services	Building & Permits	All	BP-56	Data Access/System Integration	Online permit application submission that includes submissions of drawings and blueprints	Important	X					Functionality is provided with EnerGov eReviews (supports PDF and Bluebeam mark-up technologies, Tyler is not a reseller of either).

Functional Area	Division	Module	Number	Description	Critical Requirement (Ability to…)	Importance	Vendor Response				
							Out-of-Box	Configurable	Customization	Does not Meet Requirement	Vendor Notes
Grant Management											
Finance	Accounting/Budget	Grant Management	FI-1	Grant Status Tracking	The system supports tracking the status of a grant through the process from identified, to applied, awarded, closed, expired, etc.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-2	Grant Funding and Expenditure	The system tracks the grant award amount, amount spent against the grant, all payments received, and the amount remaining on the grant.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-3	Grant Project Tracking	The system allows for a single grant to cover multiple projects or for multiple grants to cover multiple projects, including maintaining the distribution of grant funds to be allocated to each project.	Desirable	X				
Finance	Accounting/Budget	Grant Management	FI-4	Block Grant Tracking	The system tracks block grants including the remaining budget and projects eligible for grant reimbursement.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-5	Grant Fund Split	The system allows grant funds to be allocated across multiple departments.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-6	Grant Type Classification	The system allows for grants to be classified based on the type of grant.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-7	Grant Type Classification	The system allows for the identification of the grant agency (Federal, State or Local).	Important	X				
Finance	Accounting/Budget	Grant Management	FI-8	Grant Tracking	The system manages and tracks grants across multiple years. e.g., ten year grants need to be managed and tracked for the full life of the grant.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-9	Financial Segregation	The system allows Grants to be segregated by Operating and Capital funds.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-10	Financial Segregation	The system allows for separate budgeting and reporting based on Grant fund segregation.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-11	Grant Guidance List and AEL Availability	The system allows for the uploading of the Grant Guidance List (specific list for each grant) and the Authorized Equipment List (AEL) and linking of these documents to a contract or purchase order that is paid by a grant so these documents are available for reference when creating, reviewing, or approving transactions against the grant funded project.	Important	x				Via attachments and TCM.
Finance	Accounting/Budget	Grant Management	FI-12	Project Linking	The system allows grants to be linked to corresponding projects. to enable the reporting of the project budget covered by a grant and the amount of the grant budget to each project.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-13	Project Linking Reporting	The system generates reporting to show the project budget covered by grant funds, the amount of the grant funds allocated to each project, the amount remaining in the grant, and the projects remaining grant funds.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-14	Draw-down Aging Report	The system reports when the last draw-down was requested and identifies grants that have not been drawn-down in a user defined interval.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-15	Data Analysis	The system computes the percentage of completion for each project and the percentage of funds used from the grant for the project during a selected time period.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-16	Grant Reporting	The system reports on the grant data computed such as item usage, dollar amount, project, total usage of the project budget, % of project completed, etc.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-17	Tracking of Fund Expiration	The system tracks and allows reporting on Grants with funds that are about to expire.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-18	Archive	The system maintains copies of or access to all standard reports, user defined reports, and draw-down transactions	Important	X				
Finance	Accounting/Budget	Grant Management	FI-19	Module Information Sharing	The system shares information with finance, budget, and payroll modules/systems to capture grant usage based on project and contract.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-20	Application Storage	The system stores completed Investment Justification (IJ) applications for later reference.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-21	Interface with government portals	The system sends grant report data (itemized usage, usage dollar amount, and project) to applicable government portals.	Important				X	
Finance	Accounting/Budget	Grant Management	FI-22	Workflow	Once an AP check-run is complete, the invoice payment workflow triggers the draw-down request based on the grant number assigned to the project.	Important	x			X	The request must be manually started by someone with proper permissions.
Finance	Accounting/Budget	Grant Management	FI-23	New Grants Notification	The system links to external feeds for new grant notification.	Desirable				X	
Finance	Accounting/Budget	Grant Management	FI-24	Whiteboard Posting	The ability to internally post new grants on a system 'whiteboard' allowing each department to review the grant requirements and identify projects that qualify for the grant funds	Desirable				X	Need more detailed information to accurately respond
Finance	Accounting/Budget	Grant Management	FI-25	Single Point of Entry	The 'Whiteboard' allows the departments to begin the investment justification process by entering the project details, budget, and routing the information to the grants department for processing	Desirable				X	Need more detailed information to accurately respond
Finance	Accounting/Budget	Grant Management	FI-26	Grant Fund Sharing	The system identifies and tracks projects and grants where funds can be shared between multiple projects (like a block grant)	Important	x				With proper setup
Finance	Accounting/Budget	Grant Management	FI-27	Multi-year Tracking	Track and manage grants and their associated projects across multiple fiscal years.	Important	X				
Finance	Accounting/Budget	Grant Management	FI-28	Track Management and Administrative Expenses	The system supports tracking and reporting on management and administrative costs incurred in the administration of a grant.	Important	X				
General Ledger and Chart of Accounts											
Finance	Accounting	General Ledger	FI-29	Multiple CoA Chart fields	The system has multiple configurable chart fields (e.g. fund, legal entity account, cost center, project, etc.) that can be used for organizing financial transactions.	Mandatory	X				
Finance	Accounting	General Ledger	FI-30	Multiple CoA	The system maintains alternate CoA mappings and can generate reporting based on this alternate structure	Mandatory	X				
Finance	Accounting	General Ledger	FI-31	Multiple Reporting Hierarchy	The system maintains multiple reporting hierarchies and supports reporting against each.	Mandatory	X				
Finance	Accounting	General Ledger	FI-32	Multiple Fund	The systems maintains and tracks all transactions to a specific fund and can manage transfers from one fund to another.	Mandatory	X				
Finance	Accounting	General Ledger	FI-33	Report Coding	The system maintains reporting codes in addition to the standard chart field coding to allow for alternate reporting	Important	x				Requires SSRS.
Finance	Accounting	General Ledger	FI-34	Modify Account Status	The system provides the ability to designate accounts inactive and for activating accounts.	Mandatory	X				
Finance	Accounting	General Ledger	FI-35	As-of Reporting	The system tracks changes in reporting structure and enables comparisons of current v. historical results in either the new structure or the old structure.	Important	X				
Finance	Accounting	General Ledger	FI-36	Period Integrity	Transactions will be allowed to post to the current period even if prior periods have not closed. Closed periods may be opened with appropriate security approvals.	Mandatory	X				

			ID	Name	Description	Priority	C1	C2	C3	C4	C5	Comments
Finance	Accounting	General Ledger	FI-37	Transaction Integrity	The system enforces balanced two-sided entries in the GL. Debits and credits are balanced using offsetting account entries	Mandatory	X					
Finance	Accounting	General Ledger	FI-38	Journal Fields	Journal fields will automatically provide default data and ability to trace the employee that created the journal entries	Mandatory	X					
Finance	Accounting	General Ledger	FI-39	Journal Entries	The system supports journal entries including, but not limited to, allocations, reversals, and manual entries. Capabilities include generating automatic reversal entries, seeing backend or system generated entries and hiding those entries when running reports or viewing.	Mandatory	X					
Finance	Accounting	General Ledger	FI-40	Template Journal Entries	The system supports pre-designed journal templates and entry of journal entries from the templates	Important	X					
Finance	Accounting	General Ledger	FI-41	Repetitive Journal Entries	The system will provide for journal entries to be set up that can then be entered on a regular (usually monthly) basis	Important	X					
Finance	Accounting	General Ledger	FI-42	Journal Entry Reversals	The system enables a user to reverse a journal entry without having to re key the entire entry. All reversals will all need to be approved as defined by the City of Aurora	Mandatory	X					
Finance	Accounting	General Ledger	FI-43	Journal Entry Upload	Journal entries can be uploaded using third-party software (e.g. Excel, ADP etc.).	Desirable	X					
Finance	Accounting	General Ledger	FI-44	Journal Entry Copy	The system enables users to copy an existing Journal entry, and make changes, before submitting the new entry	Mandatory	x					
Finance	Accounting	General Ledger	FI-45	GL Information Download	GL information can be downloaded in a customizable user defined format to MS Excel or other third party software	Important	X					
Finance	Accounting	General Ledger	FI-46	Journal Entry Supporting Information	The system supports attachment of any file (pdf, excel, etc.) to support a Journal Entry.	Desirable	X					
Finance	Accounting	General Ledger	FI-47	Journal Entry Print+D118	The system provides print functions for journal entries and backup documents.	Mandatory	X					
Finance	Accounting	General Ledger	FI-48	Online Validation	Account and / or commodity code combinations will be subject to immediate validation at entry	Mandatory	X					
Finance	Accounting	General Ledger	FI-49	Allocation Management	Allocations can be set up manually for one time or repetitive generation.	Important	X					
Finance	Accounting	General Ledger	FI-50	Period and Historical Reports	Reporting capability includes the generation of reports by period (e.g month), which can be accessed at any time after a period closes	Mandatory	X					
Finance	Accounting	General Ledger	FI-51	Account Summary	The system provides the ability to summarize individual line-item accounts into meaningful groups of accounts for use in financial reporting based on user-defined criteria.	Mandatory	X					
Finance	Accounting	General Ledger	FI-52	Drill Down	The system will have the ability to drill down expense information from summary level to detailed account information including but not limited to transaction type, invoice number, check number, and user ID	Mandatory	X					
Finance	Accounting	General Ledger	FI-53	Sub-ledger and Trial Balance	The system will have the ability to maintain sub-ledgers and support the preparation of a trial balance.	Mandatory	X					
Finance	Accounting	General Ledger	FI-54	Incorporate Non-Financial Data	Non-financial data (e.g. traffic reports and headcount) should be easily incorporated in allocation entries across cross centers	Desirable			x	x		NMI to quote
Finance	Accounting	General Ledger	FI-55	Financial GAAP Compliance	The system's financial application will meet and comply with Generally Accepted Accounting Principles (GAAP).	Mandatory	X					
Finance	Accounting	General Ledger	FI-56	Maintenance GAAP Compliance	The system upgrades & provided maintenance will include functionality that maintains support for Generally Accepted Accounting Principles (GAAP) and standards issued by GASB.	Mandatory	X					
Finance	Accounting	General Ledger	FI-57	Indication of Close	Reports will have the capability of indicating whether the period of the generated report is open or closed.	Desirable	X					
Finance	Accounting	General Ledger	FI-58	Error Suspense	The system will have the ability to store transactions not accepted in a suspense file and produce an edit report showing all transactions in error.	Mandatory	X					
Finance	Accounting	General Ledger	FI-59	Pre and Post Closing Trial Balances	The system must support pre-closing and post-closing trial balances to allow the user to review account balances, including current period transactions, before posting and after posting.	Mandatory	X					
				Period Closings								
Finance	Accounting	General Ledger	FI-60	Period Close	Perform hard and soft period end closings on an organization-wide level.	Mandatory	X					
Finance	Accounting	General Ledger	FI-61	Period Close	Define security for users with varying levels of allowed transactions surrounding closing and to establish approval workflow for closing	Mandatory	X					
Finance	Accounting	General Ledger	FI-62	Period Close	Reopen a soft-closed period multiple times.	Important	X					
Finance	Accounting	General Ledger	FI-63	Period Close	Hold a period or fiscal year open indefinitely before closing.	Mandatory	X					
Finance	Accounting	General Ledger	FI-64	Period Close	Have more than one period open.	Mandatory	X					
Finance	Accounting	General Ledger	FI-65	Period Close	Have more than one fiscal year open.	Mandatory	X					
Finance	Accounting	General Ledger	FI-66	Period Close	Have an unlimited number of closing periods.	Mandatory	X					
Finance	Accounting	General Ledger	FI-67	Period Close	Execute the soft close an unlimited number of times	Important	X					
Finance	Accounting	General Ledger	FI-68	Period Close	Initiate year-end processing at any point in time after the end of the fiscal year (i.e., doesn't have to occur on last day or on any particular day).	Mandatory	X					
Finance	Accounting	General Ledger	FI-69	Period Close	Make post-closing adjustments at any point during the closing period.	Mandatory	X					
Finance	Accounting	General Ledger	FI-70	Period Close	Close all selected open purchase orders/encumbrances and requisitions/pre encumbrances with user-defined parameters at year-end.	Mandatory	X					
Finance	Accounting	General Ledger	FI-71	Period Close	Prevent transactions from being processed in closed prior years and unopened future years.	Mandatory	X					
Finance	Accounting	General Ledger	FI-72	Period Close	Reopen a closed period for transaction processing with appropriate security.	Mandatory	X					
Finance	Accounting	General Ledger	FI-73	Period Close	Update fund balance, on demand, based on previous year's revenue and expense activity with security	Mandatory	X					
Finance	Accounting	General Ledger	FI-74	Period Close	Handle automatic entries from the processing of other applications, including batch summary postings, optional detailed postings and individual transactions (i.e., utility billing, miscellaneous invoices, cashiering)	Mandatory	X					
Finance	Accounting	General Ledger	FI-75	Period Close	Process the month-end close:		X					
Finance	Accounting	General Ledger	FI-76	Period Close	Automatic accrual reversals'	Mandatory	X					
Finance	Accounting	General Ledger	FI-77	Period Close	Move current month transactions to prior month	Mandatory					X	Need more detailed information to accurately respond
Finance	Accounting	General Ledger	FI-78	Period Close	Print monthly journal entry report and clear file except for stored entries.	Mandatory	X					
Finance	Accounting	General Ledger	FI-79	Period Close	Process the year-end close:		X					
Finance	Accounting	General Ledger	FI-80	Period Close	Automatically perform the journal entry to close all income and expense items to the retained earnings/fund balance	Mandatory	X					
Finance	Accounting	General Ledger	FI-81	Period Close	Move the current actual balances to the prior actual balances.	Mandatory	X					
Finance	Accounting	General Ledger	FI-82	Period Close	Set up beginning balances for the new year	Mandatory	X					
				Budget								

Finance	Budget	Operational and Planning	FI-83	Multiple Budget Versions	The system supports multiple budget versions including working or temporary budgets in addition to the formal adopted budgets. Reporting can pull from any budget version	Mandatory	X				
Finance	Budget	Operational and Planning	FI-84	Budget Roll-Ups	The system supports budgeting at individual account or at summary account levels, based on the financial and organizational structure	Mandatory	X				
Finance	Budget	Operational and Planning	FI-85	Budget Creation Workflow	The system allows creation of workflow to define the budget information collection and review process, providing visibility and reporting of where each department's submission is in the process	Mandatory	X				
Finance	Budget	Operational and Planning	FI-86	Online Budget Data Templates	The system provides screens and templates for individual departments to enter their budget projections online	Mandatory	X				
Finance	Budget	Operational and Planning	FI-87	Budget Copy	The system allows the budget from the current year to be copied to the ensuing year.	Mandatory	X				
Finance	Budget	Operational and Planning	FI-88	Multiple Time Intervals	The system supports budget entry at any time interval between one month and one year.	Mandatory	X				
Finance	Budget	Operational and Planning	FI-89	Period Budget Spreading	The system allows a projected budget to be created for a user defined period and spread either evenly or following a defined formula. (e.g. enter an annual budget and spread evenly over 12 months or enter a specific monthly budget).	Desirable	X				
Finance	Budget	Operational and Planning	FI-90	Top-down Changes	The system provides the ability to make 'top-down' changes (i.e. from the highest account level) where, for example, a department budget is reduced by 5% with that reduction pushed down to each individual monthly entry.	Desirable	X				
Finance	Budget	Operational and Planning	FI-91	Budget Change Traceability	The system provides the ability for manually determining from where a reduction is pushed down when applied to broad budget categories	Desirable	X				
Finance	Budget	Operational and Planning	FI-92	What-if Analysis	The system allows for comparison between the multiple budget versions to determine the desired budget scenario	Important	X				
Finance	Budget	Operational and Planning	FI-93	Budget Change Reporting	The system enables comparison reports between budget versions to highlight changes	Mandatory	X				
Finance	Budget	Operational and Planning	FI-94	Position Management	The system maintains a position record for all City of Aurora positions, both filled and unfilled	Mandatory	X				
Finance	Budget	Operational and Planning	FI-95	Position Planning	The system enables 'what-if' position management changes to drive different budget scenarios. (e.g. employees move, changing positions, etc.)	Mandatory	X				
Finance	Budget	Operational and Planning	FI-96	Position Budgeting	The system provides detailed and summary budget calculations for departments and divisions based on individuals in current positions. Costs for budget purposes will include direct salary and indirect benefits costs based on previous year actual costs, or a factor provided during the budgeting process.	Mandatory	X				
Finance	Budget	Operational and Planning	FI-97	Fringe Budgeting	The system supports using actual fringe rates from a previous period (year), or using individual components (like benefits, overhead, etc.) to calculate Fringe values and increases for a budget year	Mandatory	X				
Finance	Budget	Operational and Planning	FI-98	Empty Position Budgeting	The system provides the ability to specify when an open position is expected to be filled and budget accordingly (e.g. if a position will be filled in July, only show expenses for the position for the last 6 months of the year)	Mandatory	X				
Finance	Budget	Operational and Planning	FI-99	Delayed Hire or Retirement Budgeting	The system provides the ability to include pre-planned retirement or hires into the budget process, spreading employee costs over the planned employment periods.	Desirable	X				
Finance	Budget	Operational and Planning	FI-100	Link to Capital Budget	The system enables salary costs that are partially supported by capital or grant funds to show in the overall headcount, but requires finance to allocate it to the corresponding project or capital budget	Desirable	X				
Finance	Budget	Operational and Planning	FI-101	Maintain Employee Costs	When allocating a portion of loaded employee costs, the system maintains a record of total budgeted headcount costs. (enabling reporting of total headcount budget of $A, which can be segregated into $B operating salary expenses, and $C capital salary expenses	Important	X				
Finance	Budget	Operational and Planning	FI-102	Funds Available Check	The system must allow users to view available funds on a departmental summary and account basis.	Mandatory	X				
Finance	Budget	Operational and Planning	FI-103	Budget Transfer Requests and Workflow	The system contains a workflow process for requesting and approving budget transfers which can be routed based on account and dollar amount of the transfer.	Mandatory	X				
Finance	Budget	Operational and Planning	FI-104	Budget/Actual Variance Report	The system produces budget versus actual reports which include encumbrances.	Mandatory	X				
Finance	Budget	Operational and Planning	FI-105	Budget Report Availability	Budget reports are accessible by finance staff, department managers and designated staff with the appropriate security rights	Mandatory	X				
Finance	Budget	Operational and Planning	FI-106	Planning and Forecasting	The system provides users with the tools to perform periodic updates in order to identify and report on significant variances (to facilitate ongoing re-forecasts) and compare re-forecasted budgets to the original budget.	Important	X				
Finance	Budget	Operational and Planning	FI-107	Account Numbers	The system uses account numbers from the General Ledger system for budget preparation.	Mandatory	X				
Finance	Budget	Operational and Planning	FI-108	Budget Preparation	The system prepares the company's budget for the next budget cycle while the current budget is open.	Mandatory	X				
Finance	Budget	Operational and Planning	FI-109	Budget Transfer Tracking	The system generates a report that tracks the history of budget transfer based on a user defined criteria (e.g. departments, range of accounts).	Mandatory	X				
Finance	Budget	Capital Budgeting	FI-110	Multi-Year Budget	The system maintains a full change history of budgets including the ability to generate and 'as-of' budget for any project.	Important	X				
Finance	Budget	Capital Budgeting	FI-111	Budget Change Management	The system allows capital funds to be rolled over from one fiscal year to the next.	Desirable	X				
Finance	Budget	Capital Budgeting	FI-112	Funds Roll-over	The system shows the rollover information for current budgets that will roll over into the next year	Desirable	X				
Finance	Budget	Capital Budgeting	FI-113	Roll-over Planning	The system allows budgeting across multiple funds and/or multiple projects.	Mandatory	X				
Finance	Budget	Capital Budgeting	FI-114	Multiple Funds and Projects	The system provides the ability to review available (unencumbered) funds when making budget transfers or planning transfers during the year.	Mandatory	X				
Finance	Budget	Capital Budgeting	FI-115	Scenario Posting	The system budgets projects at their approved level as well as the individual contracts under those projects. The system does not allow users to exceed budgets.	Important	X				
Finance	Budget	Capital Budgeting	FI-116	Project and Contract Budgets	The system allows project managers and other engineering staff to easily view a summary of funds available or remaining by project and contract.	Mandatory	X				
Finance	Budget	Capital Budgeting	FI-117	Funds Available	The system provides the ability to simultaneously view historical budgets for specific departments.	Mandatory	X				
Finance	Budget	Capital Budgeting	FI-118	Projected Budget	Project costs are forecasted and escalated based on user defined criteria.	Mandatory	X				
Finance	Budget	Capital Budgeting	FI-119	Planning and Forecasting	The system allows project budgets to be increased based on approved changes. This includes scope changes	Mandatory	X				

Finance	Budget	Capital Budgeting	FI-120	Budget Approved Increases	The system allows the labor budget related to staff (including consultants working on capital programs to be budgeted to the capital project, and charged against the capital project during time entry	Mandatory	X				
Finance	Budget	Capital Budgeting	FI-121	Budget Staff Time	The system maintains plans to fund portions of projects via grants, allocating all or part of a capital project to a specific grant.	Mandatory	X				
Finance	Budget	Capital Budgeting	FI-122	Grant Funding	When allocating a portion of a project to a Grant, the system will maintain the original totals, enabling reporting on total planned spend and what portion of the total spend is planned to be supported by each identified grant.	Mandatory	X				
Finance	Budget	Capital Budgeting	FI-123	Maintain Original Costs	Capital budgets can be entered and spread between projects and individual accounts/ account combinations, enabling reporting by project, but also by expense type.	Mandatory	X				
Payables											
Finance	Accounting	Accounts Payable	FI-124	Contract Portfolios	The system integrates with contract administration and vendor management so that AP can view contract files and vendor addresses	Important	X				
Finance	Accounting	Accounts Payable	FI-125	Integrate Receiving Function	The receiving function in asset management or inventory management is fully integrated with purchasing and A/P	Desirable	X				
Finance	Accounting	Accounts Payable	FI-126	Invoicing Approval Process	The system is able to track the invoice approval process from entry into the AP journal through to the check run batch. It has the ability to scan and capture the invoices and route them to the appropriate approver or recipient/requestor.	Important	X				
Finance	Accounting	Accounts Payable	FI-127	Invoice Priority Assignment	The system allows the analyst the ability to assign a priority to an invoice o vendor payment.	Desirable	X				
Finance	Accounting	Accounts Payable	FI-128	Approval Coding	The approval process/workflow is triggered based upon an approval code entered on the voucher.	Desirable	X				
Finance	Accounting	Accounts Payable	FI-129	Invoicing Approval Filtering	The system allows the approver to filter the list of invoices waiting or approval by priority, payment due date (or range of dates), document number and user ID of the person sending the invoice for approva	Desirable	X				
Finance	Accounting	Accounts Payable	FI-130	Duplicate Invoices	The system presents a warning when an invoice number has already beer entered for the vendor.	Mandatory	X				
Finance	Accounting	Accounts Payable	FI-131	Payment Hold	The system allows a vendor to be placed on payment hold with comments and attached notes as to the cause of hold and conditions necessary to remove hold.	Mandatory	X				
Finance	Accounting	Accounts Payable	FI-132	Payment Holds	The system processes payments and does not delay creation of a check batch if there is a hold on a particular vendor	Mandatory	X				
Finance	Accounting	Accounts Payable	FI-133	Check Comments	The system supports comments for printing on check stubs including standard comments from a PO or Contract and multiple lines of unique comments.	Mandatory	X				
Finance	Accounting	Accounts Payable	FI-134	Reprint Damaged Checks	Selected checks that are damaged during printing can be re-printed. An audit trail is created when this event occurs	Mandatory	X				
Finance	Accounting	Accounts Payable	FI-135	Voiding Checks	The system contains a process that voids a check and creates the appropriate journal entries.	Mandatory	X				
Finance	Accounting	Accounts Payable	FI-136	Electronic Payments	The system is able to receive and record outgoing EFT and wire transfers as a method of payment against the AP voucher. The system also supports p-cards as a payment type for vouchers.	Mandatory	X				
Finance	Accounting	Accounts Payable	FI-137	Multi Fund Payments	The system supports payments of a vendor invoice from multiple accounts and multiple funds.	Mandatory	X				
Finance	Accounting	Accounts Payable	FI-138	Automatic Due to and Due From Transactions	The system supports automatic generation of intercompany and interfund due to and due from transactions to keep the ledgers balanced when processing multi company and multi fund payments	Mandatory	X				
Finance	Accounting	Accounts Payable	FI-139	Pay Base - check runs	The system allows the City of Aurora to track and execute the check runs to a third party check printing software (currently Pay Base).	Mandatory	X				Using standard invoice export functionality. If a custim export is necessary then analysis woulde need to be performed.
Finance	Accounting	Accounts Payable	FI-140	Positive Pay	The system is able to generate and transmit positive pay files to the City of Aurora's bank of choice.	Mandatory	X				
Finance	Accounting	Accounts Payable	FI-141	AP-Related Reports	The system generates standard AP reporting such as invoice register, cash requirements report, invoice history report (by vendor), vendor balance report, check/payment register, vendor payment history report by time period/contract/project, final payment register, reoccurring invoice report, Accounts Payable/invoice aging report, financial tax register, payment schedule report, preliminary payment report, check reconciliation report, etc.	Mandatory	X				
Finance	Accounting	Accounts Payable	FI-142	User Defined Reports	The system has user defined reports and queries based upon any available field and calculated fields	Mandatory	X				VIA SSRS
Finance	Accounting	Accounts Payable	FI-143	Reports and Contract Management	The system uploads and stores attached files with quotes, contracts, correspondence, and other contract documents. The system allows for the recall of these documents as needed during the invoice approval process and payment cycle to assist in validating invoice amounts and appropriate invoice coding.	Desirable	X				
Finance	Accounting	Accounts Payable	FI-144	Cleared Payment Reporting	The system provides reporting of cleared payments based on a payment type such as check or electronic payment (ACH and wire) and invoice type such as direct pay or purchase order	Mandatory	X				
Finance	Accounting	Accounts Payable	FI-145	Approval Reporting	The system allows the analyst the ability to query payment informatior based on approval status and vendor	Mandatory	X				
Finance	Accounting	Accounts Payable	FI-146	List of Payments Reporting	System reports include a list of payments made or due to a vendor or due in a specific time period.	Mandatory	X				
Receivables											
Finance	Accounting	Invoicing and Accounts Receivable	FI-147	Invoice Creation	The system supports generation of standard invoices and provides the option to print user-defined text on customer statements.	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-148	Repeated Invoices	The system provides the ability to generate a standard customer invoice (for example from an annual contract) and create a monthly invoice from a standard template.	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-149	Invoice Modification	The system provides the ability to modify invoices for the correction of user input error.	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-150	Invoice Information Import	The system is able to import customer information and financial information from Excel to automatically generate an invoice.	Important	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-151	One-Time Vendor and Customer Payments.	The system provides the ability to mark vendors or customers as one time payments. Allowing for minimal information input to process payment and not integrate with payment reports	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-152	Direct Invoices	The system allows creation of standard invoices for services provided by the City of Aurora and follow these invoices through to posting in accounts receivable.	Mandatory	X				

Finance	Accounting	Invoicing and Accounts Receivable	FI-153	Invoices From Work Orders	The system supports creation of invoices from individual work orders, multiple work orders, or specific projects or activity codes. The invoice should be able to apply appropriate overhead or other mark-up on material, services, and internal direct labor costs. based on the agreement with the billed entity.	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-154	Journal Posting	The system has the ability to automatically post billing entries to the GL after invoices have been created.	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-155	Cash Receipt Journal	The system provides a detailed cash receipt journal for any specified time period and has standard and ad-hoc reports to manage cash receipt and invoice processing.	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-156	Collection History	The system provides the ability to track customer collection activity history (communications made, dates, comments, etc.)	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-157	Billing Flexibility	Billing cycles are flexible and allow for pre-defined and recurring billing periods as well as billings performed on an as-needed basis.	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-158	Customer Master File	The system contains a listing of organizations and individuals that receive bills of all types.	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-159	Customer Status Flexibility	Customer records have a status that can be updated to show active, and inactive or other appropriate configured status.	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-160	Reimbursement Tracking by Job	The system provides the ability to report reimbursements that have been paid or are pending for jobs or projects.	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-161	Accounts Receivable Reporting	The system provides standard reports and automated queries to support tracking and management of invoices and accounts receivable balances.	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	FI-162	Aging Reports and Dunning Notices	Customizable aging reports that automatically generate a reminder to customers that can be distributed to customers as programmed given user preferences.	Mandatory	X				
Finance	Accounting	Invoicing and Accounts Receivable	F-163	Accounts Receivable	Ability to process uncollectible accounts as follows:	Mandatory					
					Record as uncollectible.	Mandatory	X				
					Reverse amount deemed uncollectible and record receipt of cash if received at any time.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	F-164	Account Receivable	Ability to list receivables written off.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	F-165	Accounts Receivable	Ability to generate a variance report showing revenue accruals vs. actual collection.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	F-166	Account Receivable	Ability to optionally generate a dunning letter or notify a user according to user-specified criteria regarding aging and payment history.	Mandatory	X				
Payroll											
Finance	Payroll	General Payroll	FI-167	Employee Self Service	The system has an employee self-service portal that allows online access to both the employee medical and personnel file. W-2s, W-4s, benefits and compensation records should all be accessed here	Desirable	X				
Finance	Payroll	General Payroll	FI-168	Multiple Pay Scenarios	System has the ability to account for multiple pay scenarios, pay codes, labor agreements and an overall complex environmen	Mandatory	X				
Finance	Payroll	General Payroll	FI-169	Integrated Time Keeping Data	The system integrates hour data from the to be determined electronic time keeping system to calculate payroll for non-exempt and hourly employees.	Important	X				
Finance	Payroll	General Payroll	FI-170	Pay/ Deduction/ Garnishment Calculations	The system tracks and reports withholdings and deductions.	Mandatory	X				
Finance	Payroll	General Payroll	FI-171	Pay/ Deduction/ Garnishment Calculations	The system pays deduction and withholding amounts based on the employee information in the Human Resources/Benefits Administration components.	Mandatory	X				
Finance	Payroll	General Payroll	FI-172	Pay/ Deduction/ Garnishment Calculations	The system allows for administrative fees to be applied to garnishments.	Mandatory	X				
Finance	Payroll	General Payroll	FI-173	W-2 and Tax form generation	The system allows for the electronic generation and printing of all tax forms (if necessary and on-request, ESS should house forms	Mandatory	X				
	Payroll	General Payroll	FI-174	Pay Receipts	The system should allow the user to view and print pay receipts.	Desirable	X				
Finance	Payroll	General Payroll	FI-175	Tax Payments	The system generates standard reports that can be automatically captured or uploaded by AP to generate payments for withheld taxes and other employee withholdings, garnishments, etc	Mandatory	X				
Finance	Payroll	General Payroll	FI-176	Reporting	The system automatically generates payroll period reports to enable reconciliation to the payroll service provider reports. This includes a payroll changes report, payroll register, pay and/or deduction totals, and an Accrual Report that lists total time off allowed, available, used, and accrued. The system should allow an unlimited number of hours pay types.	Mandatory	X				
Finance	Payroll	General Payroll	FI-177	Electronic Payments and Approvals	The system requires an electronic payment and approval process before money is distributed.	Mandatory	X				
Finance	Payroll	General Payroll	FI-178	Retroactive Pay Calculations	They system supports calculations for retroactive payments based on a wide range of criteria including changing hourly rate, shift differentials, meal allowance rule changes, etc	Mandatory	X				
Finance	Payroll	General Payroll	FI-179	Process Retroactive Pay	The system allows for the processing of retroactive pay for changes identified or made to an employee record including automatic calculation of withholdings and deductions	Important	X				
Finance	Payroll	General Payroll	FI-180	Temporary Position Assignment	The system allows for employees to be assigned to positions temporarily in units as small as one half day. While assigned to a temporary duty, the employee is paid commensurate with that position for any time and overtime worked.	Mandatory	X				
Finance	Payroll	General Payroll	FI-181	Pay Situations	The system pays retirement benefits, pensions, and various other pay situations as determined by the City.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-182	Web Based Time Entry	The employee or proxy can enter time, report absences, obtains leave balances, and requests vacation time using an internet accessible application.	Important	X				
Finance	Payroll	Time and Attendance	FI-183	Web Based Time Approvals	Supervisors approve time entry and time off requests using an internet accessible application.	Important	X				
Finance	Payroll	Time and Attendance	FI-184	Automated Time Entry Interface	The system accepts integrated time data from external systems such as swipe card or biometric readers.	Important	X				
Finance	Payroll	Time and Attendance	FI-185	Automated Time Clock Interface	Integrated time clocks electronically transmit clock in and clock out data to the time keeping system for automated tabulation.	Important	X				
Finance	Payroll	Time and Attendance	FI-186	Automated Time Clock Interface	The system integrates with multiple time clock vendors/models by using IP networking.	Important	X				

Finance	Payroll	Time and Attendance	FI-187	Time Entry from Schedule	The time sheet can be populated in the system based upon the weekly schedule.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-188	Ability to Edit Time Sheet	The system allows for changes or updates to the schedule by the time keeper, employee, or supervisor.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-189	Time Review	An audit trail of time entry, approvals, and corrections is available for all transactions that can be reviewed by payroll, an employee's supervisor, or the employee.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-190	Time Approval Workflow	The system maintains the workflow to rout the approval of the employee time entry based on the employee's organizational information (such as department or supervisor) and the type of time entered. (e.g. a time sheet with workman's compensation time may need to be approved by a different person than normal or overtime hours.)	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-191	Multi-Level Time Entry Approvals	The system allows for multiple time entry approval work flow levels depending on the department or organizational unit	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-192	Approval Proxy	The system allows proxies to be assigned for time entry approval.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-193	Approval Override	The system allows a super user to override approvals in emergency situations.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-194	Scheduling Functionality	The system allows supervisors to schedule staff shifts including the following capabilities:						
					• Scheduling standard shifts with multiple week repetitive patterns	Important	X				
					• Assigning employees to shifts	Important	X				
					• Allows for the change of individual days without changing the standard shift schedule	Important	X				
					• Scheduling standard shifts with multiple week repetitive patterns	Important	X				
					• Scheduling repeating shift patterns with other than 40 hours per week. (e.g. week 1 and 2 are 3 12-hours shifts, week 3 is 4 12-hours shifts)	Important	X				
					• Scheduling employees based on required staff templates (toll collector, public safety, train operator, etc.)	Important	X				
					• Planning coverage during the day for specific skills or number of employees	Important	X				
Finance	Payroll	Time and Attendance	FI-195	Job Coding	The system requires job codes, project codes, or work orders to be entered at the point of time entry.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-196	Job Code Restriction	The system restricts which codes are available for charge by an employee and/or department.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-197	Job Coding	The system allows the hours recorded by an employee to be distributed to multiple job codes.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-198	Job Coding	The system allows entry and modification of time at a later point in the day, e.g. when an employee uses a time clock device to report for work.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-199	Work Order Coding	The system enables employee time that is recorded on a work order to be displayed on the employee's time sheet for review and approval at the end of the shift (after the work order time is reported)	Mandatory	X				An employee can enter time towards a work order on their time sheet. The timesheet can then be submitted for approval. There may be a gap here if the desire is t first enter time on the work order and for that to show up on ESS timesheets.
Finance	Payroll	Time and Attendance	FI-200	Human Resources Integration	The system shares read only information from the Human Resource module so that employees that are added, terminated, or other changes in status can be automatically reflected in the time keeping module.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-201	Labor Tracking to a Project	The system allows labor to be tracked to a specified project.	Important	X				
Finance	Payroll	Time and Attendance	FI-202	User Defined Employee Reports	The system allows user defined reporting of the employee's schedule, time recorded, time off used, and time off balances.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-203	Self-Service Supervisor Employee Reports	The system allows supervisors to generate reports showing the employee schedule, actual time (daily activity time), and time off	Important	X				
Finance	Payroll	Time and Attendance	FI-204	Self-Service Supervisor Employee Reports	The system allows employees to view and print their W-2 forms.	Desirable	X				
Finance	Payroll	Time and Attendance	FI-205	Self-Service Supervisor Reports	The system provides supervisors with reports and queries that show variance to schedule and indicate violations of leave policies	Important	X				
Finance	Payroll	Time and Attendance	FI-206	Time-Off Requests	The system allows for the tracking and approving of time-off requests.	Important	X				
Finance	Payroll	Time and Attendance	FI-207	Time-Off Requests	The system allows time-off requests to be entered by administrative staff or self-service via a web accessible interface	Important	X				
Finance	Payroll	Time and Attendance	FI-208	Negative Leave Balances	The system allows and/or restricts negative leave balances by rule or on a case by case basis.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-209	Time-Off Accrual	The system automatically accrues leave by category and validates any leave coded against these leave balances at time of entry	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-210	Time-Off Accrual	The system is flexible and provides rules based configuration to define accrual policies including factors such as employee hire dates, position category, etc.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-211	Leave Balance Visibility	The system provides an employee's balance in each leave category for review prior to time entry.	Important	X				
Finance	Payroll	Time and Attendance	FI-212	Leave Balance Validation	The system validates time entry versus leave balances.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-213	Vacation / Time-Off Calendar	The system maintains a vacation calendar.	Desirable	X				
Finance	Payroll	Time and Attendance	FI-214	Vacation / Time-Off Bidding	The system supports workflow for employees to bid for vacation time based on seniority and their job skills, generating either automated acceptance for requests based on rules, or reports identifying available leave days/ weeks for employees requesting time off.	Desirable	X				
Finance	Payroll	Time and Attendance	FI-215	Time Routing	The system allows for time to be routed based on job coding. e.g., FMLA leave, sick time, PTO, Military Leave, etc	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-216	Overtime Hours	The system calculates overtime hours consistent with the agency and bargaining unit rules for the employee's position; including hours worked in excess of 8 hours per day, hours worked in excess of 40 per week, supervisory approval for overtime, hours when called back on non-scheduled days or agency holidays, and shifts that are partially covered by the night hour rules	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-217	Compensatory Time	The system tracks the employee's optional election of compensatory time in lieu of overtime and applies maximum compensatory time policies.	Mandatory	X				
Finance	Payroll	Time and Attendance	FI-218	Compensatory Time	The system tracks usage of compensatory time against time off.	Mandatory	X				
Purchasing											

Finance	Purchasing	Purchasing - General	FI-219	Vendor Master File	The system maintains a vendor file which includes: company name, multiple types of addresses, contact information, commodity, state contract status, MBWE status, 1099 etc.	Mandatory	X				
Finance	Purchasing	Purchasing - General	FI-220	Vendor Master File	The system provides vendor roll up by a common tax ID to prevent duplicate vendors in database.	Mandatory	X				
Finance	Purchasing	Purchasing - General	FI-221	Vendor Master File	The system allows the user to query by any field in the vendor file.	Important	X				
Finance	Purchasing	Purchasing - General	FI-222	Vendor History Report	The system generates reports on vendor information, invoice history, purchase history and purchases by purchase category	Mandatory	X				
Finance	Purchasing	Purchasing - General	FI-223	Vendor Status Report	The system enables reporting on the status of purchase orders by vendor and vendor status.	Mandatory	X				
Finance	Purchasing	Purchasing - General	FI-224	Combined Spend Reporting	The system reports on expenditures by item, commodity code, and vendor.	Mandatory	X				VIA SSRS
Finance	Purchasing	Purchasing - General	FI-225	Combined Spend Reporting	The system provides alerts when expense thresholds are reached.	Mandatory	X				
Finance	Purchasing	Purchasing - General	FI-226	Combined Spend Reporting	The system provides reporting on items, commodity and vendor based upon a user defined period which includes rolling periods	Mandatory	X				
Finance	Purchasing	Purchasing - General	FI-227	Vendor Report Card	The system grades vendors based on a user-defined set of criteria.	Desirable	X				
Finance	Purchasing	Requisitioning	FI-228	Requisitions	The system supports creation of a requisition for requested materials or services.	Mandatory	X				
Finance	Purchasing	Requisitioning	FI-229	Requisition Activity and Project Coding	Requisitions can be linked to ongoing, newly established work orders or job codes so the requisition is associated with events or projects	Mandatory	X				
Finance	Purchasing	Requisitioning	FI-230	Requisition Status	The system assigns a status to the requisition based upon the workflow.	Mandatory	X				
Finance	Purchasing	Requisitioning	FI-231	Requisition Data Field Validation	The system validates specific requisition fields against set controls such as vendor type, account, service or commodity	Desirable	X				
Finance	Purchasing	Requisitioning	FI-232	Requisition Presentation	The system creates a document that resembles the purchase order when the requisition is entered in the system	Desirable	X				
Finance	Purchasing	Requisitioning	FI-233	Requisition Totals	The system calculates and displays totals for the requisition on the screen and on the printed requisition	Mandatory	X				
Finance	Purchasing	Requisitioning	FI-234	Requisition Encumbrance	The system supports entry of accounting coding manually for requisition line items, or defaulting the accounting information based on data on the requisition (such as the item, vendor, or requesting department). Requisitions can be encumbered based on configurable business rules.	Desirable	X				
Finance	Purchasing	Requisitioning	FI-235	Requisition Attachments	The system permits the attachment of files and image documents to any requisition.	Desirable	X				
Finance	Purchasing	Requisitioning	FI-236	Requisition Approval	The system requires approval of the requisition prior to it being converted to a purchase order.	Mandatory	X				
Finance	Purchasing	Requisitioning	FI-237	Return to Originator	The system routes requisitions that were not approved back to the originator.	Mandatory	X				
Finance	Purchasing	Requisitioning	FI-238	Purchase/Bid Queue	The system has a requisition queue from which either a purchase requisition or bid may be created for the requisition	Desirable	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-239	PO Numbering	The system provides the option to define the format of the PO number based upon business rules.	Mandatory	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-240	PO Number Override	The system provides the option to override the system generated PO number and enter an alpha/numeric manual PO number of at least 8 characters..	Desirable	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-241	PO Format	The system supports a standard PO form that includes the company's terms. The vendor will work with the City to create this	Mandatory	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-242	PO Attachments	The system permits the attachment of files and image documents to any PO.	Desirable	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-243	PO Allocation	The system supports entry or default of accounting information on each line of the PO, including the ability to allocate a single PO line to multiple accounts or projects.	Mandatory	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-244	PO Budget Check	The system enforces available funds checking on POs and seamlessly passes encumbrances from requisitions to a PO through to AP vouchers at the time of payment.	Mandatory	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-245	PO Validation	The system validates specific PO fields against set controls such as vendor type, account, service or commodity.	Mandatory	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-246	Approver Identification	The system identifies from whom approval is needed.	Desirable	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-247	Multiple Departments	A single PO may contain items for different departments. i.e. items for City of Aurora may be purchased on the same PO	Mandatory	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-248	PO Line Items	Approvals may be done by line item and/or total on a PO.	Desirable	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-249	PO Line Items	The system automatically distributes the charges for the PO by amount or percentage to the appropriate departments.	Mandatory	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-250	PO Line Items	The system allows manual distribution of charges to the PO by amount or percentage to the appropriate departments.	Mandatory	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-251	Drill Up and Drill Down	The system allows the user to drill up and down from any level in the purchasing hierarchy. For example, a user should be able to drill down to the purchase order created from a requisition, and then to every account referenced on that requisition	Desirable	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-252	Budget Visibility	Budgets may be viewed from the PO	Mandatory	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-253	Item Categories	The system supports standard item and vendor categorization.	Desirable	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-254	PO Closing	The system permits closing purchase orders during the payment process or as desired. (e.g. if a user determines that a back ordered PO should be closed if the item is no longer desired.)	Mandatory	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-255	PO Closing	The system adjusts the encumbrance to $0.00 when a PO is closed.	Mandatory	X				
Finance	Purchasing	Purchase Order and Bid Management	FI-256	PO Cancelation	The system permits purchase orders to be canceled by line item or document.	Mandatory	X				

Module	Category	Sub-module	ID	Feature	Description	Priority	C1	C2	C3	C4	C5	Notes
Finance	Purchasing	Purchase Order and Bid Management	FI-257	Closed PO Reporting	The system provides standard PO reports by status, including showing closed PO's and any remaining balances.	Mandatory	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-258	Period Purchase Reporting	The system reports on the total amount of a given item or purchase category that was purchased in a given period of time.	Desirable	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-259	PO Status Management	The system provides multiple statuses for a PO and automatically updates the status based on other system transactions.	Desirable	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-260	PO Status Management Reporting	The system provides reporting based upon PO status (e.g. approved, mailed, received, on hold, closed etc.)	Important	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-261	Integration	The system interfaces with external systems such as electronic procurement and vendor systems using standard interface capabilities (API or other standard integration functionality)	Mandatory	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-262	Purchase Card Interface	The system supports interfaces for transactions made using purchase cards.	Mandatory	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-263	Spending Limits	The system sets spending limits with a supplier, commodity, transaction and employee.	Desirable	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-264	Purchase Card Reconciliation	The system has functionality to enable allocation and reconciliation of procurement card transactions when received from the bank.	Mandatory	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-265	Bidder Management	The system collects information on bidders at a higher level of detail than approved vendors, but has the ability to track and follow a successful bidder through the process of becoming a vendor. Conversely, if a current vendor bids or proposes on a procurement, that single vendor record in the system is used.	Desirable	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-266	Bidder Management	The system has the capability to assign vendors to bids and create bid labels for assigned vendors.	Desirable				X		This can be accomplished with a software modification however additional information and analysis is required in order for Tyler to provide a cost estimate.
Finance	Purchasing	Purchase Order and Bid Management	FI-267	Bidder to Vendor Conversion	The system provides a mechanism to facilitate transition of a successful bidder from the 'bidder' list to the vendor file, ensuring that each company has only one record and facilitating reporting	Desirable	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-268	Bidder Reporting	The system provides the ability to report on bid activity including bids proposed, won, and lost by bidder for any requested time range or contract type.	Desirable	X					MAY REQUIRE SSRS
Finance	Purchasing	Purchase Order and Bid Management	FI-269	Bid Tracking	The system tracks information bids and formal RFP's released for a project or activity. Specifically, a solicitation project can be coded based on the expected funding for the award	Desirable	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-270	Bid Entry	The system provides vendor access to enter bid information directly in the system.	Desirable	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-271	Bid Ranking	The system ranks bids and retains bid information.	Desirable	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-272	Bid Entry	The System has the capability to store and retain bid purchase history	Desirable	X					
Finance	Purchasing	Purchase Order and Bid Management	FI-273	Bid Ranking	The System has the capability to award a PO to a specific vendor for "all" items or to multiple vendors if the bid award is split.	Desirable	X					
Asset Management												
Finance	Accounting	Asset Management	FI-274	Asset Record Import	Assets can be easily imported into the Asset Management module through a spreadsheet interface. (City of Aurora uses Excel currently)	Important	X					
Finance	Accounting	Asset Management	FI-275	Asset Database	The System must have an integrated Asset Management Module	Important	X					
Finance	Accounting	Asset Management	FI-276	Asset ID	The system creates and maintains a unique ID for all assets within the City of Aurora. The ID format should be flexible to allow partial intelligent coding (e.g. assign the first few digits of the ID to represent the asset type or department. The system allows manual entry of the Asset ID.	Important	X					
Finance	Accounting	Asset Management	FI-277	Asset Status	The System must also provide capability to provide asset status; A-Active, S-Surplus, N-Not Found, D-Discarded, etc.	Important	x					Using user defined fields.
Finance	Accounting	Asset Management	FI-278	Asset Hierarchy	The system allows for assets to be assigned to, reported on, and maintained within an assigned hierarchy. (e.g. a train car is an asset, that can have assets (doors, control panels, etc.) attached to it	Important	X					
Finance	Accounting	Asset Management	FI-279	Asset Components	The system identifies and tracks the component parts of an asset. It includes the quantity and serial number if applicable	Important	X					
Finance	Accounting	Asset Management	FI-280	Individual Asset Assignment	The system tracks the assignment of an Asset to an individual employee or work team. It contains a history of previous assignments along with records of any damage to an asset returning from assignments.	Important	X					
Finance	Accounting	Asset Management	FI-221	Asset Tracking	The system tracks the current assignment of a tracked Asset (such as a tool or special vehicle) to an Employee or department and Work Order, providing the ability to view when an asset is due back based upon the Work Order.	Important	X					
Finance	Accounting	Asset Management	FI-282	Asset Warranty or Service Contract Management	The system maintains warranty or service contract information for Assets covered under a warranty or service contract. Maintained information includes expiration date, required maintenance, parts covered, labor responsibility, etc.	Desirable	X					
Finance	Accounting	Asset Management	FI-283	Warranty and Service Contract Expiration Notice	The system allows reporting on and generates notifications to identify when a warranty or service contract is due to expire.	Desirable	X					
Finance	Accounting	Asset Management	FI-284	Insurance and Licensing Management	The system maintains asset-specific licensing and insurance information enabling the City of Aurora to manage annual licensing, leasing, or associated contract information for an asset.	Desirable	X					
Finance	Accounting	Asset Management	FI-285	Permit & Inspection Certifications	The systems tracks the inspection certificates and permits or certifications of assets. These include buildings with special requirements (e.g. elevator certificate), vehicle inspections, permits (such as fuel storage tanks, boilers, chillers, fuel dispensing,) etc. The system is able to display and alert the appropriate departments of upcoming expirations.	Desirable	X					
Finance	Accounting	Asset Management	FI-286	Asset Purchase Funds Origination	The system tracks funds used to purchase and asset, particularly if grant funds were used, and has this information available for reporting	Desirable	X					

Finance	Accounting	Asset Management	FI-287	Document Integration Interface	The application links documents relevant to the processes in the asset management system to relevant transactions or asset records. The various documents include but are not limited to: policies and procedures, work instructions, operations and maintenance manuals, construction drawings, manufacturer's specifications/requirements, standards, real estate property descriptions/deeds, photographs, maintenance agreements, etc.	Desirable	X					
Finance	Accounting	Asset Management	FI-288	Preventive Maintenance Management Task Creation	The system provides the ability to define preventative maintenance tasks including instructions, safety instructions, materials required, and tools required for each task and estimated manpower.	Desirable	X					
Finance	Accounting	Asset Management	FI-289	Preventive Maintenance Management Templates	The system allows for standard maintenance requirement templates based on asset type. The template can be applied at the time a new asset is recorded, and then specific changes made for the individual asset.	Desirable				X		
Finance	Accounting	Asset Management	FI-290	Preventative Maintenance Management Asset Assignment	Preventative maintenance tasks are linked to one or more asset items, with the triggering event (mileage/usage, or calendar time) defined for each event. Triggering events can be mixed, for example 6 months or 6,000 miles whichever occurs first	Desirable	X					
Finance	Accounting	Asset Management	FI-291	Preventative Maintenance Task Priority	The system allows for preventative maintenance tasks to be assigned a priority. It also allows for reporting on the length of time a maintenance activity or task is due or overdue based on priority, asset, and type.	Desirable	X					Via SSRS
Finance	Accounting	Asset Management	FI-292	Inspection Management	The system provides the ability to define inspection tasks including instructions, safety instructions, materials required, things to look for, and tools required for each task. Inspection tasks are linked to one or more asset items, with the triggering event (mileage/usage, and calendar time) being defined for each asset item.	Desirable	X					
Finance	Accounting	Asset Management	FI-293	Inspection History	The system keeps a history of all inspections performed on an asset. The frequency, inspectors, dates, observations, and recorded issues from each inspection are recorded.	Desirable	X					
Finance	Accounting	Asset Management	FI-294	Maintenance History	The system keeps a history of all maintenance performed on a given asset. The history will automatically include any work orders performed on the equipment, the employee performing the work, and will also include any external services performed on the asset (such as dealer-performed vehicle repairs or externally performed building repairs).	Desirable	X					
Finance	Accounting	Asset Management	FI-295	Material Cost History	The system tracks the cost of materials used during the maintenance and/or repair of an asset.	Desirable	X					
Finance	Accounting	Asset Management	FI-296	Work Order Integration Interface	The system provides for generation of work orders in a semi-automated manner for all forms of maintenance. Work orders may be linked to one or more assets or not linked to any asset. The work order process is fully GIS enabled.	Desirable	X					
Finance	Accounting	Asset Management	FI-297	Tools and Parts Inventory Integration	Performance of work that consumes parts will result in such parts being automatically deducted from the inventory and charged to work orders. The inventory management system allows for issuing of parts from the storeroom to an asset and back.	Desirable	X					
Finance	Accounting	Asset Management	FI-298	Geographic Information System (GIS)	The system is fully GIS-enabled, with the ability to geo-code the location of an asset by address, locate by intersection, by landmark or through map navigation. The system will be able to integrate with GIS-based routing applications to allow dispatchers to optimize the routing of multiple crews.	Desirable	X					
Finance	Accounting	Asset Management	FI-299	Interface with Trapeze EAM Scheduling	The system interfaces with the Trapeze EAM Scheduling. Or at a minimum has the ability to input/output data in a format that is transferable between the two systems.	Desirable						Need more detailed information to accurately respond
Finance	Accounting	Asset Management	FI-300	Equipment Interface	The system receives updates for mileage, run time, and notice of potential maintenance needs from external systems, including the train equipment.	Desirable	X				X	Odometer updates are supported.
Finance	Accounting	Asset Management	FI-301	Service Board Report	The system reports on assets available for or that have been taken out of service in a graphical and easy to display manner. (primary use is for managing availability of trains for service). Information included in the report is the date and time the asset was taken out of service, reason for out of service, current status, and when the asset is expected to return to service.	Desirable			x	X		NMI to quote
Finance	Accounting	Asset Management	FI-302	Track Inspection Updates Remotely	The system will integrate with remote devices to send inspection and maintenance updates to the teams in the field.	Desirable	X					Within the Permits product. Tyler provides a Windows Table app for remote filed inspection. A demo can be provided.
Finance	Accounting	Asset Management	FI-303	System Integration	Asset management is fully integrated with the HR and Financial modules allowing the coding of GL account codes, current employees, and time directly to a work order if desired.	Mandatory	X					
Finance	Accounting	Asset Management	FI-304	Real Estate Management	System allows recording of real estate usage and access history and tracks agreements, terms, scope associated with use of real estate by outside parties for both long and short term durations. Link with relevant documents (i.e. ball fields, parking leasing, right of entry, etc.)	Desirable	X					Assumeing this could be done via General Billing Recurring Invoices which would track recurring billing and could have attachment data related to it.
Finance	Accounting	Asset Management	FI-305	Roadways	Track roadway and ROW assets by project	Mandatory	X					Need more detailed information to accurately respond
		Contract Management										
Finance	Purchasing	Contract Management	FI-306	Contract Data Points	The system allows tracking of the following data points, along with allowing for additionally customizable data points							
					Configurable Contract ID numbers	Desirable	X					
					A way to categorize projects and contracts into multiple user definable categories	Desirable	X					
					Associated capital plan or budget category	Desirable	X					
					Project and contract name	Desirable	X					
					Association between projects and contracts	Desirable	X					
					Associated vendor (after award)	Desirable	X					
					Contract phase	Desirable	X					
					Contract status	Desirable	X					
					Detailed project and contract cost estimates, budgets, and expenditures extracted from the contract agreements and invoices received from vendors for both project to date and for user configurable time periods.	Desirable	X					
					Contract revision including ability to review older versions	Desirable	X					VIA COMMENTS
Finance	Purchasing	Contract Management	FI-307	Contract Merging and Splitting	The system allows for one or more contracts to be merged into a single contract or split into multiple contracts. These actions should automatically combine or split all data points where possible and prompt for user intervention only when a choice must be made	Desirable				X		

Finance	Purchasing	Contract Management	FI-308	Contract Modifications	The system allows for modifications to be made in all phases of a contract, subject to appropriate approvals. Contract modifications automatically update budgets, estimated expenses, etc. (where appropriate).	Desirable	X				
Finance	Purchasing	Contract Management	FI-309	Contract Copying	The system allows for the copying of contracts regardless of the date the contract was created. Contracts will be available to use as templates for creating or renewing agreements with vendors	Desirable	X				
Finance	Purchasing	Contract Management	FI-310	Usage of Contract Allocated Funds Alert	The system sends an alert to the appropriate departments when a set percentage (currently 80%) of the funds allocated to a contract have been paid. The departments and percentages are customizable depending on the needs of a specific contract.	Desirable	X				
Finance	Purchasing	Contract Management	FI-311	Contract Expiration Alerts	The system sends an alert to the appropriate departments when the expiration of a contract is approaching. The number of days prior to expiration may be set by the user	Desirable	X				
Finance	Purchasing	Contract Management	FI-312	Internal System Sharing	The system is able to share data that must be interfaced with other departments including budgets (operating or capital), contract management, information related to invoices, and staffing	Desirable	X				
Finance	Purchasing	Contract Management	FI-313	Contract Encumbrance	Once the contract is approved, it can be set up to have an encumbrance and over multiple periods.	Desirable	X				
Finance	Purchasing	Contract Management	FI-314	Contract and Invoice Workflow	The system has automated workflow for contract and invoice approval that will route contracts to approvers based on the type of contract, the dollar value, and the organizational structure.	Desirable	X				
Finance	Purchasing	Contract Management	FI-315	Task Orders within a "Blanket" Contract	The system allows for a "blanket" contract to be created with a preset amount of funds allocated to the contract, from the contract tasks are created that can be awarded or assigned to separate vendors. The funds, requirements, vendors, etc. are all customizable, the approval process also has its own custom workflow.	Desirable	X				
Finance	Purchasing	Contract Management	FI-316	MBE and DBE Reporting	The system is able to report vendor and sub-vendor compliance with established minority and women owned enterprise, disadvantaged business enterprise, and responsible contractor certifications. The data to be tracked includes the amounts paid to vendors, amounts paid by vendors to sub-contractors, vendor or sub-contractor status as a DBE, and date of payment. Reporting will accurately provide payment information to vendors and sub-contractors by contract or by vendor/ sub-contractor for a date range.	Important	X				VIA SSRS
Finance	Purchasing	Contract Management	FI-317	MBE and DBE Sub-contractor reporting	The system will enable recording and tracking of subcontractor payments made to a MBE/DBE and tracking in such a manner that total MBE/DBE dollars can be tracked, and subcontractor payments are not double-counted (e.g. on general spending reports, the amount paid by the prime vendor to the sub-contractor is not added on to the amount paid to the prime vendor.)	Important	X				VIA SSRS
Finance	Purchasing	Contract Management	FI-318	Proposal Evaluation	They system allows entry of evaluation criteria and weighting for a proposal or contract evaluation process. It will allow evaluators or a proxy (admin) to enter evaluation scores and notes for each reviewed proposal.	Desirable	X				w/Munis Bid Management
Finance	Purchasing	Contract Management	FI-319	Proposer Entry and Tracking	The system supports entry and tracking of proposers with a different level of detail and rigor than an approved Vendor, allowing Contract Administration to enter and track bidder information.	Desirable				X	This can be accomplished with a software modification however additional information and analysis is required in order for Tyler to provide a cost estimate.
Finance	Purchasing	Contract Management	FI-320	Required Document Submission Check	The system requires specific (MBE, WBE, etc.) forms to be submitted with invoices by contract and submission/ attachment of the form is linked to the ability to approve an invoice. The required forms vary between jobs and must be assignable.	Desirable	x				Required documents would be validated when released into workflow
Finance	Purchasing	Contract Management	FI-321	External Web Interface	Some third party contractors and consultants who bid on projects still use paper bidding. An external web interface for uploading invoices and bids in a standardized format is desirable.	Desirable	X				
Finance	Purchasing	Contract Management	FI-322	Online Invoice Submission	The system has the ability for vendors to submit invoices online. The ability to upload multiple documents (Invoice and required forms) as one invoice.	Desirable	X				
Finance	Purchasing	Contract Management	FI-323	Contractor Review Form	The system has a contractor review form that must be completed prior to closing a contract. The information gathered will remain with the contractor for future contract award decisions	Desirable	X				
Finance	Purchasing	Contract Management	FI-324	Contract Close Out Form	The system will not allow a contract to be closed until all required actions have been completed. Within these actions is a contractor review form that links with contractors in the system	Desirable	X				
Finance	Purchasing	Contract Management	FI-325	Historical Data Entry	The system provides the ability to enter historical contract and project information/ records.	Desirable	X				
Finance	Purchasing	Contract Management	FI-326	Invoice Management	The system allows tracking of the following data points, along with allowing for additionally customizable data points	Desirable					
					Invoice Date	Desirable	X				
					Contract & Account Number	Desirable	X				
					Contract Name & Number	Desirable	X				
					Vendor invoice number	Desirable	X				
					Vendor ID & Name	Desirable	X				
					Required/ Recommended approval chain based on contract information	Desirable	X				
					Approval history including approver, date approved, and any notes made by approver	Desirable	X				
					General Ledger Account Allocation	Desirable	X				
					In addition, the system will allow for invoices to be approved and transmitted between approvers in an electronic manner	Desirable	X				
					Revenue and Collections						
Finance	Revenue and Collections	Cash Receipts	FI-327	Cash	Ability to generate the following information on cash receipts:						
					Amount	Mandatory	X				
					Customer Name	Mandatory	X				
					Customer ID	Mandatory	X				
					Customer address	Desirable	X				
					Default accounts	Mandatory	X				
					Date of service	Mandatory	X				
					Current date	Mandatory	X				
					Individual who received the cash	Important	X				
					Form of payment (e.g., check, cash, credit, debit)	Mandatory	X				
					Description of service (text and/or code)	Important	X				
Finance	Revenue and Collections	Cash Receipts	FI-328	Cash	Ability to maintain a log of all receipts with control totals.	Mandatory	X				

Finance	Revenue and Collections	Cash Receipts	FI-329	Cash	Ability to designate certain fields as required on the receipt and require valid data elements in those fields.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-330	Cash	Ability to automatically number receipts sequentially.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-331	Cash	Ability to generate recurring invoice entries.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-332	Cash	Ability to enter overpayment receipt into an expense line item.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-333	Cash	Ability to generate delinquency notices (based on user-defined delinquency periods) in user-defined batches or as real time transactions, with appropriate work flow approval, based on receivable type.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-334	Cash	Ability to process uncollectible accounts as follows: Obtain proper approvals to write-off account balance if not collected, with proper security.	Mandatory	X X				
Finance	Revenue and Collections	Cash Receipts	FI-335	Cash	Ability to generate a variance report by user or by department for: Lists of receipts for daily cash deposits / Cash receipts registers or journals / Daily bank deposits	Mandatory / Mandatory / Mandatory	X X X				
Finance	Revenue and Collections	Cash Receipts	FI-336	Cash	Ability to access the customer master by a portion of the customer name.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-337	Cash	Ability to produce reconciliation statements for bank accounts (particularly EFT reconciliation)	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-338	Cash	Ability to produce accrual reports at any point in time.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-339	Cash	Ability to process cashiering in an on-line interactive mode.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-340	Cash	Ability to use scanning equipment integrated with the cash drawers.	Important	X				Assumes use of supported hardware devices.
Finance	Revenue and Collections	Cash Receipts	FI-341	Cash	Ability to collect and process all of the Village's payments, including:						
Finance	Revenue and Collections	Cash Receipts			-Parking Tickets	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts			-Dog Licenses	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts			-Water bills	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts			-Paramedic bills	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts			-Vehicle licenses	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts			-Building permits	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts			-Miscellaneous invoices	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts			Ability to capture the transaction time of day.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-342		Ability to enter, track separately, and process simultaneously the following tendering situations:						
Finance	Revenue and Collections	Cash Receipts			-Cash	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts			-Check	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts			-Credit Cards	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-343	Cash	Ability to process split or mixed tendering situations (i.e.:, one check check/cash or , multiple checks for any payment to the City)	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-344	Cash	Ability to maintain the transaction and the dollar totals by the tender type.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-345	Cash	Ability to add voices to the correction types.	Important	X				
Finance	Revenue and Collections	Cash Receipts	FI-346	Cash	Ability to update correctly all of the totals for all of the tender types.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-347	Cash	Ability to store fee and receipt types in a system table for easy update.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-348	Cash	Ability to produce a full audit trail of cash entry error corrections.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-349	Cash	Ability to review cashiering transaction detail, by register, on a terminal.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-350	Cash	Ability to enter adjusting transactions to correct cash entry errors from a terminal.	Important	X				
Finance	Revenue and Collections	Cash Receipts	FI-351	Cash	Ability to put each individual cash register into a "training mode" optionally through the use of the manager key.	Important	X				
Finance	Revenue and Collections	Cash Receipts	FI-352	Cash	Ability to practice all transactions without affecting the "live" register data optionally while· in the training mode	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-353	Cash	Ability to provide a totally integrated cashiering system which interfaces with the following systems:						
					-Accounts Receivable/ Miscellaneous Billing	Mandatory	X				
					-Business License	Mandatory	X				
					-General Ledger	Mandatory	X				
					-Inspections	Important	X				
					-Parking Tickets	Mandatory	X				
					-Utility Billing	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-354	Cash	Ability to inquire on other outstanding invoices when receiving payments for any type of invoice	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-355	Cash	Accept payment via EFT and ACH transfers and automatically e-mail confirmations to the applicable party	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-356	One-time Payments	Ability to add one-time checks directly to the GL account.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-357	Late Fees	Ability to automatically invoice late fees using the Original Invoice.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-358	Cash	Ability to enter at least 40-50 characters in the name fields for payments.	Mandatory	X				
Finance	Revenue and Collections	Cash Receipts	FI-359	Cash	Ability to accept IVR payments for all payments received by the City.	Important	X				via Lockbox Import or IVR Module and supported vendors

Finance	Revenue and Collections	Cash Receipts	FI-360	Cash	Ability to accommodate off-hours and off-site payment kiosks.	Mandatory	X				
Parking Tickets/Case Management											
Finance	Revenue and Collections	Case Management	FI-361	Case Management	Ability to receive computer generated tickets	Mandatory	X				Assumes use of standard Parking Ticket import feature
Finance	Revenue and Collections	Case Management	FI-362	Case Management	Ability to do manual ticket entry into the system	Mandatory	X				
Finance	Revenue and Collections	Case Management	FI-363	Case Management	Hearing system whereby notices are produced with ability to assess late fees	Mandatory	X				Assumes use of existing functionality, which allows flagged for notices. Late Fees can be assessed separately. Scofflaw processing is also available.
Finance	Revenue and Collections	Case Management	FI-364	Case Management	Electronically generate a "boot" list for automatic booting of vehicles. System tracks appropriate ticket level (meaning there must a ticket hierarchy established in the system) and assess correct ticket level	Mandatory	X				Assumes use of habitual offender processing. Can be marked accordingly and send notices, etc. Scofflaw processing is also available.
Finance	Revenue and Collections	Case Management	FI-365	Case Management	Ability to generate a query to send to Secretary of State for tickets with no name and address.	Mandatory	X				Assumes use of request for owner name functionality
Finance	Revenue and Collections	Case Management	FI-366	Case Management	Ability to make payment plans in the system and produce email reminders to prompt payment by customer	Mandatory				X	Payment Plan processing is not available for Parking Ticket bills.
Finance	Revenue and Collections	Case Management	FI-367	Case Management	Ability to create a suspension list of suspended licenses based on parking tickets	Mandatory	X				Assumes use of habitual offender processing. Scofflaw processing is also available.
Finance	Revenue and Collections	Case Management	FI-368	Case Management	Ability to take other ordinance violations to include caesura and impoundment, notice, peddler, etc. (as defined Revenue and Collection) and be able to produce notices for hearings, requirements for hearings, etc.	Mandatory	X				Can produce notices for hearings, etc. More analysis may be required to clarify if out of the box meets all requirements.
Finance	Revenue and Collections	Case Management	FI-369	Case Management	Ability to send parking tickets and ordinance violation offenders to collection agencies (the system will create a	Mandatory	X				Assumes use of existing reporting in Parking Tickings and/or AR
Finance	Revenue and Collections	Case Management	FI-370	Case Management	Ability for system to maintain a ticket and violation history by event and ever date, and customer	Mandatory	X				May require the use of custom reporting tool
Finance	Revenue and Collections	Case Management	FI-371	Case Management	Customer master file for ticket and ordinance history	Mandatory	X				
Finance	Revenue and Collections	Case Management	FI-372	Case Management	Printable customer overview with offender name, address, event date, description of offenses and vehicle information	Mandatory	X				May require the use of custom reporting tool
Finance	Revenue and Collections	Case Management	FI-373	Case Management	Ability to use disposition codes on events which will be defined by Revenu and Collections	Mandatory		X			This may be possible with a software modification however additional information and analysis is required
Investments											
Finance	Investment Management	Investments	FI-374	Investment Management Module	Ability to utilize an Investment Management Module or integrate with 'Emphasis' or comparable product.	Mandatory				X	Recommend Sympro

Functional Area	Division	Module	Number	Description	Critical Requirement (Ability to…)	Importance	Vendor Response				
							Out-of-Box	Configurable	Customization	Does not Meet Requirement	Vendor Notes
Information Technology		All	IT-1	Data Access/System Integration	Integrate system with office applications including Word, Excel, Access	Mandatory	X				
Information Technology		Purchasing	IT-2	Data Management	Customize field sizes (i.e. allow purchase orders to exceed $9.9M)	Important	X				
Information Technology		Purchasing	IT-3	Purchasing	Monitor purchases and accounts affected via dashboard	Finance -Budget - Mayor	X				
Information Technology		Purchasing	IT-4	Purchasing	View all accounts via read-only access in order to view interdepartmental purchases (i.e. computers for multiple departments)	Granular security required	X				
Information Technology		Budgeting	IT-5	Encumbrances	Input 'pre-pre' encumbrances into budgeting module to serve as a place holder for planning purposes.	Dept Request	X				
Information Technology		Budgeting	IT-6	Budget Transfers	View budget transfer status via automated workflow and status updates	Dept Request	X				
Information Technology		Budgeting	IT-7	Forecasting	Generate automated budget forecasts based on prior year data	Dept Request	X				
Information Technology		Budgeting	IT-8	What-ifs	Generate 'what-if' scenarios to view budgetary implications of unbudgeted purchases.	Dept Request	X				
Information Technology		Payroll	IT-9	Payroll	Monitor employee hours work and implement automated alerts	Mandatory	X				
Information Technology		Payroll	IT-10	Payroll	Automate payroll approval process	Mandatory	X				
Information Technology		Projects	IT-11	PM Module	Manage projects via project management module	Integration - Both	X				
Information Technology		Projects	IT-12	PM system	Integrate project management system	Integration - Both	X				
Information Technology		Projects	IT-13	Security	Encrypt sensitive fields (i.e. SS, Birthdate, etc.)	Mandatory	X				
Information Technology		Projects	IT-14	Security	Offsite storage of credit card information city-wide	Mandatory	X				
Information Technology		General	IT-15	General	System health and resource utilization dash boarding	Mandatory	X				
Information Technology		General	IT-17	General	Use secure web-based clients	Integration - Both	X				
Information Technology		General	IT-18	General	Integrate to directory services for provisioning and authentication	Mandatory	X				
Information Technology		General	IT-19	General	Data and access audit and change logging	Mandatory	X				
Information Technology		General	IT-20	General	Lock user access to modules of system by category. For example during peak processing. Period end processing	Important	X				
Information Technology		General	IT-21	General	System management tools. User lockout, user messaging, user monitoring and control	Mandatory	X				
Information Technology		General	IT-22	General	Vendor required to provide documentation and training, including on-going updates. Regularly scheduled training called out within the annual maintenance agreement. Both user and technical training	Mandatory	X				
Information Technology		General	IT-23	General	Warehouse data with transparency to the user. Current and archive date searched seamlessly	Mandatory	X				
Information Technology		General	IT-24	Implementer Requirements	Annually provide a system roadmap for future product direction	Mandatory	X				
Information Technology		General	IT-25	Implementer Requirements	(Implementer) Accommodate multiple tiers of SLAs based on module criticality	Mandatory					
Information Technology		General	IT-26	Implementer Requirements	Past 10 years of product and company history	Mandatory	X				
Information Technology		General	IT-27	Implementer Requirements	Implementer will update, upgrade, and replace based on a mutually agreed schedule and City approval	Mandatory	X				
Information Technology		General	IT-28	Implementer Requirements	Use technology lawyer review	Check list item for us	X				
Information Technology		General	IT-29	Implementer Requirements	Vendor required to provide advanced copies of proposed contracts, maintenance agreements, SLA's, terms and conditions, etc	Mandatory	X				
Information Technology		General	IT-30	Implementer Requirements	Distinguish between proposal and contract - proposal as a required addendum - order of precedent, RFI answers are listed within the order of precedent	Mandatory	X				
Information Technology		General	IT-31	Implementer Requirements	Provide optimal hardware specifications. Provide reference architecture	Mandatory	X				
Information Technology		General	IT-32	Implementer Requirements	What is your strategy and methodology for ensuring system performance.	Mandatory	X				
Information Technology		General	IT-33	Implementer Requirements	Identify a system compatibility matrix. Both operating system and software integration. For example, web browsers, office productivity suites, databases, etc.	Mandatory	X				

Information Technology		General	IT-34	Implementer Requirements	Provide 3rd party partners - list. Name of the vendor, nature of their partnership, contact information, length of relationship, support relationship. Type and level of integration between their product and your proposed system	Mandatory	X				All third party software/licenses are the responsibility of the client and are not included as part of the Munis ERP solution. 1.1.1 Server Environment Software Requirements • Microsoft Windows Server • Microsoft SQL Server • Microsoft SQL Server Reporting Services1 • Microsoft Active Directory environment • Microsoft Hyper-V or VMware vSphere (virtual server environments only) • Microsoft SharePoint Foundation 2 • SMTP email server (Microsoft Exchange required for advanced functionality) • ESRI ArcGIS (required for GIS integration only) • Microsoft .NET Framework • Java Development Kit (JDK) and Java Runtime Environment (JRE) (required for Tyler Content Manager only) • Backup software • Antivirus software 1 SQL Server Reporting Services is included with a valid SQL Server license. 2 Microsoft SharePoint Foundation licensing (SharePoint Standard/Enterprise not required) is covered by Windows Server Client Access Licenses (CAL). 1.1.2 Workstation Software Requirements • Microsoft Windows or Mac OS X operating system • Microsoft Internet Explorer (Windows), Google Chrome (Windows - Munis v11.0+), Apple Safari (Mac OS X) • Microsoft Office (required for advanced Office integration) • Microsoft .NET Framework • Microsoft Silverlight • Java Runtime Environment (JRE) (required for Tyler
Information Technology		General	IT-35	Implementer Requirements	Provide a project management and implementation methodology/plan and proposed schedule	Mandatory	X				
Information Technology		General	IT-36	Implementer Requirements	Describe your project and planning tools. Are you willing to use a City specified project planning tool	Mandatory					Tyler utilizes MS Project and MS SharePoint as the project planning and presentment tools for all our Implementation Projects. Every Implementation Project is provided a Project SharePoint site to be used throughout the project which is customized to allow 24/7 access to project documentation and the custom project plan for all project stakeholders. The technology inherent in MS SharePoint allows for permissions, workflow, and customized views to be created. Tyler's project managers are trained in the proper use of MS Project and have experience working with these tools. Tyler is willing to discuss the City's desired project planning tools, but will not commit to utilizing these tools.
Information Technology		General	IT-37	Implementer Requirements	Leverage existing platforms. UCS, Vmware, etc.	Important	X				
Information Technology		General	IT-38	Implementer Requirements	Provide a schedule for end of development, end of support, end of sale, end of life. Both historical and annual schedules	Mandatory	X				
Information Technology		General	IT-39	Implementer Requirements	Vendors must call out system components including but not limited to: database management systems, transaction management systems, software platforms, i.e. java, web servers, file servers, etc	Mandatory	X				
Information Technology		General	IT-40	Implementer Requirements	What is your data model. Is your product standards based. Describe your API.	Mandatory	X				The ERP system uses 1 primary database for all production modules and data. This database is comprised of over 1800 tables and 300 views. The Munis ERP system utilizes clustered primary key on each table to ensure data optimization. In addition, indexes to tables and foreign keys are also included where appropriate based upon application usage. Microsoft SharePoint uses at least 2 configuration databases for 1 web application/site collection. Optional products such as Tyler Content Manager, CAFR Statement Builder, Tyler Cashiering, and Munis Business Intelligence require additional databases. These databases would be duplicated for test and training environments. The Munis ERP suite has the capability of interfacing with software products through a variety of methods including ASCII flat file import and export programs, real-time program integration using HTTP/XML Web Services. Munis also includes pre-defined integration points out of the box, requiring little or no setup to many popular third-party systems including Microsoft Office, ESRI ArcGIS and Kronos Time and Attendance.
Information Technology		General	IT-41	Implementer Requirements	Must not require users to have administrator or super user access to their workstations	Mandatory	X				
Information Technology		General	IT-42	Implementer Requirements	Separate software licensing for disaster recovery, user acceptance, and system testing	Mandatory	X				

Information Technology		General	IT-43	Implementer Requirements	Describe your approach to disaster recovery, high availability and business continuity. Must including client failover as well	Mandatory	X				**High Availability**: Tyler supports a variety of high availability (HA) configurations. Recommended configurations include a virtualized environment used in conjunction with replication products such as VMware Site Recovery Manager and Veeam Backup and Replication. For "large" server configurations, multiple dedicated SQL Server environments configured with SQL Server AlwaysOn are highly recommended. Tyler will work with every client to help determine the best configuration to meet their infrastructure needs, however it is typically the responsibility of the client (or their hardware vendor) to configure advanced HA environments. **Disaster Recovery:** Utilizing our state-of-the-art Data Center, Tyler can transparently retrieve a copy of your data every night, thereby ensuring your critical users can always process work via internet or by traveling to one of two Tyler locations. • The Disaster Recovery team helps you identify critical business processes and users, define and document recovery procedures, printing solutions, etc. • Tyler provides disaster recovery services for your Tyler applications, including: off-site backup, recovery server, alternate processing location & remote access • A database export is transferred every night to a server in Maine using a network efficient 'sync' process that enables the transfer to be completed in minutes, even for extremely large databases • In the event of a disaster your live database is loaded into a Tyler application environment on the Recovery Server and your critical users are setup to access that server • You can access your Tyler Disaster Recovery Environment using an SSL (Secure Sockets Layer) VPN client from any
Information Technology		General	IT-44	Implementer Requirements	Must support tiering of system administrative roles	Mandatory	X				
Information Technology		General	IT-45	Implementer Requirements	What is your licensing model? Including future purchases and maintenance costs	Mandatory	X				On-premise, Tyler ERP software is provided with a one time site license for Tyler modules and a recurring support/maintenance fee. SaaS/Hosted is a yearly fee under contract terms and length.
Information Technology		General	IT-46	Security	Support table level security, field level security, row level securi	Mandatory	X				
Information Technology		General	IT-47	Security	Group level security, nested group level security for role based security	Mandatory	X				
Information Technology		General	IT-48	Security	Encrypted data during transit	Mandatory	X				
Information Technology		General	IT-49	Security	All mapping interfaces must support ESRI	Mandatory	X				
Information Technology		General	IT-50	Security	Security for non directory users - Foreign users	Mandatory	X				Forms based authentication supported for public web users

Functional Area	Division	Module	Number	Description	Critical Requirement (Ability to…)	Importance	Vendor Response				Vendor Notes
							Out-of-Box	Configurable	Customization	Does not Meet Requirement	
Neighborhood Standards	Property Standards	Code	NS-1	Case Management	An address entity or master streets/address integration capabilities	Mandatory	X				
Neighborhood Standards	Property Standards	Code	NS-2	Case Management	Integrate parcel and owner data	Mandatory	X				
Neighborhood Standards	Property Standards	Code	NS-3	Case Management	View GIS map of case locations associated with a parcel and/or owner.	Mandatory	X				
Neighborhood Standards	Property Standards	Code	NS-4	Case Management	Create configurable workflow for unlimited number of different case types and monitor case/workflow status	Mandatory	X				
Neighborhood Standards	Property Standards	Code	NS-5	Case Management	Manually move a case through workflow based on need	Important	X				
Neighborhood Standards	Property Standards	Code	NS-6	Case Management	Review case notes and track changes made by all departments/divisions within the City	Mandatory	X				
Neighborhood Standards	Property Standards	Code	NS-7	Case Management	Track multiple violations with different statuses per case	Mandatory	X				
Neighborhood Standards	Property Standards	Code	NS-8	Case Management	Attach unlimited electronic documents to each case, including unlimited picture files	Important	X				
Neighborhood Standards	Property Standards	Code	NS-9	Case Management	Define unlimited user fields	Important	X				
Neighborhood Standards	Property Standards	Code	NS-10	Case Management	Create custom templates for unlimited violation types	Important	X				
Neighborhood Standards	Property Standards	Code	NS-11	Case Management	Integrate web based applications including those that report on foreclosures	Mandatory		X			Additional scoping required to confirm an integration can be configured with an external foreclosure application
Neighborhood Standards	Property Standards	Code	NS-12	Case Management	Manage *events* and track program participants, including centralized tracking of landlord training	Important	X		X		EnerGov includes specialized modules for tracking Landlords
Neighborhood Standards	Property Standards	Code	NS-13	Case Management	Customize internal coding to increase standardization with external parties	Desirable	X				
Neighborhood Standards	Property Standards	Code	NS-14	Case Management	Update inspection reports from the field using mobile devices (tablet, lap top, etc.) (ability to accommodate inspection reporting functionality currently in use, which uses updates via kiosk in Property Standards office).	Mandatory	X				
Neighborhood Standards	Property Standards	Code	NS-15	Case Management	Generate automated billings for prior year, unpaid bills.	Important	X				
Neighborhood Standards	Property Standards	Code	NS-16	Case Management	Accommodate International Code Council numbering.	Important	X				
Neighborhood Standards	Property Standards	Code	NS-17	Case Management	Program and use predefined generic inspector comments in a pull down menu.	Mandatory	X				
Neighborhood Standards	Property Standards	Code	NS-18	System Notifications	Send automated notifications to defined users upon set up of case	Desirable	X				
Neighborhood Standards	Property Standards	Code	NS-19	System Notifications	Escalate a case users do not respond with defined time period	Desirable	X				
Neighborhood Standards	Property Standards	Code	NS-20	System Notifications	Assign unlimited referrals if no response to notifications	Desirable	X				
Neighborhood Standards	Property Standards	Code	NS-21	System Notifications	Send and *receive* notifications by e-mail (in addition to the system)	Desirable	X				EnerGov can automatically send emails and received emails can be manually attached
Neighborhood Standards	Property Standards	Code	NS-22	System Notifications	Communicate with applicants via e-mail	Important	X				
Neighborhood Standards	Property Standards	Code	NS-23	System Notifications	Track PTO and other payroll items via system integrated calendar	Desirable				X	EnerGov can only push inspection dates/times to an Outlook calendar
Neighborhood Standards	Property Standards	Code	NS-24	Code Inspections	Automatically schedule inspections by case type and other user defined rules with ability to manually override schedule	Important	X				
Neighborhood Standards	Property Standards	Code	NS-25	Code Inspections	Automatically assign inspections to staff by case type and geographic location of the case with ability to manually override	Important	X				
Neighborhood Standards	Property Standards	Code	NS-26	Data Management	Track Historical District and Preservation data within system	Desirable	X				
Neighborhood Standards	Property Standards	Code	NS-27	Inquiries and Reporting	Query cases by any or all of the following criteria						
					Case Type	Important	X				
					Case Number	Important	X				
					Date Range	Important	X				
					Reported By	Important	X				
					Location	Important	X				
					Service Address	Important	X				
					Inspector	Important	X				
					Community Name	Important	X				
					Parcel	Important	X				
					Description	Important	X				
					Owner Name	Important	X				
					Business Name	Important	X				
					Utility Account	Important	X				
					Status	Important	X				
Neighborhood Standards	Property Standards	Code	NS-28	Inquiries and Reporting	Generate a case report using the following any or all of the following						
					Status	Important	X				
					Priority	Important	X				
					Date Range (Open Date or Resolution Date)	Important	X				
					Case Type	Important	X				
					Parcel or parcels	Important	X				
Neighborhood Standards	Property Standards	Code	NS-29	Inquiries and Reporting	Generate an inspection report using any or all of the following						
					Date Range	Important	X				
					Inspection Result	Important	X				
					Case Type	Important	X				
					Inspection Type	Important	X				
					Inspector	Important	X				
					Choice to view report on GIS map	Important	X				
Neighborhood Standards	Property Standards	Code	NS-30	Inquiries and Reporting	Ability to do administrative adjudication within the system	Desirable	X				
					Records kept indefinitely	Desirable	X				
Neighborhood Standards	Property Standards	Code	NS-31	Inquiries and Reporting	Merge GIS information for ownership information	Desirable	X				
Neighborhood Standards	Property Standards	Code	NS-32	Inquiries and Reporting	Interface with accounts receivable (automated billing)	Mandatory	X				
Neighborhood Standards	Property Standards	Code	NS-33	Inquiries and Reporting	Generate customized reports and inquiries by user-defined fields/settings	Important	X				
Neighborhood Standards	Property Standards	All	NS-34	Data Access/ System Integration	Customize access to all modules (No access, read only, edit, etc.)	Mandatory	X				
Neighborhood Standards	Property Standards	All	NS-35	Data Access/ System Integration	View (read-only) modules including Building & Permits, Licensing, and Water Billing to determine inspection needs, etc	Mandatory	X				
Neighborhood Standards	Property Standards	Code	NS-36	Data Access/ System Integration	Integrate system with web-based foreclosure tracking system	Mandatory		X			Additional scoping required to confirm an integration can be configured with an external foreclosure application

| Neighborhood Standards | Property Standards | All | NS-37 | Data Access/ System Integration | Share information (read-only access) with Animal Control | Important | X | | | | |

Functional Area	Division	Module	Number	Description	Critical Requirement (Ability to…)	Importance	Vendor Response				
							Out-of-Box	Configurable	Customization	Does not Meet Requirement	Vendor Notes
Public Properties	Maintenance Services	Work order	PP-1	Internal/External Work orders	Auto-generate preventive maintenance work orders	Mandatory	X				
Public Properties	Maintenance Services	Work order	PP-2	Internal/External Work orders	Track status of work order requests	Mandatory	X				
Public Properties	Maintenance Services	Work order	PP-3	Internal/External Work orders	Generate status update notification for predefined users	Important	X				
Public Properties	Maintenance Services	Work order	PP-4	Internal/External Work orders	Enter a work order regardless of job title (anyone can generate and assign a work order)	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-5	Internal/External Work orders	Bill internally for maintenance performed	Mandatory	X				
Public Properties	Maintenance Services	Work order	PP-6	Asset Management	Comply with GASB 34 reporting requirements (for fixed assets	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-7	Asset Management	Automate GASB 34 fixed asset reporting/tracking	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-8	Asset Management	Customize items tracked as fixed assets to account for highly attractive items (flag these items for reporting purposes)	Desirable	X				USER DEFINDED FIELD
Public Properties	Maintenance Services	Work order	PP-9	Asset Management	Track unlimited capitalized and non-capitalized fixed asset	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-10	Asset Management	Provide data management for the following asset categories						
					Pavement management	Important	X				
					Forestry	Important	X				
					Signs	Important	X				
					Pavement marking	Important	X				
					Buildings	Desirable	X				
					Security system	Desirable	X				
					Machinery and Equipment	Desirable	X				
					Furniture and fixtures	Desirable	X				
					Vehicles	Important	X				
					Ability to trace or locate an item by						
					Asset number	Desirable	X				
					Commodity code	Desirable	X				USER DEFINDED FIELD
					Description	Desirable	X				
					Project number	Desirable	X				
					Grant number associated	Desirable	X				
					Serial number	Desirable	X				USER DEFINDED FIELD
					Fund	Desirable	X				
					Account number	Desirable	X				
					Type (asset category)	Desirable	X				
					Functional Category Code (GASB 34)	Desirable	X				USER DEFINDED FIELD
					Location	Desirable	X				
					ID or VIN number	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-11	Asset Management	Attach unlimited electronic documents to the fixed asset file including pictures, warranty information, bids, and other applicable information	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-12	Asset Management	Ability to specify the location of an asset including	Desirable					
					Building and room number	Desirable	X				
					Address	Desirable	X				
					Legal description	Desirable	X				
					Department with responsibility for the asset	Desirable	X				
					Individual with possession of the asset	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-13	Asset Management	Map, via GIS system, the location of fixed and non-fixed asset	Important	X				
Public Properties	Maintenance Services	Work order	PP-14	Asset Management	Track insurance information including the following	Desirable					
					Insurance company name	Desirable	X				
					Insurance company address	Desirable	X				USER DEFINDED FIELD
					Insurable value	Desirable	X				
					Policy number	Desirable	X				
					Policy period (term)	Desirable	X				
					Type of coverage	Desirable	X				
					Liability limits	Desirable	X				
					Construction type	Desirable	X				USER DEFINDED FIELD
Public Properties	Maintenance Services	Work order	PP-15	Asset Management	Track (and compute where necessary) asset information including the following:	Desirable					
					Asset type (Owned/leased/rented/managed)	Desirable	X				
					Condition (Excellent/good/fair/poor/etc.	Desirable	X				
					Acquisition type (purchase, donation, etc.	Desirable	X				
					Total asset cost (base + improvements + maintenance)	Desirable	X				
					Useful life (in months and years)	Desirable	X				
					Useful life remaining (in months and years	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-16	Asset Management	Track asset ownership changes (i.e. through transfers	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-17	Asset Management	Track valuation data (i.e. purchase price, replacement cost, disposal value, book value, etc.)	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-18	Asset Management	Track all manual changes to an asset file (audit trail	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-19	Asset Management	Produce physical count sheets to be used as verification forms/inventory forms	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-20	Asset Management	Automatically create a fixed asset record for assets purchased by the City and to capture serial numbers, purchase dates, and account numbers of items posted to capital accounts	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-21	Asset Management	Track the following information for each asset:						
					Description (short and long form)	Desirable	X				
					Fund, account, and object code	Desirable	X				
					Serial number	Desirable	X				
					Model number	Desirable	X				
					ID number (system generated asset number)	Desirable	X				
					Date acquired	Desirable	X				
					Vendor name	Desirable	X				
					Location (including building and room where applicable	Desirable	X				
					Disposal reason	Desirable	X				
					Disposal amount	Desirable	X				
					Disposal date	Desirable	X				
					Original cost	Desirable	X				
					Useful life in months (used and remaining	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-22	Asset Management	Inquire, on-line, into fixed asset status	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-23	Asset Management	List additions for monthly activity plus year to date, sorted by department with subtotals by department.	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-24	Asset Management	Update fixed assets from the A/P module in a batch mode via payments	Desirable	X				
Public Properties	Maintenance Services	Work order	PP-25	Asset Management	Monitor payroll/overtime via automated alerts	Desirable	X				
					Generate asset listing based on the following	Desirable					
					Asset location	Desirable	X				
					Asset department	Desirable	X				

Mod	Department	Function	ID	Category	Requirement	Priority						Notes
Public Properties	Maintenance Services	Work order	PP-26	Inquiries and Reporting	Asset class	Desirable	X					
					Asset number	Desirable	X					
					Fund	Desirable	X					
					Any field or combination of fields	Desirable	X					
Public Properties	Maintenance Services	Work order	PP-27	Inquiries and Reporting	Auto-generate the following reports							
					Inventory of all fixed depreciable and non-depreciable asset	Desirable	X					
					Asset acquisition date and involved department/division	Desirable	X					
					Maintenance contracts	Desirable	X					
					Warranties	Desirable	X					
					Lease arrangements	Desirable	X					
					Repair history	Desirable	X					
					Disposals/transfers	Desirable	X					
					Total fixed assets by department/division	Desirable	X					
					Total acquisitions (all assets) by user-defined time period	Desirable	X					
Public Properties	Maintenance Services	Work order	PP-28	Inquiries and Reporting	Perform analysis, both pre-defined and customizable, on the following							SOME MAY REQUIRE SSRS
					Acquisition date	Desirable	X					
					Purchase Order Number	Desirable	X					
					Vendor	Desirable	X					
					Purchase Cost	Desirable	X					
					Method of acquisition	Desirable	X					
					Disposition date	Desirable	X					
					Salvage value	Desirable	X					
					Useful life (in months)	Desirable	X					
					Remaining life (in months)	Desirable	X					
					Make and/or model of vehicle or other items	Desirable	X					
					Maintenance schedule	Desirable	X					
					User-defined text field for miscellaneous data entry	Desirable	X					
Public Properties	Maintenance Services	Work order	PP-29	Inquiries and Reporting	Perform continuous reporting on work orders (i.e. continuous snow removal reporting)	Desirable	X					
Public Properties	Maintenance Services	All	PP-30	Data Access/System Integration	Customize access to all modules (No access, read only, edit, etc.)	Desirable	X					
Public Properties	Maintenance Services	Work order	PP-31	Data Access/System Integration	Interface with 3rd party systems including							
					CFA Fleet Management	Important				X		This can be accomplished with a software modification however additional information and analysis is required in order for Tyler to provide a cost estimate.
					Phoenix Fuel Management	Important				X		This can be accomplished with a software modification however additional information and analysis is required in order for Tyler to provide a cost estimate.
					NAPA Auto Part Inventory	Important				X		This can be accomplished with a software modification however additional information and analysis is required in order for Tyler to provide a cost estimate.
Public Properties	Maintenance Services	Purchasing	PP-32	Finance	Access all purchase orders via Master Vendor Files	Desirable	X					
Public Properties	Parks and Rec	Vendor Self-Service	PP-33	Vendor Management	Implement a Vendor Self-Service Portal	Desirable	X					
Public Properties	Parks and Rec	Budget	PP-34	Finance	Customize budget reporting and consolidation of line items for ease of use	Desirable	X					
Public Properties	Parks and Rec	Purchasing	PP-35	Finance	Perform analysis of purchase card use and expenses	Desirable	X					
Public Properties	Parks and Rec	Cash	PP-36	Finance	Integrate with mobile/remote POS system	Desirable	X					
Public Properties	Parks and Rec	Scheduling	PP-37	Scheduling	Integrate Parks and Rec events into scheduling	Desirable				X		
Public Properties	Parks and Rec	Scheduling	PP-38	Scheduling	Integrate calendars for scheduling	Desirable	X					
Public Properties	Parks and Rec	Scheduling	PP-39	Scheduling	Monitor payroll/overtime via automated alerts	Important	X					SSRS reporting and/or workflow approval of time
Public Properties	Parks and Rec	Scheduling	PP-40	Scheduling	Monitor payroll/overtime across departments/divisions	Important	X					SSRS reporting and/or workflow approval of time
Public Properties	Parks and Rec	Employee Self-Service	PP-41	Employee management	Track and store employee certifications	Desirable	X					
Public Properties	Parks and Rec	Employee Self-Service	PP-42	Employee management	Provide automated notifications of certificate expiration	Desirable	X					
Public Properties	Parks and Rec	Work order	PP-43	Work order management	Track work orders via GIS/mapping technology	Important	X					
Public Properties	Parks and Rec	Work order	PP-44	Inquiries and Reporting	Generate customizable reports based on user-defined performance measures	Important	X					
Public Properties	Parks and Rec	All	PP-45	Inquiries and Reporting	Save, Print, and Transfer reports via system	Important	X					
Public Properties	Parks and Rec	All	PP-46	Data Access/System Integration	Customize access to all modules (No access, read only, edit, etc.)	Important	X					
Public Properties	Parks and Rec	All	PP-47	Data Access/System Integration	Integrate with EZLINKS POS system	Important				X		
Public Properties	Parks and Rec	All	PP-48	Data Access/System Integration	Integrate with remote/mobile POS system	Important	X					
Public Properties	Streets	All	PP-49	Data Access/System Integration	AVL with ability to							
					Model snow routes (i.e. how many trucks over a given time	Important				X		
					Show status of plowed roads	Important				X		
					Use multiple indicators if multiple passes are required	Important				X		
					Routing instructions with predetermined routes	Important				X		

Functional Area	Division	Module	Number	Description	Critical Requirement (Ability to…)	Importance	Vendor Response				
							Out-of-Box	Configurable	Customization	Does not Meet Requirement	Vendor Notes
Public Works	Public Works	Work Order	PW-1	Data Access/System Integration	Integrate system with office applications including Word, Excel, Access	Mandatory	X				
Public Works	Public Works	Work Order	PW-2	Work Orders	Incorporate GIS/Mapping technology in work orders	Mandatory	X				
Public Works	Public Works	Work Order	PW-3	Inquiries and Reporting	Generate customer queries based on user defined fields	Important	X				VIA SSRS
Public Works	Public Works	Work Order	PW-4	Inquiries and Reporting	Generate reports based on customizable performance measures	Important	X				VIA SSRS
Public Works	Public Works	All	PW-5	Data Access/System Integration	Share data across departments and divisions	Mandatory	X				
Public Works	Public Works	Purchasing	PW-6	Purchasing	Protect against duplicate entry of vendor in the Vendor Master File	Important	X				
Public Works	Public Works	Payroll	PW-7	Payroll	Automate alerts/flags for overtime based on user-defined criteria	Desirable	X				
Public Works	Public Works	Payroll	PW-8	Payroll	Automate payroll approval process	Desirable	X				
Public Works	Public Works	Budget	PW-9	Budget Transfers	Monitor budget transfer status via workflow and status updates	Desirable	X				

Functional Area	Division	Module	Number	Description	Critical Requirement (Ability to…)	Importance	Vendor Response				
							Out-of-Box	Configurable	Customization	Does not Meet Requirement	Vendor Notes
Finance	Water Billing	Utilities	WB-1	Water Billing	Integrate with G/Land A/P for posting bills, receipts, adjustments, and refunds	Mandatory	X				
Finance	Water Billing	Utilities	WB-2	Water Billing	Online validation and editing of customers, addresses, etc	Mandatory	X				
Finance	Water Billing	Utilities	WB-3	Water Billing	View all money owed from a single parcel/customer	Mandatory	X				
Finance	Water Billing	Utilities	WB-4	Water Billing	User definable work flow process for:						
					New account	Mandatory	X				
					Move-in/move-out process	Mandatory	X				
					New service set up	Mandatory	X				
Finance	Water Billing	Utilities	WB-5	Water Billing	Assign an unlimited number of accounts	Mandatory	X				
Finance	Water Billing	Utilities	WB-6	Water Billing	Assign user defined classification codes (i.e., residential, commercial, etc.)	Mandatory	X				
Finance	Water Billing	Utilities	WB-7	Water Billing	Accommodate move-in and close dates for an account	Mandatory	X				
Finance	Water Billing	Utilities	WB-8	Water Billing	Record unlimited notes for an account	Mandatory	X				
Finance	Water Billing	Utilities	WB-9	Water Billing	Bill for multiple services per service location	Mandatory	X				
Finance	Water Billing	Utilities	WB-10	Water Billing	Send bills and notifications/late notices to multiple addresses	Mandatory	X				
Finance	Water Billing	Utilities	WB-11	Water Billing	Record unlimited contacts associate with an account	Mandatory	X				
Finance	Water Billing	Utilities	WB-12	Water Billing	Track information by customer (i.e. view all accounts associated, current or non-current, with the customer	Mandatory	X				
Finance	Water Billing	Utilities	WB-13	Water Billing	View the outstanding balance on an account in total and in breakdown by current/noncurrent and type of fee/charge	Mandatory	X				
Finance	Water Billing	Utilities	WB-14	Water Billing	Account for a security deposits on an account	Mandatory	X				
Finance	Water Billing	Utilities	WB-15	Water Billing	Define and maintain an unlimited number tables including flat rates consumption based rates, unit charges, etc	Mandatory	X				
Finance	Water Billing	Utilities	WB-16	Water Billing	Define and auto-apply an effective date for rate tables	Mandatory	X				
Finance	Water Billing	Utilities	WB-17	Water Billing	Charge flat-rate fees for non-metered customers	Mandatory	X				
Finance	Water Billing	Utilities	WB-18	Water Billing	Create custom discounts, including summer charges based on winter averages	Desirable	X				
Finance	Water Billing	Utilities	WB-19	Water Billing	Distribute fees to multiple G/L accounts based on user-defined account type, fee category, service type	Mandatory	X				
Finance	Water Billing	Utilities	WB-20	Water Billing	Create an unlimited number of service types and edit service types as needed	Mandatory	X				
Finance	Water Billing	Utilities	WB-21	Water Billing	Create custom, user-defined alerts/flags on customer accounts	Mandatory	X				
Finance	Water Billing	Utilities	WB-22	Water Billing	Assign varying unlimited rates based on jurisdiction/ward/district/location/other criteria	Mandatory	X				
Finance	Water Billing	Utilities	WB-23	Water Billing	Identify the number of units at a service location	Mandatory	X				
Finance	Water Billing	Utilities	WB-24	Water Billing	View the following						
					History of all accounts at that location	Mandatory	X				
					Current status of accounts	Mandatory	X				
					Outstanding balances	Mandatory	X				
Finance	Water Billing	Utilities	WB-25	Water Billing	Identify multiple meters at a service location	Mandatory	X				
Finance	Water Billing	Utilities	WB-26	Water Billing	Input notes to describe the location of the meter	Mandatory	X				
Finance	Water Billing	Utilities	WB-27	Water Billing	View account history showing meters installed at a location	Mandatory	X				
Finance	Water Billing	Utilities	WB-28	Water Billing	Maintain an unlimited number of meters	Mandatory	X				
Finance	Water Billing	Utilities	WB-29	Water Billing	Track inventory of meters including the following						
					Meter Number	Mandatory	X				
					Route	Mandatory	X				
					Sequence	Mandatory	X				
					Installation date	Mandatory	X				
					Begin service date	Mandatory	X				
					End service date	Mandatory	X				
					Services attached to the meter	Mandatory	X				
					Status	Mandatory	X				
					Free form comments	Mandatory	X				
					Current account number	Mandatory	X				
					Current service address	Mandatory	X				
					Unlimited user defined fields	Mandatory	X				
					Documents	Mandatory	X				TCM
					Remote documents	Mandatory	X				TCM
					B-Box location	Mandatory	X				User-defined field
					Meter size	Mandatory	X				
					Meter style/brand	Mandatory	X				
					Customer class	Mandatory	X				
Finance	Water Billing	Utilities	WB-30	Water Billing	Define read types and measurement units for a meter (including compound meters)	Mandatory	X				
Finance	Water Billing	Utilities	WB-31	Water Billing	Support an unlimited number of billing cycles and routes	Mandatory	X				
Finance	Water Billing	Utilities	WB-32	Water Billing	Store meter data for radio reads	Mandatory	X				
Finance	Water Billing	Utilities	WB-33	Water Billing	Estimate meter reads based on user-defined history preference (i.e. annual average)	Mandatory	X				
Finance	Water Billing	Utilities	WB-34	Water Billing	Identify estimated meter reads through flag identifier	Mandatory	X				
Finance	Water Billing	Utilities	WB-35	Water Billing	Auto-apply stop and start dates rate codes on an account	Mandatory	X				
Finance	Water Billing	Utilities	WB-36	Water Billing	Create special one-time charges and assess/collect over a user-defined period	Mandatory	X				
Finance	Water Billing	Utilities	WB-37	Water Billing	Combined consumption for groups of services (i.e. water and sewer	Mandatory	X				
Finance	Water Billing	Utilities	WB-38	Water Billing	Automatically add late penalties/fees to delinquent accounts	Mandatory	X				
Finance	Water Billing	Utilities	WB-39	Water Billing	Prorate bills for new/closed accounts	Mandatory	X				
Finance	Water Billing	Utilities	WB-40	Water Billing	Calculate final bills at any time	Mandatory	X				
Finance	Water Billing	Utilities	WB-41	Water Billing	Attach unlimited documents, including images, to an account file	Mandatory	X				
Finance	Water Billing	Utilities	WB-42	Water Billing	Auto-apply deposits to a final bill	Mandatory	X				
Finance	Water Billing	Utilities	WB-43	Water Billing	Produce custom billing registers and journal entry reports	Mandatory	X				
Finance	Water Billing	Utilities	WB-44	Water Billing	Export bills to a file for 3rd party printing	Mandatory	X				Assumes consumption of a standard XML output file
Finance	Water Billing	Utilities	WB-45	Water Billing	View and reprint a bill at any time (available internally and for customers online as well)	Mandatory	X				
Finance	Water Billing	Utilities	WB-46	Water Billing	Generate a pre-billing report before actual billing	Mandatory	X				
Finance	Water Billing	Utilities	WB-47	Water Billing	Accept all payment amounts (i.e. full, over, partial, etc.	Mandatory	X				
Finance	Water Billing	Utilities	WB-48	Water Billing	Distribute partial payments across account types based on user-defined criteria	Mandatory	X				
Finance	Water Billing	Utilities	WB-49	Water Billing	Define unlimited number of notices (late, past due, shut off, etc.) based upon user-defined minimums and days past due	Mandatory	X				
Finance	Water Billing	Utilities	WB-50	Water Billing	Combine separate bills for a single customer to one bill statement OR provide a total balance on each bill for all customer accounts (A single customer may own several properties and pay bills for each. However, bills may be issued at separate times, so it would be good to know a total owed at a given time.)	Desirable	X				First item to combine separate bills onto one bill statement can be accommodated using group billing feature
Finance	Water Billing	Utilities	WB-51	Water Billing	Bill different schedules based on routes (depending on routes	Mandatory	X				
Finance	Water Billing	Utilities	WB-52	Water Billing	View account transaction history (i.e. bills, receipts, adjustments and refunds)	Mandatory	X				

Finance	Water Billing	Utilities	WB-53	Water Billing	Filter account history by date or transaction type	Mandatory	X					By date
Finance	Water Billing	Utilities	WB-54	Water Billing	View transaction details	Mandatory	X					
Finance	Water Billing	Utilities	WB-55	Water Billing	Track an unlimited number of events on an account including							
					Billings	Mandatory	X					
					Payments	Mandatory	X					
					Meter Reads	Mandatory	X					
					Adjustments	Mandatory	X					
					Notes	Mandatory	X					
					Documents	Mandatory	X					
					Account statements	Mandatory	X					
					Account activity	Mandatory	X					
					Work orders	Mandatory	X					
					Letters/communications to the account	Mandatory	X					
					Account transactions	Mandatory	X					
Finance	Water Billing	Utilities	WB-56	Payments	Accept auto-pay option for customers to pay from customer's bank account (direct debit)	Mandatory	X					
Finance	Water Billing	Utilities	WB-57	Payments	Auto-generated ACH file to be submitted to the bank	Mandatory	X					
Finance	Water Billing	Utilities	WB-58	Payments	The ACH file is fully editable after creation by the billing system and prior to submission to the bank.	Mandatory	X					
Finance	Water Billing	Utilities	WB-59	Payments	Import batch payment file from a lockbox payment facility	Mandatory	X					
Finance	Water Billing	Utilities	WB-60	Payments	Support custom payment arrangement schedules	Mandatory	X					
Finance	Water Billing	Utilities	WB-61	Payments	Auto-generate late notices	Mandatory	X					
Finance	Water Billing	Utilities	WB-62	Payments	Send notifications to customers through system/email	Mandatory	X					Direct emailing capabilities are available for individual records within a limited # of programs; for mass-communications suggest Tyler Notify
Finance	Water Billing	Utilities	WB-63	Payments	Accept payment via cash, check, credit, debit, EFT, and online payment system	Mandatory	X					
Finance	Water Billing	Utilities	WB-64	Payments	Pay bills online via City system or 3rd party system	Mandatory	X					If not CSS, requires standard lockbox payment file import
Finance	Water Billing	Utilities	WB-65	Water Billing	Accommodate auto read of radio meters	Mandatory	X					
Finance	Water Billing	Utilities	WB-66	Water Billing	Ability to import and export routes to meter read system	Mandatory	X					
Finance	Water Billing	Utilities	WB-67	Water Billing	Send notices electronically (i.e. late, final, shut-off	Mandatory	X					
Finance	Water Billing	Utilities	WB-68	Water Billing	Generate bill with payment plan amount (not full past due)	Mandatory	X					Vendor can print payment plan installment due amount rather than total due
Finance	Water Billing	Utilities	WB-69	Water Billing	Store all meter reads	Mandatory	X					
Finance	Water Billing	Utilities	WB-70	Water Billing	Interact with other government agencies via system interface	Mandatory				X		Additional information on requirements is needed
Finance	Water Billing	Utilities	WB-71	Water Billing	Store meter test information	Mandatory	X					
Finance	Water Billing	Utilities	WB-72	Water Billing	Edit billing/account information at all times during the billing process (both by customer online and by employee)	Mandatory	X					
Finance	Water Billing	All	WB-73	Water Billing	Either maintain current account numbers (preferred), or create a cross reference between old and new numbers	Mandatory	X					
Finance	Water Billing	All	WB-74	Water Billing	Cancel a Bill and rebill with corrected information/account	Mandatory	X					Bill adjustment to current bill and reprint
Finance	Water Billing	Utilities	WB-75	Inquiries and Reporting	Display and print customer account history, payment history, and consumption history upon request (available internally and online for customers)	Mandatory	X					
Finance	Water Billing	Utilities	WB-76	Inquiries and Reporting	Generate report of outstanding balances by type of service	Mandatory	X					
Finance	Water Billing	Utilities	WB-77	Inquiries and Reporting	Generate aging report of outstanding balances	Mandatory	X					
Finance	Water Billing	Utilities	WB-78	Inquiries and Reporting	Generate consumption report showing top consumers by							
					Date range selected	Mandatory	X					UB Consumption Cube Reporting Tool
					Desired number of customers to be reported	Mandatory	X					UB Consumption Cube Reporting Tool
					Consumption type	Mandatory	X					UB Consumption Cube Reporting Tool
					Customer class	Mandatory	X					UB Consumption Cube Reporting Tool
Finance	Water Billing	Utilities	WB-79	Inquiries and Reporting	Generate a billing calendar	Mandatory	X					
Finance	Water Billing	Utilities	WB-80	Inquiries and Reporting	Generate canned reports including							
					Account Transitions (listing of Move-In, Move-Out by date range)	Mandatory				X		
					Deposit activity	Mandatory	X					
					Deposit status	Mandatory	X					
					Uncollected deposits	Mandatory	X					Receivables register by charge code
					Payment plan status	Mandatory	X					Payment plan delinquent report/excel output
					Trial balance	Mandatory	X					
					Accounts receivable reconciliation report	Mandatory	X					
					Revenues by type	Mandatory	X					
					Receipt transactions	Mandatory	X					
					Payment register	Mandatory	X					
					Aging balances	Mandatory	X					
					Bad debt report	Mandatory	X					
					Meter type or size	Mandatory	X					Excel output from Services/Meter Inventory
					Active and inactive accounts	Mandatory	X					Excel output from Services. May require TRS
Finance	Water Billing	Utilities	WB-81	Inquiries and Reporting	Generate reports on the meter inventory on the following							Excel output from Meter Inventory or Services programs
					Meter Number	Mandatory	X					
					Serial Number	Mandatory	X					
					Remote Number	Mandatory	X					
					Service Class	Mandatory	X					
					Type	Mandatory	X					
					Size	Mandatory	X					
					Address	Mandatory	X					
					Route	Mandatory	X					
					From/Through Sequence	Mandatory	X					
					Status (i.e. in-service)	Mandatory	X					
					Service Date	Mandatory	X					
					Purchase Date	Mandatory	X					
					Meter Type	Mandatory	X					
					Meter Size	Mandatory	X					
					Manufacturer	Mandatory	X					
Finance	Water Billing	Utilities	WB-82	Inquiries and Reporting	Perform custom analytics on water/sewer consumption data via system interface	Mandatory				X		Additional information on requirements is needed. If file-based reports generated from UB Consumption Cube or canned consumption report excel export can be provided in csv format.
Finance	Water Billing	Utilities	WB-83	Inquiries and Reporting	Perform custom analytics on consumption/billings and other data stored in system including ability to generate charts and graphs	Mandatory	X					UB Consumption Cube report/TRS
Finance	Water Billing	Utilities	WB-84	Inquiries and Reporting	Generate report of all customers with payment arrangements, showing due dates, amounts due, and amounts paid	Mandatory	X					Payment plan delinquent report/excel output
					Generate customer reports including							
					High/Low reads	Mandatory	X					
					Zero consumption	Mandatory	X					
					Negative consumption	Mandatory	X					

Finance	Water Billing	Utilities	WB-85	Inquiries and Reporting	Estimated meter reads (ranked by number of consecutive estimates)	Mandatory	X				A list of estimated readings may be generated. The number of consecutive estimates that exceed a user-defined limit may be reported as a warning on a pre-billing exception report, howeve there is no ranking by number of consecutive estimates.
					Malfunctioning meter report	Mandatory	X				Suggest Excel output of service orders for a particular service order type and reason code
Finance	Water Billing	All	WB-86	Data Access	Customize access to all modules (No access, read only, edit, etc.)	Mandatory	X				Permissions/menu security if within Munis applicatio
Finance	Water Billing	All	WB-87	Data Access	View (read-only) modules including Code Enforcement, Building & Permits, and Police system to view potential issues at a property	Desirable	X				Supported by permissions/menu security if module is within Munis application, otherwise a function of the external application
Finance	Water Billing	All	WB-88	Water Billing	Either maintain current account numbers (preferred), or create a cross reference between old and new numbers	Mandatory	X				
Finance	Water Billing	All	WB-89	Water Billing	Cancel a Bill and rebill with corrected information/account	Mandatory	X				Bill adjustment to current bill and reprin

City of Aurora, IL

Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

# Section 4   D. Technical Requirements (Appendix D)

Please reference the Technical Requirements / Appendix D on the following pages.

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City of Aurora
ERP and CAD/RMS System Selection
Technical and Implementation Requirements List
9-Jun-14

TECHNICAL REQUIREMENTS TABLE OF CONTENTS

Listed below are the various section groupings of Functional Requirements.
Each area below has its own tab of Requirements in this document.
Click on the links below to skip directly to the associated tab.

Reference	Description	Vendor Response				
		Out of the Box	**Configurable**	**Customizion Required**	**Does Not Meet Requirement**	**Vendor Notes**
1.00	Software					
1.01	Ability to run the data layer of the application on a relational database platform such as Microsoft SQL Server, Oracle or DB2	X				
1.02	Ability to install the application on the current version of Windows Server or UNIX/Linux	X				
1.03	Ability to support 1500 simultaneous client connections	X				
1.04	Ability to integrate seamlessly with standard user management tools such as Active Directory or LDAP	X				
1.05	Ability to provide per user and site based licensing options	X				
1.06	Ability to provide network bandwidth requirements for the solution (client and server) so necessary network upgrades can be executed, if necessary	X				
1.07	Ability to support all software components and development tools by the product manufacturer, with no published end of life for any product utilized by the	X				
1.08	Ability to provide user error messages that clearly communicate a clear explanation of the error, identify the source/location of the error and recommendations as to what a user can do to remedy/correct the error	X				
1.09	Ability to provide graphical user interfaces that employ entry tools such as default values, check boxes, radio buttons, pick lists, and context sensitive right-click menus	X				
1.10	Ability to provide a user interface and workflow development tool that facilitates business rule configuration as opposed to custom software development	X				
1.11	Ability to provide an intuitive graphical user interface using screen navigation via pointing device/keyboard/touchscreen and use standard function keys across all system components (i.e. - F1 is always the same function no matter what screen you are on)	X				
1.12	Ability to provide a GUI based workflow/business rule toolset to maintain and support the business rules of the solution and the business	X				
1.13	Ability to provide functionality for data entry errors to be identified at the time of entry with descriptive and instructional messages to be presented to the user in non-technical terms	X				
1.14	Ability to provide consistent menus and screens with a common look/feel throughout the application with a screen title and unique screen identifier on each screen of the	X				
1.15	Ability to provide a comprehensive electronic context-sensitive help function that can be accessed both from the function in question and independently from a menu	X				
1.16	Ability to conduct data sharing with MS Office tools such as word or excel, including the functionality to extract data to MS Office applications or Adobe Acrobat	X				
1.17	Ability to provide self-service user account and organization account management capabilities to reduce internal support footprint associated with application support/management	X				
1.18	Ability to provide as many self-service capabilities as possible to internal and external users (i.e. - account management, notifications, financial management, notification configuration, etc.)	X				
1.19	Ability to provide Business Intelligence (BI) and Data Warehousing solutions for reporting and data analytics activities associated with archived data sets	X				Data Warehouse not provided. Can use SQL Server platform

Back to TOC		Vendor Response				
Reference	Description	Out of the Box	Configurable	Customizion Required	Does Not Meet Requirement	Vendor Notes
2.00	Infrastructure					
2.01	Ability to propose all required system hardware, including but not limited to servers, network switches (copper and fiber), SAN/NAS based storage, cables, peripherals and other components necessary to run the application and associated environments	X				
2.02	Ability to propose a system that has multiple environments to facilitate the overall integration activities, environments required are development, test, parallel, staging and production	X				Tyler usually installs 4 environments for use during implementationa and production. Live, Train, Test, and Verification. Additional environments may be created if the City feels that it is necessary.
2.03	Ability to install the application and associated components within an N-Tier application architecture.	X				
2.04	Ability to install and configure the applicationwithin a completely fault tolerant, redundant, highly available and survivable hardware architecture with no single points of failure present	X				
2.05	Ability to implement the system so that replication and synchronization of data can be executed in "real time" between a primary and secondary system infrastructure	X				Requires SQL Server Enterprise Edition (AlwaysOn)
2.06	Ability to install and operate the within both VMware virtualized infrastructures as well as non-virtualized physical infrastructure	X				
2.07	Ability to install and operate the database layer infrastructure on physical hardware	X				
2.08	Ability to install and operate the business/logic layer and presentation layer on virtualized systems	X				
2.09	Ability to integrate seamlessly with standard user management tools such as Active Directory or LDAP	X				
2.10	Ability to provide zero tolerance for downtime with a 0 hour RTO and RPO	X				Depends on infrastructure
2.11	Ability to conduct disk-to-disk based backups as the primary backup solution and disk-to-tape based backups as the secondary or off-site backup solution	X				
2.12	Ability to provide tools to monitor the system and database performance	X				Application monitoring tools provided. OS and database tools use platform tools.

2.13	Ability to provide a robust reporting services infrastructure with dedicated server resources in order to facilitate on-demand custom and canned report generation activities by end users of the system	X				
2.14	Ability to integrate biometric security devices for authentication and authorization purposes		X			Active Directory based. If biometric devices integrate w/ AD then should work. Not tested as formal solution.
2.15	The vendor shall install the software application and all required system enhancements.	X				
2.16	The vendor shall be required to provide validations of all required hardware and system software and the installation and configuration of the application software. This includes appropriate testing.	X				
2.17	The vendor shall maintain the purchased software application's compatibility with the City's infrastructure	X				

Reference	Description	Vendor Response				
		Out of the Box	Configurable	Customizion Required	Does Not Meet Requirement	Vendor Notes
3.00	Security					
3.01	Ability to install the application and associated components within an N-Tier security architecture.	X				
3.02	Ability to log all transactions, user access, authentication attempts (success/failure) and retain those logs for an indefinite amount of time	X				
3.03	Ability to harden the solution using industry standard hardening techniques	X				
3.04	Ability to provide granular user and group level authentication and access security that allows the establishment of roles and allows or restricts user access to data components based on the user and group assignment	X				
3.05	Ability to enforce a custom user level password strength configuration allowing the enforcement of strong passwords that include alphanumeric, special characters and a minimum password length	X				
3.06	Ability to force users to change password at next logon or at a prescribed interval	X				
3.07	Ability to allow a specific expiration date for user passwords or user accounts	X				
3.08	Ability to store user passwords in an encrypted manner	X				
3.09	Ability to configure a timeout period such that inactive user sessions that exceed the timeout are automatically logged out of the system	X				
3.10	Ability to create public or generic user accounts that require no password and have limited/view access to the system	X				
3.11	Ability to encrypt all communication between servers and workstations using 1024 bit or higher SSL	X				
3.12	Ability to encrypt all data at rest (data stored in non-volatile memory) when stored within the system	X				SQL Server TDE
3.13	Ability to capture and store all data changes at the record and field level	X				
3.14	Ability to provide the capability to archive and purge audit log entries prior to a given date	X				
3.15	Ability to prevent all audit log data from manipulation and tampering	X				
3.16	Ability to allow a System Administrator maintained security module, able to add/inquire/delete users and set security parameters by: functionality by user groups and module Function	X				
3.17	Ability to hide or not display screens, functions or menus not authorized to the user	X				
3.18	Ability to allow login procedure with ID and password authentication	X				
3.19	Ability to allow system administrator to lock individual users out of system	X				
3.20	Ability to be securely accessed via the web by staff, administration and officers	X				
3.21	Ability to log security violations	X				Active Directory logs
3.22	Ability to allow audit trails to be provided for all transaction detail: Audit trail consists at a minimum of userid, date and time stamp.	X				
3.23	Ability to allow electronic transmissions that are secure as required by generally accepted security protocols	X				
3.24	Ability to prohibit users from bypassing fields where information is required to establish a correct/complete record	X				
3.25	Ability to control access and privileges on user-maintained authorizations	X				
3.26	Ability to provide flexible restrictions on access and operations	X				

3.27	Ability to provide flexible designation of restricted information	X				
3.28	Ability to provide security for user notes				X	
3.29	Ability to suppress output of confidential information	X				
3.30	Ability to allow limited access to normally inaccessible information as needed	X				
3.31	Ability to provide audit trail of user activities	X				
3.32	Ability to permit authorized user correction of data entry errors	X				
3.33	Ability to provide audit trail of file additions, modifications, and deletions	X				

Reference	Description	Out of the Box	Configurable	Customizion Required	Does Not Meet Requirement	Vendor Notes
			Vendor Response			
4.00	**Performance and Capacity**					
4.01	Ability to execute routine system transactions, including all user system activities/functions involved in adding, deleting or updating a record in less than one second	X				
4.02	Ability to return search results in less than 7 seconds for records based on criteria that do not include a unique search argument	X				LARGE FIND SETS MAY TAKE LONGER
4.03	Ability to support 1500 simultaneous client users (concurrent connections) and must support peak usage of 200 routine transactions per second	X				

Section 5   E. Implementation Requirements (Appendix E)

Please reference the Implementation Requirements / Appendix E on the following pages.

Reference	Description	Out of the Box	Configurable	Customizion Required	Does Not Meet Requirement	Vendor Notes
				Vendor Response		
5.00	Support					
5.01	Ability to transition vendor provided tier 1 and tier 2 support activities to internal support staff at the appropriate phase in the implementation	X				
5.02	Ability to provide remote tier 2 and tier 3 support services to internal support staff at the appropriate phase in the implementation	X				
5.03	Ability to provide industry standard SLA's outlining problem response times, resolution times, first-call resolution and other key metrics required to effectively support the by the successful respondent	X				Available by Management request
5.04	Ability to stress test the application prior to "go-live"	X				
5.05	Ability to conduct routine system maintenance with no interruption to application services	X				
5.06	Ability to operate for at least 4 weeks without interruption for routine scheduled maintenance activities	X				
5.07	Ability to provide telephone, email and web based helpdesk support for problem resolution and troubleshooting per terms of the vendor provided helpdesk support period	X				
5.08	Ability to provide the appropriate software to log, manage, escalate and resolve helpdesk problems, changes, system issues, etc.	X				
5.09	Ability to develop, provide and maintain documented helpdesk procedures for the and transfer knowledge of this documentation to internal support at the appropriate phase in the implementation	X				See Support Call Process document on website.
5.10	Ability to provide helpdesk monthly status reports, including but not limited to, staffing levels, call volumes, call duration (average and peak), call times, peak usage, call types, quality issues and will also provide standard helpdesk reports identifying monthly operational statistics, weekly incident reports and SLA adherence reports				X	These reports are for internal use.
5.11	Ability to supply information on helpdesk problems/events that details the problem description, start/end dates/times, actual or potential cause(s), corrective action taken and future action required	X				

Reference	Description	Vendor Response				
		Out of the Box	Configurable	Customizion Required	Does Not Meet Requirement	Vendor Notes
6.00	Services					
6.01	Ability to provide appropriate resources to conduct an assessment and application component inventory on the currently installed systems	X				
6.02	Ability to provide appropriate resources required to conduct a current state assessment of business rules in place specific to the application portfolio of the currently installed systems	X				
6.03	Ability to provide appropriate business process re-engineering resources required to refine and optimize business rules during the migration from the currently installed mainframe to the newly implemented	X				
6.04	Ability to provide appropriate resources required to accommodate extensive data migration activities	X				
6.05	Ability to provide appropriate resources skilled in Data Warehousing architecture and implementation strategy	X			X	Data warehouse not proposed
6.06	Ability to provide appropriate resources required to implement ITIL service delivery as it relates to support or the existing system				X	Tyler does not utilize the ITIL service delivery
6.07	Ability to provide data conversion approach, method and knowledge transfer	X				
6.08	Ability to provide data migration testing and data validation services	X				
6.09	Ability to provide recommended data conversion strategy (i.e. - cut-over, pilot or phased)	X				
6.10	Ability to provide the method for how existing data will be transitioned to the new	X				
6.11	Ability to provide maintenance of Mainframe and new systems in parallel during the migration and how data integrity will be ensured during the migration/implementation	X				Tyler will take on No maintenance of the mainframe system
6.12	Ability to provide test data conversion scenarios while ensuring all data is validated and approved by customer	X				
6.13	Ability to provide a disaster recovery, business continuity strategy for the City	X				

Reference	Description	Out of the Box	Configurable	Customizion Required	Does Not Meet Requirement	Vendor Notes
		Vendor Response				
7.00	**Training**					
7.01	Ability to provide end user, power user, administrative and specialized business and technical staff training curriculums.	X				
7.02	Ability to provide application training to internal support staff on the use of the and any ancillary software components that the may utilize	X				
7.03	Ability for vendor to provide comprehensive training on all operations of the software to all users prior to going live. Training shall include step-by-step instruction to teach non-technical operations and administrative personnel how to operate the software.	X				Tyler employs a Train the Trainer model of knowledge transfer.
7.04	Ability for vendor to provide training that shall include screen illustrations and instructions as well as sample reports	X				
7.05	Ability for vendor to provide a detailed training schedule prior to implementation.	X				
7.06	Ability for vendor to provide training using detailed training plans.	X				
7.07	Ability for vendor to provide comprehensive user training manuals, administration user manuals and technical user manuals.	X				Custom documentation will be created for the City's processes.
7.08	Ability for vendor to provide advanced training to designated staff who provide ongoing training ("Train the Trainers" approach)	X				
7.09	Ability for vendor to provide ongoing training and support for any enhancements or releases.	X				
7.10	Ability for vendor to provide Initial training on site at the City for both end users and technical staff	X				Core User. End User training will be conducted by City resources with Tyler's assistance and support.
7.11	Ability for vendor to provide complete training material in at least one of the following formats: Hard copy paper manuals, CD, Online	X				Custom documentation will be created for the City's processes.
7.12	Ability for vendor to provide initial training at the City.	X				

Reference	Description	Out of the Box	Configurable	Customizion Required	Does Not Meet Requirement	Vendor Notes
Back to TOC		Vendor Response				
8.00	Documentation					
8.01	Ability to provide comprehensive technical documentation to include physical and logical architecture diagrams, data flow diagrams, workflow diagrams, support procedures, security configurations and any other relevant technical materials	X				
8.02	Ability to provide exhaustive stress testing reports to the customer with empirical evidence that the system is capable of supporting the required load of 1500 users				X	
8.03	Ability to provide topology diagrams based on installed footprint	X				
8.04	Ability to provide documentation of the system hardening procedures	X				
8.05	Ability to specify the IT/technical skill set required for internal Helpdesk and Systems/Network support staff that will support the installed solution	X				
8.06	Ability to provide IT/technical knowledge transfer to internal Helpdesk and Systems/Network support staff that will support the installed solution	X				
8.07	Ability to provide complete system configuration and installation instructions so that all hardware and software components can be installed by an independent technician with appropriate skills	X				
8.08	Ability to provide a complete inventory of all hardware and software components, including manufacturer, model, version number and any options or customizations	X				
8.09	Ability to provide online access to the user/help manual	X				
8.10	Ability to develop and provide written helpdesk troubleshooting procedures for the and its associated technical environment	X				
8.11	Documentation shall be provided that covers all system hardware, system software and application software.	X				
8.12	Documentation must be provided in a least one of the following formats: Hard copy paper manuals, CD, Online	X				
8.13	Documentation will be provided with new releases/ system upgrades	X				
8.14	Documentation will be provided with any contracted customization	X				
8.15	Documented and clearly defined system/database backup and restore procedures are provided	X				

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management
System (CAD/RMS) (RFI # 14-25)

The following Implementation Methodology information from Tyler Technologies, Inc. ("Tyler") contains trade secrets and/or privileged or confidential commercial or financial information that would result in a competitive disadvantage if disclosed without prior permission by Tyler ("Trade Secret"). A Trade Secret includes but is not limited to any formula, pattern, device or compilation of information which is used in one's business which gives him/her an opportunity to obtain an advantage over competitors who do not know or use it. Since it would harm Tyler if any of its Trade Secrets were known to Tyler's competitors, it is Tyler's policy that this Implementation Methodology information not be disclosed to any party outside of the party addressed as the recipient of this information.

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

5.1   Implementation Methodology

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

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

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

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

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

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

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

5.1.1 Implementation Methodology Overview

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

Implementation Methodology

	Planning and Analysis		Training and Conversion	Deployment
INITIATE	•Internal Project Planning •Transition to Imp •Discovery Process	Authorization to Proceed	Authorization to Proceed	Go-Live Authorization
PLAN	•Project Planning •System Planning •Joint Kick-off	Detail Project Plan	Schedule Resources	•Cut-Over Plan •Contingency Plan •Finalize Schedule and Resources
EXECUTE	•Install Hardware •Install Software •Arrange training facility •Complete Questionnaires	•Data Review •Forms Review •Site Fit (As-is / To-Be) •Modification and Conversion Analysis •Pilot Setup	•Complete System Configuration Training •Complete System/Data Setup •Data Conversion •Train-the-Trainer •Execute Parallel Process	•End User Training •Final Conversion •Cut-Over Process •Productive Use •Post-Live Training and Enhancement
CONTROL	•Software Verification •Implementation Plan Review	•Static Test •Operations Review	•Parallel Data Reconciliation •Confirm Parallel results •System Testing •System Acceptance test	Live Process Verification
CLOSE	•Client Sign-off	•Finalize Plan •Client Sign-off	Go / No-Go Decision	•Lessons Learned •Transition to Support •Client Sign-off

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5.1.2   Work Breakdown Structure

PMI utilizes a Work Breakdown Structure to depict overall project work. Tyler uses this key PMI tool to show our implementation approach in greater detail.
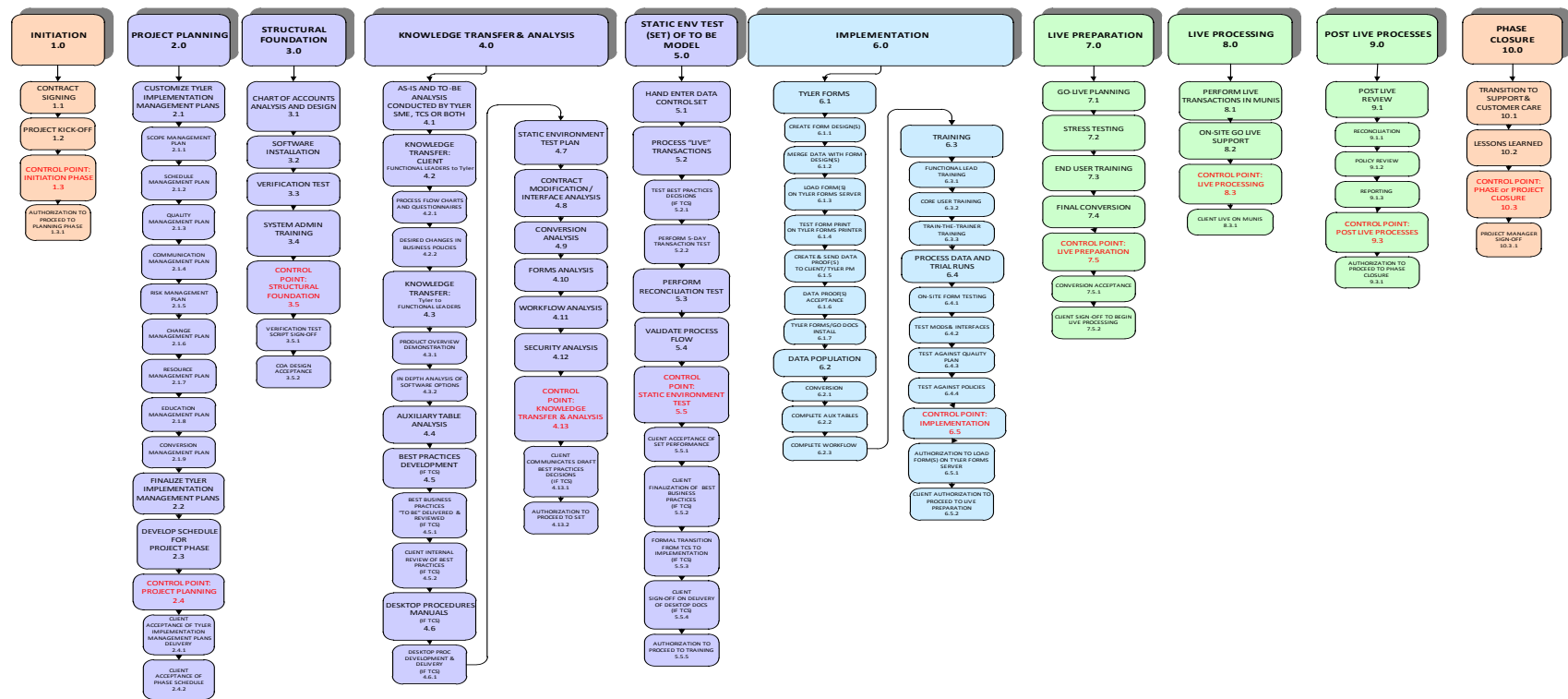
Work Breakdown Structure
Tyler Implementation
Repeated for each project phase

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5.1.2.1   Planning and Analysis

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

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

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

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Figure 1.1.2.1
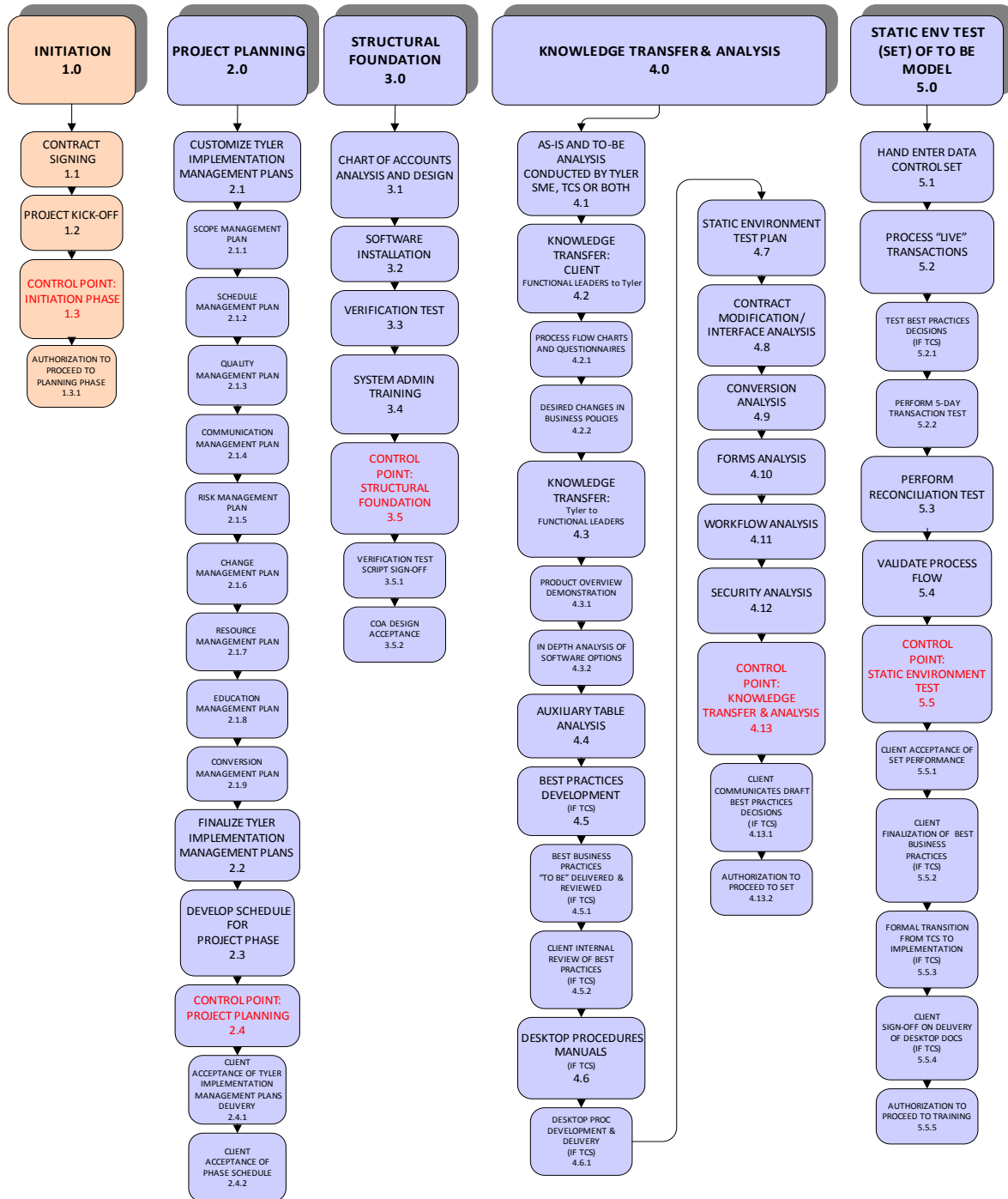
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5.1.2.2   Setup, Training and Conversion

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

Figure 1.1.2.2
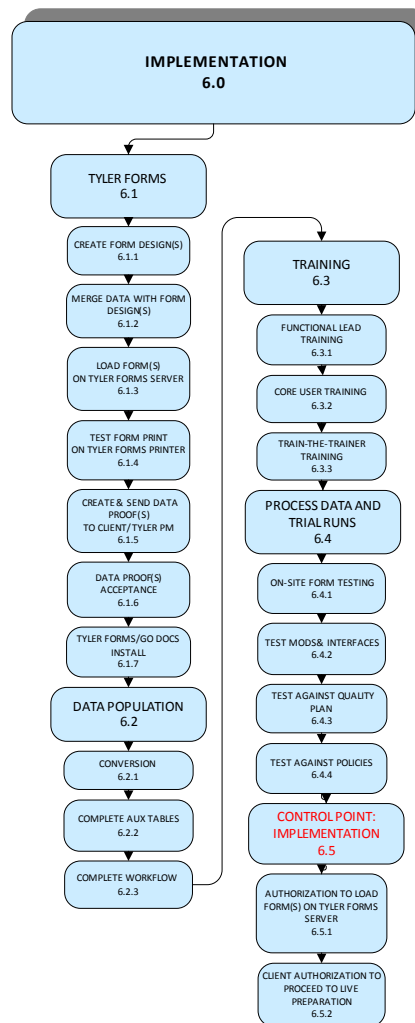
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5.1.2.4   Live Preparation, Go-Live and Phase Closure

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

Figure 1.1.2.3
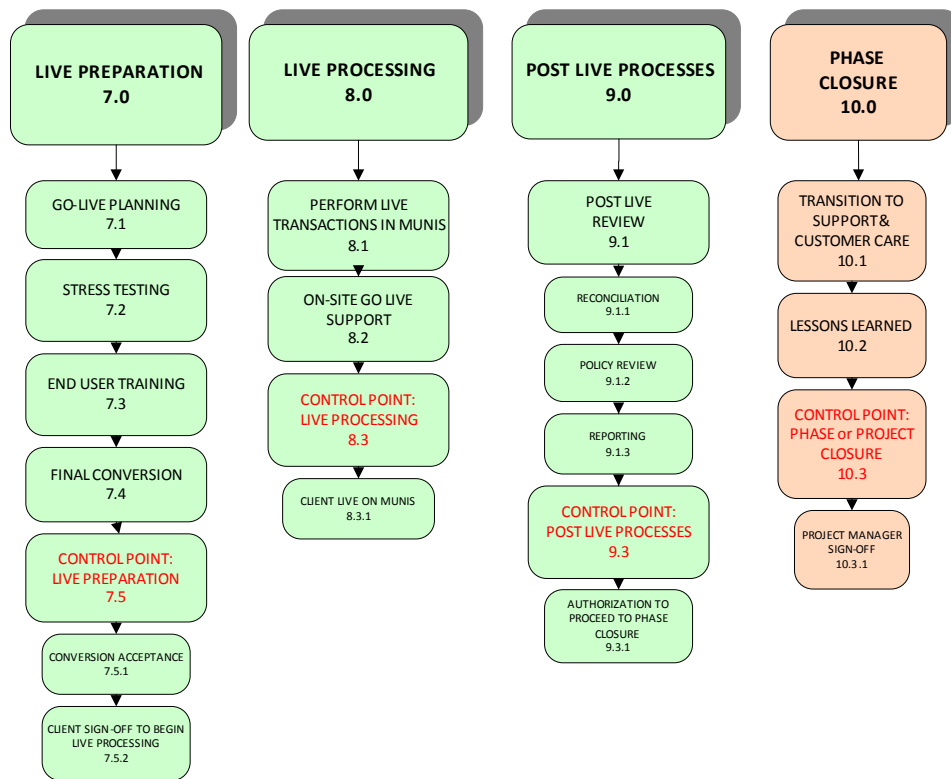
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Management System (CAD/RMS) (RFI # 14-25)

5.1.2.5   Client SharePoint Site

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

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

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

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

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Management System (CAD/RMS) (RFI # 14-25)

5.1.2.6   Client Home Page

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

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5.1.2.7 Project Plan

This screen shows the detail project plan that is developed using Microsoft Project. Users can review a global view of the project, or can drill down to phase and task detail. The Client SharePoint site ensures that any project-related information is accessible from a single site.
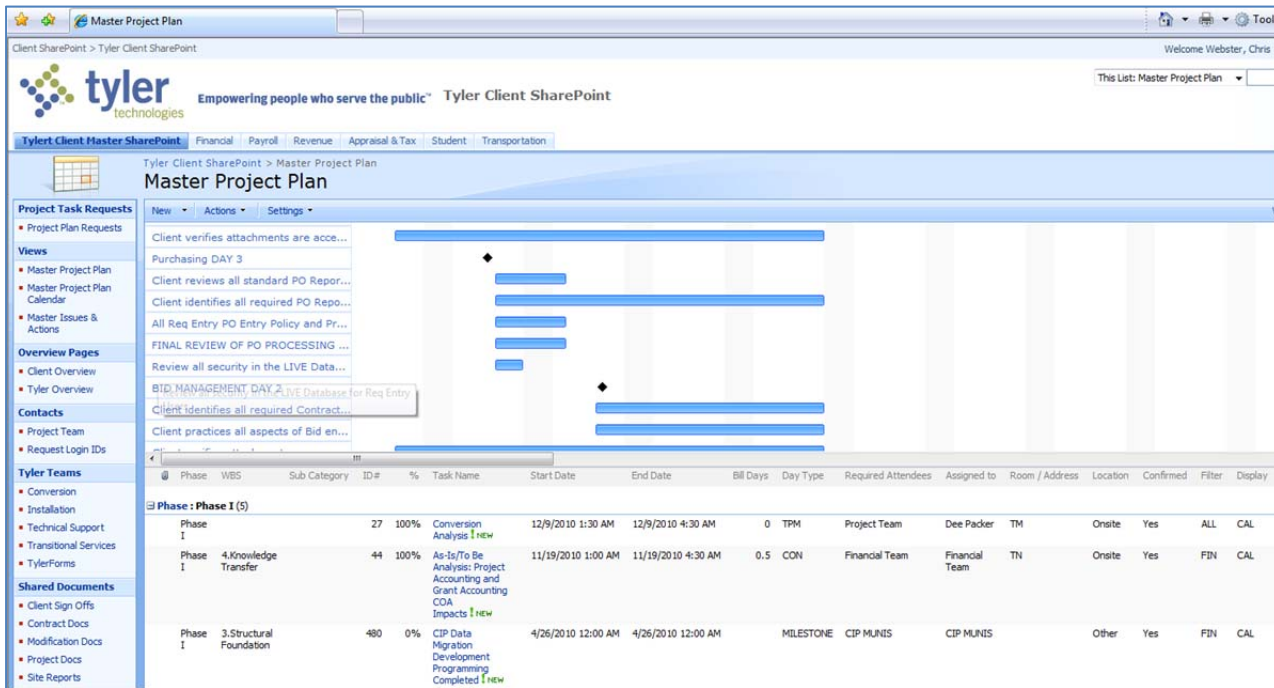
Section 6   F. Documentation Samples

6.1 Data Conversion and Migration Plan

1.	Data Conversion and Migration Plan

Please reference the Munis Sample Implementation Plan attached.

6.2 Samle Disaster Recovery Plan

2.	Sample Disaster Recovery Plan

Disasters happen. When one strikes, having a viable recovery plan to implement makes all the difference as you work to get back on your feet. Many Tyler customers have found a simple solution to planning for the unexpected—Tyler Disaster Recovery Services.

The high cost of replication has inhibited widespread data protection and left risk of slow or failed recovery from a disaster. Most IT departments have been forced to rely on tape-based disaster recovery. Tyler Disaster Recovery Services enables a rapid return to normal business operations. This is because the data and images are recovered from high speed disk rather than being dictated by the pace of the slow tape based recovery. Getting data and images restored quickly enables all other aspects of recovery to be complete sooner. Recovery refers to the restoration of Tyler application data.

Our dedicated disaster recovery team helps you identify critical business processes. They help you define and document recovery procedures to create an overall response plan that meets your organization's unique needs. So when a disaster strikes, your organization—and our response team—has the right policies and procedures in place to quickly restore your data.

With your data's security our priority, your IT personnel are free to focus on other strategic initiatives and employees can focus on what's really important— meeting the needs of citizens. Using an efficient and secure "sync" process, your encrypted archive log files are transferred to our servers within minutes, without the time-consuming manual involvement of your employees.

How It Works

Utilizing our state-of-the-art Data Center, Tyler can transparently retrieve a copy of your data every night, thereby ensuring your critical users can always process work via internet or by traveling to one of two Tyler locations.

- The Disaster Recovery team helps you identify critical business processes and users, define and document recovery procedures, printing solutions, etc.
- Tyler provides disaster recovery services for your Tyler applications, including: off-site backup, recovery server, alternate processing location & remote access

- A database export is transferred every night to a server in Maine using a network efficient 'sync' process that enables the transfer to be completed in minutes, even for extremely large databases
- In the event of a disaster your live database is loaded into a Tyler application environment on the Recovery Server and your critical users are setup to access that server
- You can access your Tyler Disaster Recovery Environment using an SSL (Secure Sockets Layer) VPN client from any remote location with an Internet connection, or come to one of our offices and utilize our facilities.

Backup Process

Tyler uses a utility to perform a differential transfer of the database and critical files, meaning that only the differences between one nights snapshot and the previous night's snapshot actually go over the wire. There is not a minimum bandwidth requirement. Even for sites with large databases the transfers are very small. The process typically yields a 10-1 compression ratio meaning most differential transfers only consist of a few megabytes.

Not to be confused with a traditional differential backup, in which a 'full' backup is required followed by many 'differential' backups to re-establish the data; the net result of our transfer utility is that every night a full backup is obtained. Only the differences between the current night's full backup and the previous night's full back up are transferred over the wire.

Disaster Declaration

- A disaster is an unplanned event that shuts down your system, threatening your financial standing or public image. It does not include hardware or network failures that are covered by standard service agreements, or repairs that can be made within 24 hours. Provided we have your data, we guarantee you'll be back in business within 12 business hours.
- A disaster may be declared between the hours of 8AM and 6PM, EST Monday-Friday

Post-Disaster Services

- Tyler delivers an export of your database
- Our OSDBA Department provides on-site installation services free of charge to customers with a current OSDBA contract. Otherwise, this is a billable service.

6.3 Sample Contracts

3.	Sample Maintenance Contract

Please reference the Sample Contract on the following pages.

LICENSE AND SERVICES AGREEMENT

This License and Services Agreement is made between Tyler Technologies, Inc. and Client.

WHEREAS, Client selected Tyler to license the software products and perform the services set forth in the Investment Summary and Tyler desires to perform such actions under the terms of this Agreement;

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

SECTION A – DEFINITIONS

- **"Agreement"** means this License and Services Agreement.
- **"Business Travel Policy"** means our business travel policy. A copy of our current Business Travel Policy is attached as Schedule 1 to Exhibit B.
- **"Client"** means [INSERT CLIENT NAME].
- **"Defect"** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in our written proposal to you, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **"Developer"** means a third party who owns the intellectual property rights to Third Party Software.
- **"Documentation"** means any online or written documentation related to the use or functionality of the Tyler Software that we provide or otherwise make available to you, including instructions, user guides, manuals and other training or self-help documentation.
- **"Effective Date"** means the date on which your authorized representative signs the Agreement.
- **"Force Majeure"** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.
- **"Investment Summary"** means the agreed upon cost proposal for the software, products, and services attached as Exhibit A.
- **"Invoicing and Payment Policy"** means the invoicing and payment policy. A copy of our current Invoicing and Payment Policy is attached as Exhibit B.
- **"Maintenance and Support Agreement"** means the terms and conditions governing the provision of maintenance and support services to all of our customers. A copy of our current Maintenance and Support Agreement is attached as Exhibit C.
- **"Support Call Process"** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as Schedule 1 to Exhibit C.
- **"Third Party End User License Agreement(s)"** means the end user license agreement(s), if any, for the Third Party Software attached as Exhibit D.

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- **"Third Party Hardware"** means the third party hardware, if any, identified in the Investment Summary.
- **"Third Party Products"** means the Third Party Software and Third Party Hardware.
- **"Third Party Software"** means the third party software, if any, identified in the Investment Summary.
- **"Tyler"** means Tyler Technologies, Inc., a Delaware corporation.
- **"Tyler Software"** means our proprietary software and related interfaces identified in the Investment Summary and licensed to you through this Agreement.
- **"we", "us", "our"** and similar terms mean Tyler.
- **"you"** and similar terms mean Client.

SECTION B – SOFTWARE LICENSE

1. License Grant and Restrictions.

    1.1 We grant to you a license to use the Tyler Software for your internal business purposes only. You may make copies of the Tyler Software for backup and testing purposes, so long as such copies are not used in production and the testing is for internal use only. Your rights to use the Tyler Software are perpetual but may be revoked if you do not comply with the terms of this Agreement.

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

    1.3 You may not: (a) transfer or assign the Tyler Software to a third party; (b) reverse engineer, decompile, or disassemble the Tyler Software; (c) rent, lease, lend, or provide commercial hosting services with the Tyler Software; or (d) publish or otherwise disclose the Tyler Software or Documentation to third parties.

    1.4 The license terms in this Agreement apply to updates and enhancements we may provide to you or make available to you through your Maintenance and Support Agreement.

    1.5 The right to transfer the Tyler Software to a replacement hardware system is included in your license. You will give us advance written notice of any such transfer and will pay us for any required or requested technical assistance associated with such transfer.

    1.6 We reserve all rights not expressly granted to you in this Agreement. The Tyler Software and Documentation are protected by copyright and other intellectual property laws and treaties. We own the title, copyright, and other intellectual property rights in the Tyler Software and the Documentation. **The Tyler Software is licensed, not sold.**

2. License Fees. You agree to pay us the license fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy.

3. Escrow. We maintain an escrow agreement with a third party under which we place the source code for each major release of the Tyler Software. You may be added as a beneficiary to the escrow agreement by completing a standard beneficiary enrollment form and paying the annual beneficiary fee set forth in the Investment Summary directly to the escrow agent. You will be responsible for maintaining your ongoing status as a beneficiary, including payment of the then-current annual beneficiary fees. Release of source code for the Tyler Software is strictly governed by the terms of the escrow agreement.

4. Limited Warranty. We warrant that the Tyler Software will be without Defect(s) as long as you have a

Maintenance and Support Agreement in effect. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect as set forth in the Maintenance and Support Agreement.

SECTION C – PROFESSIONAL SERVICES

1. Services. We will provide you the various implementation-related services itemized in the Investment Summary. You will receive those services according to our industry-standard implementation plan, which outlines roles and responsibilities in calendar and project documentation. We will finalize that documentation with you upon execution of this Agreement.

2. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. You acknowledge that the fees stated in the Investment Summary are good-faith estimates of the amount of time and materials required for your implementation. We will bill you the actual fees incurred based on the in-scope services provided to you. Those amounts are payable in accordance with our Invoicing and Payment Policy.

3. Additional Services. The Investment Summary contains the scope of services and related costs (including programming and/or interface estimates) required for the project based on our understanding of the specifications you supplied. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days.

4. Cancellation. We make all reasonable efforts to schedule our personnel for travel, including arranging travel reservations, at least two (2) weeks in advance of commitments. Therefore, if you cancel services less than two (2) weeks in advance (other than for Force Majuere or breach by us), you will be liable for all (a) non-refundable expenses incurred by us on your behalf, and (b) daily fees associated with cancelled professional services if we are unable to reassign our personnel. We will make all reasonable efforts to reassign personnel in the event you cancel within two (2) weeks of scheduled commitments.

5. Services Warranty. We will perform the services in a professional, workmanlike manner, consistent with industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.

6. Site Access and Requirements. You agree to provide us with full and free access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us. You further agree to provide a reasonably suitable environment, location, and space for the installation of the Tyler Software and Third Party Products, including, without limitation, sufficient electrical circuits, cables, and other reasonably necessary items required for the installation and operation of the Tyler Software and Third Party Products.

7. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services you have contracted for. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to

provide such cooperation and assistance (either through action or omission).

SECTION D – MAINTENANCE AND SUPPORT

We will provide you with maintenance and support services for the Tyler Software under the terms of our standard Maintenance and Support Agreement. You agree to pay us the annual maintenance and support fees in accordance with our Invoicing and Payment Policy.

SECTION E – THIRD PARTY PRODUCTS

1. <u>Third Party Hardware</u>. We will sell, deliver, and install onsite the Third Party Hardware, if you have purchased any, for the price set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy.

2. <u>Third Party Software</u>. Upon payment in full of the Third Party Software license fees, you will receive a non-transferable license to use the Third Party Software and related documentation for internal business purposes only. Your license rights to the Third Party Software will be governed by the Third Party End User License Agreement(s).

   2.1 We will install onsite the Third Party Software. The installation cost is included in the installation fee in the Investment Summary.

   2.2 If the Developer charges a fee for future updates, releases, or other enhancements to the Third Party Software, you will be required to pay such additional future fee.

   2.3 The right to transfer the Third Party Software to a replacement hardware system is governed by the Developer. You will give us advance written notice of any such transfer and will pay us for any required or requested technical assistance associated with such transfer.

3. <u>Third Party Products Warranties</u>.

   3.1 We are authorized by each Developer to grant or transfer the licenses to the Third Party Software.

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

   3.3 You acknowledge that we are not the manufacturer of the Third Party Products. We do not warrant or guarantee the performance of the Third Party Products. However, we grant and pass through to you any warranty that we may receive from the Developer or supplier of the Third Party Products.

4. <u>Maintenance</u>. If you have a Maintenance and Support Agreement in effect, you may report defects and other issues related to the Third Party Software directly to us, and we will (a) directly address the defect or issue, to the extent it relates to our interface with the Third Party Software; and/or (b) facilitate resolution with the Developer, unless that Developer requires that you have a separate, direct maintenance agreement in effect with that Developer. In all events, if you do not have a Maintenance and Support Agreement in effect with Tyler, you will be responsible for resolving defects and other issues related to the Third Party Software directly with the Developer.

SECTION F – INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. We will invoice you the fees for the license(s), products, and services in the Investment Summary per our Invoicing and Payment Policy, subject to Section F(2).

2. Invoice Disputes. If you believe any delivered product or service does not conform to the warranties in this Agreement, you will provide us with written notice within fifteen (15) days of your receipt of the applicable invoice. The written notice must contain sufficient detail of the issues you contend are in dispute. We will provide a written response to you that will include either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work together as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may only withhold payment of the amount(s) actually in dispute until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of the invoice. We reserve the right to suspend delivery of all services, including maintenance and support services, if you fail to pay an invoice not disputed as described above.

SECTION G – TERMINATION

1. For Cause. You may terminate this Agreement for cause in the event we don't cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within forty-five (45) days of receiving a written notice of the alleged breach. You agree to comply with Section I(3), Dispute Resolution, prior to termination. In the event of termination for cause, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination.

2. Lack of Appropriations. If you should not appropriate or otherwise make available funds sufficient to purchase, lease, operate, or maintain the products or services set forth in this Agreement, you may unilaterally terminate this Agreement upon thirty (30) days written notice to us. In the event of termination due to a lack of appropriations, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. You will not be entitled to a refund or offset of previously paid license and other fees. You agree not to use termination for lack of appropriations as a substitute for termination for convenience.

3. Force Majeure. Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of scheduled tasks for a period of forty-five (45) days or more. In the event of termination due to Force Majeure, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination.

SECTION H – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.

    1.1 We will defend you against any third party claim(s) that the Tyler Software infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any

resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.

1.2 Our obligations under this Section H(1) will not apply to the extent the claim or adverse final judgment is based on your: (a) use of a previous version of the Tyler Software and the claim would have been avoided had you installed and used the current version of the Tyler Software; (b) combining the Tyler Software with any product or device not provided, contemplated, or approved by us; (c) altering or modifying the Tyler Software, including any modification by third parties at your direction or otherwise permitted by you; (d) use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties; or (e) willful infringement, including use of the Tyler Software after we notify you to discontinue use due to such a claim.

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

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

2. Property Damage and Personal Injury Indemnification.

2.1 We will indemnify and hold harmless you and your agents, officials, and employees from and against any and all direct claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for personal injury or property damage to the extent caused by our negligence or willful misconduct.

2.2 To the extent permitted by applicable law, you will indemnify and hold harmless us and our agents, officials, and employees from and against any and all direct claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for personal injury or property damage to the extent caused by your negligence or willful misconduct.

3. **DISCLAIMER. EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

4. **LIMITATION OF LIABILITY. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO THE LESSER OF (A) YOUR ACTUAL DIRECT DAMAGES OR (B) THE AMOUNTS PAID BY YOU UNDER THIS AGREEMENT.**

THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS H(1) AND H(2).

5. **EXCLUSION OF CERTAIN DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

6. <u>Insurance</u>. During the course of performing services under this Agreement, we agree to maintain the following levels of insurance: (a) Commercial General Liability of at least $1,000,000; (b) Automobile Liability of at least $1,000,000; (c) Professional Liability of at least $1,000,000; and (d) Workers Compensation complying with applicable statutory requirements. We will add you as an additional insured and provide you with copies of certificates of insurance upon written request.

SECTION I – GENERAL TERMS AND CONDITIONS

1. <u>Additional Products and Services</u>. You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date, and thereafter at our then-current list price, by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.

2. <u>Optional Items</u>. Pricing for any listed optional products and services in the Investment Summary will be valid for twelve (12) months from the Effective Date.

3. <u>Dispute Resolution</u>. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will meet within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Civil Procedure 408 or any similar applicable state rule. If we fail to resolve the dispute, either of us may assert our respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.

4. <u>Taxes</u>. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes arising from our performance of this Agreement.

5. <u>Nondiscrimination</u>. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.

6. <u>E-Verify</u>. We have complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of our employees assigned to your project.

7. <u>Subcontractors</u>. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.

8. <u>No Assignment</u>. Neither party may assign this Agreement without the prior written consent of the other party; provided, however, that your consent is not required in the event we have a change of control.

9. <u>Force Majeure</u>. Neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.

10. <u>No Intended Third Party Beneficiaries</u>. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party End User License Agreement(s).

11. <u>Entire Agreement; Amendment</u>. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. This Agreement may only be modified by a written amendment signed by an authorized representative of each party.

12. <u>Severability</u>. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.

13. <u>No Waiver</u>. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.

14. <u>Independent Contractor</u>. We are an independent contractor for all purposes under this Agreement.

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

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

17. <u>Confidentiality</u>. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties. Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (*e.g.*, social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:

    (a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
    (b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
    (c) a party receives from a third party who has a right to disclose it to the receiving party; or
    (d) is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law.

18. <u>Business License</u>. In the event a local business license is required for us to perform services hereunder, you will promptly notify us and provide us with the necessary paperwork and/or contact information so that we may timely obtain such license.

19. <u>Governing Law</u>. This Agreement will be governed by and construed in accordance with the laws of your state of domicile.

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

21. <u>Contract Documents</u>. This Agreement includes the following exhibits:

Exhibit A	Investment Summary
Exhibit B	Invoicing and Payment Policy
	Schedule 1: Business Travel Policy
Exhibit C	Maintenance and Support Agreement
	Schedule 1: Support Call Process
Exhibit D	Third Party End User License Agreement(s)

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

Tyler Technologies, Inc.   [INSERT CLIENT NAME]
ERP and Schools Division

By:_____   By:_____

Name:_____   Name:_____

Title:_____   Title:_____

Date:_____   Date:_____

Address for Notices: Address for Notices:
    Tyler Technologies, Inc.   [INSERT CLIENT NAME]
    One Tyler Drive   [INSERT CLIENT ADDRESS]
    Yarmouth, ME 04096   [INSERT CLIENT ADDRESS]
    Attention: Associate General Counsel   [INSERT CLIENT TITLE]

Investment Summary

The following Investment Summary details the software, products, and services to be delivered by Tyler Technologies, Inc. to [INSERT CLIENT NAME] under your License and Services Agreement. This Investment Summary is effective as of the Effective Date. Capitalized terms not otherwise defined will have the meaning assigned to such terms in your License and Services Agreement.

[List and Price the Tyler Software, Services, Third Party Products, etc.]

[Any sales commitments capping maintenance and support fees for a period of time should be noted by the Maintenance and Support Fee]

Invoicing and Payment Policy

Tyler Technologies, Inc. will provide you with the software, products, and services set forth in the Investment Summary of your License and Services Agreement. Capitalized terms not otherwise defined will have the meaning assigned to such terms in your License and Services Agreement.

Invoicing: We will invoice you for the applicable license fees, products, and services in the Investment Summary as set forth below. Your rights to dispute any invoice are set forth in your License and Services Agreement.

1. Tyler Software.

    1.1 *License Fees*: License fees are invoiced as follows: (a) 25% on the Effective Date; (b) 50% on the date when we make the applicable Tyler Software available to you for downloading (the "Available Download Date"); and (c) 25% ninety (90) days after the Available Download Date.

    1.2 *Maintenance and Support Fees*: The first year maintenance and support fees for the one (1) year period commencing on the Available Download Date are waived. Subsequent maintenance and support fees are invoiced annually in advance on each anniversary of the Available Download Date.

2. Professional Services.

    2.1 *Project Planning Services*: Project planning services are invoiced upon delivery of the Implementation Planning Document.

    2.2 *Consulting Services*: Consulting services are invoiced 50% upon commencement of the service and 50% upon completion of the service, by product.

    2.3 *Data Conversion Services*: Data conversion services are invoiced 50% upon initial delivery of converted data, by conversion option, and 50% upon Client acceptance to load converted data into live environment, by conversion option.

    2.4 *Implementation and Other Professional Services (excluding training)*: Implementation and other professional services (excluding training) are billed at daily rates, and invoiced on a monthly basis as delivered.

    2.5 *Training Services*: Training services are billed in half-day and full-day increments as delivered, and invoiced on a monthly basis.

    2.6 *Requested Modifications to the Tyler Software*: Requested modifications to Tyler Software are invoiced 50% upon delivery of specifications and 50% upon delivery of the applicable modification. You must report any failure of the modification to conform to the

specifications within thirty (30) days of delivery; otherwise, the modification will be deemed to be in compliance with the specifications after the 30-day window has passed.

3. Other Services and Fees. [Include as applicable]

3.1 *Unlimited Client Access*: First year maintenance for Tyler Unlimited Client Access is invoiced on the Available Download Date. Maintenance for Tyler Unlimited Client Access will renew automatically at our then-current rates, unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current maintenance term.

3.2 *Operating System / Database Administration Services*: OS/DBA Services are invoiced on the Available Download Date. OS/DBA Services will renew automatically for additional one (1) year terms at our then-current OS/DBA fee, unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term.

3.3 *Disaster Recovery Services*: Disaster Recovery Services are invoiced annually in advance upon our receipt of your data. Disaster Recovery services will renew automatically for additional one (1) year terms at our then-current Disaster Recovery fee, unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term.

3.4 *Payroll Tax Table Update Fee*: The first year Payroll Tax Table Update Fee for the one-year period commencing on the Available Download Date is waived. Subsequent annual Payroll Tax Table Update fees will be due on the anniversary of the Available Download Date. Annual Payroll Tax Table Update services will renew automatically for additional one-year terms at our then-current Annual Payroll Tax Table Update service fee, unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term.

4. Third Party Products.

4.1 *Third Party Software License Fees*: License fees for Third Party Software are invoiced when we make it available to you for downloading.

4.2 *Third Party Software Maintenance*: The first year maintenance for the Third Party Software is invoiced when we make it available to you for downloading.

4.3 *Third Party Hardware*: Third Party Hardware costs are invoiced upon delivery.

5. Expenses. The service rates in the Investment Summary do not include travel expenses. Expenses will be billed as incurred and only in accordance with our then-current Business Travel Policy. Our current Business Travel Policy is attached to this Exhibit B at Schedule 1. Copies of receipts will be provided on an exception basis at no charge. You will incur an administrative fee if you request receipts for all non-per diem expenses. Receipts for mileage or miscellaneous items less than twenty-five dollars are not available.

Payment. Payment for undisputed invoices is due within forty-five (45) days of the invoice date. Maintenance and support fees are due on each anniversary of the Available Download Date. We prefer to receive payments electronically. Our electronic payment information is:

Bank: Wells Fargo Bank, N.A.

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              420 Montgomery
              San Francisco, CA 94104
ABA:          121000248
Account:      4124302472
Beneficiary:  Tyler Technologies, Inc. – Operating
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Business Travel Policy

1. Air Travel

   A. Reservations & Tickets

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

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

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

   B. Baggage Fees

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

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

   Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

   A. Private Automobile

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

B. Rental Car

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

C. Public Transportation

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

D. Parking & Tolls

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

3. Lodging

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

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

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

4. Meals and Incidental Expenses

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

A. Overnight Travel

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

Departure Day

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

Return Day

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

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

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

- Breakfast   15%
- Lunch   25%
- Dinner   60%

B. Same Day Travel

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

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

5. Internet Access – Hotels and Airports

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

EXHIBIT C

Maintenance and Support Agreement

Tyler Technologies, Inc. will provide you with the following maintenance and support services for the Tyler Software licensed to you. Capitalized terms not otherwise defined will have the meaning assigned to such terms in your License and Services Agreement.

1. Term. We provide maintenance and support services on an annual basis. The initial term commences on the date when we make the applicable Tyler Software available to you for downloading (the "Available Download Date") and remains in effect for one (1) year. The term will renew automatically for additional one (1) year terms at Tyler's then-current maintenance and support fees, unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term.

2. Maintenance and Support Fees. The maintenance and support fees for the Tyler Software licensed to you are listed in the Investment Summary of your Agreement. Those amounts are payable in accordance with our Invoicing and Payment Policy. We will provide you with at least forty-five (45) days written notice of any change in your annual maintenance and support fees. We reserve the right to suspend maintenance and support services if you fail to pay undisputed maintenance and support fees within sixty (60) days of the due date. We will reinstate maintenance and support services only if you pay all past due maintenance and support fees, including all fees for the periods during which services were suspended.

3. Maintenance and Support Services. As long as you timely pay your maintenance and support fees, we will, consistent with our then-current Support Call Process:

   3.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to conform the Tyler Software to the warranty set forth in your Agreement; provided, however, that if you modify the Tyler Software without our consent, our obligation to provide maintenance and support services on and warrant the Tyler Software will be void;

   3.2 provide telephone support during our established support hours;

   3.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third Party Software in order to provide maintenance and support services;

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

   3.5 support prior releases of the Tyler Software in accordance with our then-current release life cycle policy.

EXHIBIT C

4. <u>Client Responsibilities</u>. We will use all reasonable efforts to perform any maintenance and support services remotely. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services. We will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we can't resolve a support issue remotely, we may be required to provide onsite services. In such event, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain a VPN for backup connectivity purposes.

5. <u>Excluded Services</u>. Maintenance and support fees do not include fees for the following services: (a) initial installation or implementation of the Tyler Software; (b) onsite maintenance and support (unless Tyler cannot remotely correct a defect in the Tyler Software); (c) application design; (d) other consulting services; (e) maintenance and support of an operating system or hardware; (f) support outside our normal business hours as listed in our then-current Support Call Process; or (g) installation, training services, or third party product costs related to a new release. Requested maintenance and support services beyond those outlined in this section will be billed to you at our then current rates.

6. <u>Current Support Call Process</u>. Our current Support Call Process is attached to this Exhibit C at Schedule 1.

Exhibit C
Schedule 1

Support Call Process

Tyler Technical Support Department for Munis®

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

Contact Us

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

Support Organization

Tyler's Technical Support Department for its ERP/Schools Division (also referred to as "Munis") is divided into multiple teams: Financials; Payroll/HR/Pension; Tax/Other Revenue and Collections; Utility Billing and Collections; OS/DBA (Operating System and Database Administration); and TylerForms and Reporting Services.

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

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

Standard Support Hours

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

Exhibit C
Schedule 1

Focus on Incoming Rate

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

Leaving Messages for Support

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

Paging

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

Online Support

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

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

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

Customer Relationship Management System

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

2

Exhibit C
Schedule 1

Call Numbers

Support's goal is to return clients' calls as soon as possible. Priority 1 calls received before the end of business will be responded to that day. If you are not available when we call back, we will leave a message with the open call number on your voice mail or with a person in your office. When you call back, you can reference this call number so you do not have to re-explain the issue.

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

Call Response Goals
Support will use all reasonable efforts to address open calls as follows:

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

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

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

Priority 1 Call — issue is critical to the client, the Munis application or process is down.
Priority 2 Call — issue is severe, but there is a work around the client can use.
Priority 3 Call — issue is a non-severe support call from the client.
Priority 4 Call — issue is non-critical for the client and they would like to work with Support as time permits.

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

If you want to follow up on an open call, simply call the appropriate Support Team and reference the call number to the Technician who answers or leave this information in your message. Referencing the open

Exhibit C
Schedule 1

call number allows anyone in support to quickly follow up on the issue. You can also update the incident through TCP on Tyler's Web site (www.tylertech.com) and add a note requesting follow-up.

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

Technical Support Product Managers:

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

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

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

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

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

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

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

Exhibit C
Schedule 1

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

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

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

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

Priority 1 Incidents — Daily updates (only if phone contact is not possible)
Priority 2 Incidents — Weekly Updates
Priority 3 Incidents — Bi-weekly Updates
Priority 4 Incidents — Bi-weekly Updates

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

AGREEMENT

This Software as a Service ("SaaS") agreement ("Agreement") is made this _____ day of _____ _____ 201_ ("Effective Date") by and between Tyler Technologies, Inc., a Delaware corporation with offices at 1 Tyler Drive, Yarmouth, Maine 04096 ("Tyler") and [INSERT CLIENT NAME], with offices at [INSERT CLIENT ADDRESS] ("Client").

WHEREAS Client issued a [INSERT DOCUMENT NAME] on [INSERT DOCUMENT DATE] for the purpose of acquiring [INSERT SYSTEM NAME(S)] ("Systems"); and

WHEREAS Tyler responded to Client's [INSERT DOCUMENT NAME] with a Proposal dated [INSERT DATE]; and

WHEREAS Client, on [INSERT DATE OF AWARD] awarded Tyler the contract for furnishing, delivering, implementing, and hosting of the specified System;

OR

WHEREAS Client and Tyler executed an agreement for Munis Software with an Effective Date of _____ __, ____ ("Original Agreement") through which the Client obtained certain license rights to the Munis software and associated professional services; and

WHEREAS Client now wishes to have Tyler host the Tyler software presently licensed to the Client;

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

SECTION A – SOFTWARE LICENSE

1. <u>License Grant</u>.
    a. Upon the Effective Date, Tyler hereby grants to Client a non-exclusive, non-transferable, royalty-free, revocable license to use the Tyler software products set forth in the investment summary attached hereto as Exhibit 1 ("Investment Summary") and related interfaces (collectively, the "Tyler Software Products") and Tyler user guides provided in or with the Tyler Software Products ("User Guides") for Client's internal business purposes only and otherwise subject to the terms and conditions of this Agreement. The grant of license is contingent on Client remitting payment of fees required under this SaaS Agreement. TYLER HAS THE RIGHT TO REVOKE THIS LICENSE IF CLIENT TERMINATES, CANCELS OR FAILS TO RENEW A SAAS AGREEMENT. TYLER HAS THE RIGHT TO REVOKE THIS LICENSE IF CLIENT FAILS TO REMIT ANY REQUIRED SAAS FEES AND THE AMOUNT IN ARREARS IS THIRTY (30) DAYS OR OLDER FOLLOWING THIRTY (30) DAYS WRITTEN NOTICE TO CLIENT OF TYLER INTENT TO REVOKE THE LICENSE.
    b. Tyler shall retain ownership of, including all intellectual property rights in and to, the Tyler Software Products and User Guides.
    c. The Tyler Software Products are not licensed to perform functions or processing for subdivisions or entities that were not disclosed to Tyler prior to the Effective Date.
    d. Client acknowledges and agrees that the Tyler Software Products and User Guides are proprietary to Tyler and have been developed as trade secrets at Tyler's expense. Client shall

use best efforts to keep the Tyler Software Products and User Guides confidential and to prevent any misuse, unauthorized use or unauthorized disclosure of the Tyler Software Products or User Guides by any party.

e. The Tyler Software Products may not be modified by anyone other than Tyler. If Client modifies the Tyler Software Products without Tyler's prior written consent, Tyler's obligations to provide maintenance services on, and the warranty for, the Tyler Software Products will be void. Client shall not perform decompilation, disassembly, translation or other reverse engineering on the Tyler Software Products.

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

2. <u>License Fees</u>. Client agrees to pay Tyler, and Tyler agrees to accept from Client as payment in full for the license granted herein, the SaaS fees set forth in the Investment Summary.

3. <u>Limited Warranty</u>. For the purposes of this Agreement, a "Defect" is defined as a failure of the Tyler Software Products to substantially conform to the then-current Tyler User Guides and the functional descriptions of the Tyler Software Products in Tyler's written proposal to Client. 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 SAAS 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).

4. <u>Intellectual Property Infringement Indemnification</u>.
    a. Tyler's Obligations. Tyler shall defend and indemnify Client against any claim by an unaffiliated third party of this Agreement that a Tyler Software Product, if used within the scope of this Agreement, directly infringes that party's registered United States patent, copyright or trademark issued and existing as of the Effective Date or as of the distribution date of a release to the Tyler Software Product, and will pay the amount of any resulting adverse final judgment issued by a court of competent jurisdiction or of any settlement made by Tyler in writing.
    b. Client's Obligations. Tyler obligations in this section are contingent on the Client performing all of the following in connection with any claim as described herein:
        i. Promptly notifies Tyler in writing of any such claim;
        ii. Gives Tyler reasonable cooperation, information, and assistance in connection with the claim; and
        iii. Consents to Tyler's sole control and authority with respect to the defense, settlement or compromise of the claim.
    c. Exceptions to Tyler's Obligations. Tyler will have no liability hereunder if the claim of infringement or an adverse final judgment rendered by a court of competent jurisdiction results from:
        i. Client's use of a previous version of a Tyler Software Product and the claim would have been avoided had Client used the most-current version of the Tyler Software Product made available to the Client;
        ii. ii. Client's combining the Tyler Software Product with devices or products not provided or recommended by Tyler;
        iii. Use of a Tyler Software Product in applications, business environments or processes for which the Tyler Software Product was not designed or contemplated, and where use of the Tyler Software Product outside such application, environment or business process

would not have given rise to the claim;

    iv. Corrections, modifications, alterations or enhancements that Client made to the Tyler Software Product and such correction, modification, alteration or enhancement is determined by a court of competent jurisdiction to be a contributing cause of the infringement;

    v. Use of the Tyler Software Product by any person or entity other than Client or Client's employees; or

    vi. Client's willful infringement, including Client's continued use of the infringing Tyler Software Product after Client becomes aware that such infringing Tyler Software Product is or is likely to become the subject of a claim hereunder.

  d. Remedy.

    i. In the event a Tyler Software Product is, by a court of competent jurisdiction, finally determined to be infringing and its use by Client is enjoined, Tyler will, at its election:

      a) Procure for Client the right to continue using the infringing Tyler Software Products; or

      b) Modify or replace the infringing Tyler Software Products so that it becomes non-infringing.

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

SECTION B – PROFESSIONAL SERVICES

1. <u>Services</u>. Tyler shall provide the services set forth in the Investment Summary at Client's election, including Consulting, Training, Conversion, and other miscellaneous Services.

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

3. <u>Additional Services.</u>
   a. Training and/or consulting services utilized in excess of those set forth in the Investment Summary and additional related services not set forth in the Investment Summary will be billed at Tyler's then-current rates.
   b. Programming and/or interface quotes are estimates based on Tyler's understanding of the specifications supplied by Client. In the event Client requires additional work performed above the specifications provided, Tyler will submit to Client an amendment containing an estimate of the charges for the additional work. Client will have thirty (30) calendar days from the date the estimate is provided to approve the amendment.

4. <u>Cancellation</u>. 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) Tyler's then-current daily fees it charges to Client's obtaining such services if Tyler is unable to re-assign its personnel.

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

SECTION C – MAINTENANCE

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

2. <u>Additional Charges</u>. Any maintenance services performed by Tyler for Client which are not covered by this SaaS Agreement, (see Limitations and Exclusions *infra*), including materials and expenses, will be billed to Client at Tyler's then current rates.

3. <u>Maintenance Services Terms and Conditions</u>. For as long as a current SaaS Agreement is in place, Tyler shall:
a) In a professional, good and workmanlike manner, perform its obligations in accordance with Tyler's then-current support call process (Tyler's current support call process is set forth in the document attached hereto as Exhibit 3) in order to conform the Tyler Software Products to the applicable warranty under this Agreement. If Client modifies the Tyler Software Products without Tyler's prior written consent, Tyler's obligations to provide maintenance services on and warrant the Tyler Software Products will be void.
b) Provide telephone support on the Tyler Software Products. Tyler personnel shall accept telephone calls during the hours set forth in Exhibit 3 - Support Call Process.
c) Continuously maintain a master set of the Tyler Software Products on appropriate media, a hardcopy printout of source code to the Tyler Software Products, and Tyler User Guides.
d) Maintain personnel that are appropriately trained to be familiar with the Tyler Software Products in order to provide maintenance services.
e) Provide Client releases of the Tyler Software Products that Tyler makes generally available without additional charge to customers possessing a current Tyler SaaS Agreement. If required by Client, Third Party Products, Consulting and Training services related to the new releases will be provided to Client at Tyler's then-current prices. Client acknowledges and agrees that a new release of the Tyler Software Products is for implementation in the Tyler Software Products as they exist without Client customization or modification.
f) Support prior releases of the Tyler Software Products in accordance with Tyler's then-current release life cycle policy.

4. <u>Limitations and Exclusions</u>. Maintenance fees do not include installation or implementation of the Tyler Software Products, onsite support, application design, other consulting services, and support outside Tyler's normal business hours.

5. <u>Access to Environment</u>.
Client shall provide, at no charge to Tyler, full and free access to the Tyler Software Products hosted by Tyler in order, when necessary, to provide maintenance services set forth herein.

SECTION D – THIRD PARTY PRODUCTS

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

2. <u>License of System Software</u>.
a) Upon Client's payment in full of the System Software fees, Tyler shall grant to Client and Client shall accept from Tyler a non-exclusive, nontransferable, non-assignable license to use the System Software and related documentation for Client's internal business purposes, subject to the terms and conditions set forth herein.
b) The developer of the System Software (each a "Developer", collectively "Developers") shall retain ownership of the System Software.
c) The right to transfer the System Software to a replacement hardware system, if such System Software is installed on Client owned hardware, is governed by the Developer. The cost for new media or any required

technical assistance to accommodate the transfer would be billable charges to Client. Client shall provide advance written notice to Tyler of any such transfer.

d) Client acknowledges and agrees that the System Software and related documentation are proprietary to the Developer and have been developed as trade secrets at the Developer's expense. Client shall use best efforts to keep the System Software and related documentation confidential and to prevent any misuse, unauthorized use, or unauthorized disclosure of the System Software and related documentation by any party.

e) Client shall not perform decompilation, disassembly, translation or other reverse engineering on the System Software.

f) Client may make copies of the System Software if installed on Client hardware, but such copies shall be for archive purposes only. Client shall repeat any and all proprietary notices on any copy of the System Software. Client may make copies of the documentation accompanying the System Software for internal use only.

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

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

5. <u>Site Requirements</u>. Client shall provide a suitable environment, location and space for the installation and operation of the Third Party Products being installed on Client premises; sufficient and adequate electrical circuits for the Third Party Products; and installation of all required cables.

6. <u>Warranties</u>.

a) Tyler is authorized by each Developer to grant licenses or sublicenses to the System Software.

b) Tyler warrants that each System Software product will be new and unused, and if Client fully and faithfully performs each and every obligation required of it under this Third Party Product Agreement, Client's title or license to each System Software product will be free and clear of all liens and encumbrances arising through Tyler.

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

7. <u>Maintenance</u>.

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

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

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

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

reliance upon this limitation of liability.

SECTION E – SOFTWARE AS A SERVICE

1. Term. The term of this SaaS Agreement shall be [TERM START DATE] through [TERM END DATE] ("Term").

2. Hosting. Tyler shall host and make available to Client the Tyler Software Products listed in the Investment Summary.

3. Concurrent Users. The SaaS fees are based on XXX (XX) concurrent users. Should the number of concurrent users be exceeded, Tyler reserves the right to re-negotiate the SaaS fees based upon any resulting changes in the pricing categories.

4. SaaS Fees. The Client agrees to timely pay and Tyler Agrees to accept from Client the SaaS fees listed in the Investment Summary in accord with the requirements of this Agreement. Client acknowledges that continued access to the Tyler Software Products is contingent on Client's payments of SaaS Fees as indicated in this Agreement. If Client fails to remit the SaaS Fees as required by this Agreement, Tyler shall have the undisputed right to terminate this Agreement and deny access to the hosted applications for Client following thirty (30) days written Notice of Tyler's intent to terminate.

5. Service Level Agreement. For as long as a current SaaS Agreement is in effect, Tyler shall provide Client access to the Tyler Software Products then-licensed by Client in accordance with Tyler's then-current Service Level Agreement. The current Service Level Agreement is attached as Exhibit 2 to this SaaS Agreement.

6. Databases. Prices include test, training, and production databases.

7. Unused Services. Unused services listed in the Investment Summary will expire at the end of the initial Term.

8. TCM. Tyler's Hosting of TCM [specify version] includes up to XX GB in storage in Tyler's hosted environment. Should additional storage be required, it may be purchased as needed at an annual fee of $1,000 per 100GB.

SECTION F – GENERAL TERMS AND CONDITIONS

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

2. Invoice Dispute.
   a. In the event Client believes products or services do not conform to warranties in this Agreement, Client will provide written notice to Tyler within fifteen (15) calendar days of receipt of the applicable invoice. Client is allowed an additional fifteen (15) calendar days to provide written clarification and details. Tyler will provide a written response to Client that will include either a justification of the invoice or an adjustment to the invoice. Tyler and Client will develop a plan to outline the reasonable steps to be taken by Tyler and Client to resolve any

issues presented in Client's notice to Tyler. Client may only withhold payment of the amount actually in dispute until Tyler completes its action items outlined in the plan. Notwithstanding the foregoing, if Tyler is unable to complete its actions outlined in the plan because Client has not completed its action items outlined in the plan, Client will remit full payment of the invoice.

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

3. <u>Force Majeure; Client Assistance</u>. "Force Majeure" is defined as an event beyond the reasonable control of a party, including governmental action, war, riot or civil commotion, fire, natural disaster, labor disputes, restraints affecting shipping or credit, delay of carriers, inadequate supply of suitable materials or any other cause which could not with reasonable diligence be foreseen, controlled or prevented by the party. Neither party shall be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure.

Force Majeure will not be allowed unless:
a. Within ten (10) business days of the occurrence of Force Majeure, the party whose performance is delayed thereby provides the other party or parties with written notice explaining the cause and extent thereof, as well as a request for a time extension equal to the estimated duration of the Force Majeure events.
b. Within ten (10) business days after the cessation of the Force Majeure event, the party whose performance was delayed provides the other party written notice of the time at which Force Majeure ceased and a complete explanation of all pertinent events pertaining to the entire Force Majeure situation.

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

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

4. <u>Indemnification & Limitation of Liability</u>.
a. Tyler shall indemnify and hold harmless Client and its agents, officials and employees from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including reasonable attorney's fees and costs) for personal injury or property damage arising from Tyler's negligence or willful misconduct.
b. Client shall indemnify and hold harmless Tyler and its agents, officials and employees from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including reasonable attorney's fees and costs) for personal injury or property damage arising from Client's negligence or willful misconduct.
c. **Limitation of Liability**. In no event shall Tyler be liable for special, indirect, incidental, consequential or exemplary damages, including without limitation any damages resulting from loss of use, loss of data, interruption of business activities or failure to realize savings arising

out of or in connection with the use of the Tyler Software Products. In no event, shall Tyler be liable for damages in excess of amounts paid by Client for the SaaS fees identified in the Investment Summary and paid by Client. This limitation applies to all causes of action in the aggregate, including without limitation breach of warranty, negligence, strict liability and misrepresentation and other torts. The fees herein reflect and are set in reliance upon this allocation of risk and the exclusion of such damages as set forth in this Agreement. The foregoing limitation of liability is not applicable to 3rd party products. See section D ("Third Party Products") for the limitation of liability applicable to 3rd party products.

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

6. <u>Dispute Resolution</u>. Client will notify Tyler in writing within fifteen (15) days of becoming aware of a dispute. If Tyler and Client cannot resolve such dispute within thirty (30) calendar days of Tyler's receipt of written notice from Client, the following procedure will apply:
   a. Each party shall appoint one (1) person to act as an impartial representative. The appointed individual will be of sufficient knowledge and experience to understand and deal with the dispute but will not be a person assigned to the project. The set of four (4) individuals consisting of Tyler's Project Manager for this project, Client's Project Manager for this project, and the two (2) appointees is called a Dispute Resolution Group.
   b. The Dispute Resolution Group shall convene no later than twenty-one (21) calendar days after the expiration of the thirty (30) calendar day period referenced above and shall meet for a maximum of four (4) four (4) hour sessions during the subsequent four (4) business days, unless otherwise mutually agreed. Any resolution will be in writing and signed by both parties. Such resolution will constitute a binding amendment to the Agreement.

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

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

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

7. <u>No Intended Third Party Beneficiaries</u>. This Agreement is entered into solely for the benefit of Tyler and Client. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement.

8. <u>Governing Law</u>. This Agreement will be governed by and construed in accordance with the laws of Client's state of domicile.

9. <u>Entire Agreement</u>. This Agreement represents the entire agreement of Client and Tyler with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. Client hereby acknowledges that in entering into

this Agreement it did not rely on any information not explicitly set forth in this Agreement.

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

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

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

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

14. Non-Appropriation &Termination. If Client should not appropriate or otherwise make available funds sufficient to pay the SaaS fees for the Tyler Software Products set forth in this Agreement, Client may unilaterally terminate this Agreement only upon thirty (30) days written notice to Tyler.

Client may terminate this Agreement for cause in the event Tyler does not cure a material breach of this Agreement within thirty (30) days of receiving notice of such breach from Client.

Upon any termination of this SaaS, Client shall pay Tyler for all services and products delivered and expenses incurred prior to the date Tyler received Client's notice of termination. Additionally, in the event Client terminates this Saas Agreement prior to the end of the initial Term, Client shall remit to Tyler fees in accord with the following schedule:

- Termination within one (1) year of the Term start date: seventy five percent (75%) of the quarterly SaaS fees, beginning upon the date of termination and ending on the end date of the initial Term, that would have been payable had the Client not terminated the Agreement;
- Termination between the one year and two year anniversaries of the Term start date: fifty percent (50%) of the quarterly SaaS fees, beginning upon the date of termination and ending on the end date of the initial Term, that would have been payable had the Client not terminated the Agreement; and
- Termination between the two year anniversary of the Term start date and the end date of the initial Term: twenty five percent (25%) of the quarterly SaaS fees, beginning upon the date of termination and ending on the end date of the initial Term, that would have been payable had the Client not terminated the Agreement.

Payment for services and expenses in dispute will be determined in accordance with the dispute resolution process.

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

16. No Assignment. Client may not assign its rights and responsibilities under this Agreement without

Tyler's prior written permission, not to be unreasonably withheld.

17. <u>Successors and Assigns</u>. This Agreement shall inure to the benefit of and be binding on the parties hereto and their permitted successors and assigns.

18. <u>Notices</u>. All notices or communications required or permitted as a part of this Agreement will be in writing (unless another verifiable medium is expressly authorized) and will be deemed delivered when:
    a. Actually received,
    b. Upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the party,
    c. Upon receipt by sender of proof of email delivery, or
    d. If not actually received, ten (10) days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the respective other party at the address set forth in this Agreement or such other address as the party may have designated by notice or Agreement amendment to the other party.

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

Tyler Technologies, Inc.	[INSERT CLIENT NAME]
1 Tyler Drive	[INSERT CLIENT ADDRESS]
Yarmouth, ME 04096	[INSERT CLIENT ADDRESS]
Attention: Associate General Counsel	[INSERT CLIENT TITLE]

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

20. <u>Insurance</u>. Prior to performing services under this Agreement, Tyler shall provide Client with certificates of insurance evidencing the following insurance coverage:
    a. Commercial general liability of at least $1,000,000;
    b. Automobile liability of at least $1,000,000;
    c. Professional liability of at least $1,000,000; and
    d. Workers compensation complying with statutory requirements.

21. <u>Confidentiality</u>. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities. Each party agrees that it shall not disclose any confidential information of the other party and further agrees to take appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement for a period of two (2) years. This obligation of confidentiality will not apply to information that:
    a. At the time of the disclosure is in the public domain;
    b. After disclosure, becomes part of the public domain by publication or otherwise, except by breach of this Agreement by a party;
    c. A party can establish by reasonable proof was in that party's possession at the time of disclosure;
    d. A party receives from a third party who has a right to disclose it to that party; or
    e. Is subject to Freedom of Information Act requests, only to the extent disclosure is based on the good faith written opinion of the receiving party's legal counsel that disclosure is required by law: provided, however, that that receiving party shall give prompt notice of the service of

process or other documentation that underlies such requirement and use its best efforts to assist the disclosing party if the disclosing party wishes to obtain a protective order or otherwise protect the confidentiality of such confidential information. The disclosing party reserves the right to obtain protective order or otherwise protect the confidentiality of its confidential information.

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

23. <u>Subcontractors</u>. Tyler shall not subcontract any services under this Agreement without Client's prior written permission, not to be unreasonably withheld.

24. <u>Shipping</u>. Delivery will be F.O.B. shipping point.

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

26. <u>Tyler Forms Processing</u>. The Tyler Software Product "Tyler Forms Processing" must be used in conjunction with a Hewlett Packard printer supported by Tyler for printing checks.

27. <u>Electronic Payment</u>. Tyler prefers to receive payments electronically. Tyler's electronic payment information is as follows:

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

28. <u>Optional Items</u>. Pricing for optional products and services shall be valid for six (6) months from the Effective Date.

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

30. <u>Payment Terms</u>.
   a. Payment is due within thirty (30) calendar days of invoice receipt.
   b. Credits. The Client will receive a credit of $xxxxx for the fees paid by Client to Tyler under the Annual Support Agreement, Disaster Recovery Services Agreement and the Operating System and Data Base Administration ("OSDBA") Contract Services Agreement as itemized below and for the time frames listed:

i.   Annual Support Agreement for the period [month] [day], [year] until [month] [day], [year] ($xxxxx);

ii. Disaster Recovery Services Agreement for the period [month] [day], [year] until [month] [day], [year] ($xxxxx); and

iii. OSDBA Contract Services Agreement for the period [month] [day], [year] until [month] [day], [year] ($xxxxx).

Client, at its discretion, may have such credit applied against fees payable for any products or services acquired from Tyler pursuant to this Agreement.

c.   The financial obligation of the Client to Tyler for the software products and services listed in the Investment Summary herein ($XXX) shall be payable as follows:

i.   License fees of X(x) will be invoiced when Tyler has made the software available for download by the Client.

ii. Hardware fees of X(x) will be invoiced upon delivery of the Hardware.

iii. VPN Device Installation Fee ($XXX.XX) will be due as provided.

iv. On or before XXX and on or before the first day in each subsequent quarter through the end of the Term, Client will remit to Tyler quarterly SaaS fees in the amount of $XXX.XX, for a XXX (X)-year total of $XXX.XX.

d.   Prices do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy. Tyler's current Business Travel Policy is attached hereto as Exhibit 4.

31. Original Agreement. Upon the commencement of the Term, the Original Agreement is terminated.

32. Use of Client's Name. Client hereby consents to use of Client's name in client lists, marketing presentations, and promotional materials, provided that the specific details about the project are not revealed.

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

Exhibit 1 – Investment Summary
Exhibit 2 – Service Level Agreement
Exhibit 3 – Support Call Process
Exhibit 4 – Business Travel Policy
Exhibit 5 – Adobe End User License Agreement

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

Tyler Technologies, Inc.   [INSERT CLIENT NAME]
ERP and Schools Division

By:_____   By:_____

Name:_____   Name:_____

Title:_____   Title:_____

Date:_____   Date:_____

Exhibit 1

Investment Summary

[INSERT QUOTE]

Exhibit 2

Service Level Agreement

I.   Agreement Overview

This Service Level Agreement ("SLA") operates in conjunction with, and does not supersede or replace any part of, the Saas Agreement.

This SLA outlines the information technology service levels that Tyler will provide to Client to ensure the availability of the application services that the Client has contracted with Tyler to provide. All other Client support services are documented in the Support Call Process exhibit to the SaaS Agreement.

II.   Definitions

Attainment: The percentage of time a service is available during a billing cycle, with percentages rounded to the nearest whole number.

Client Error Incident: Any service unavailability resulting from a Client's applications, content or equipment, or the acts or omissions of any of Client's service users or Client's third-party providers over whom Tyler exercises no control.

Defect: Any failure of the licensed software that is recognized as a "defect" under the agreement through which Client licenses the Tyler software.

Downtime: Those minutes during which the software products set forth in the SaaS Agreement are not available for any type of Client use. Downtime does not include those instances in which only a Defect is present.

Force Majeure: An event beyond the reasonable control of Tyler, including governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause which could not with reasonable diligence be foreseen, controlled, or prevented by the party.

Service Availability: The total number of minutes in a billing cycle that a given service is capable of receiving, processing, and responding to requests, excluding maintenance windows, Client Error Incidents and Force Majeure.

III.   Service Availability

The Service Availability of Tyler's applications is intended to be 24/7/365. Tyler sets Service Availability goals and measures whether it has met those goals by tracking Attainment.

a.   Client Responsibilities

Whenever a Client experiences Downtime, that Client must make a support call according to the procedures outlined in the Support Call Process exhibit. The Client will receive a support incident number.
To track attainment, the Client must document, in writing, all Downtime that it has experienced during a billing cycle. The Client must deliver such documentation to Tyler within 30 days of a billing cycle's end.
The documentation the Client provides must evidence the Downtime clearly and convincingly. It must include, for example, the support incident number(s) and the date, time and duration of the Downtime(s).

b.   Tyler Responsibilities

When Tyler's support team receives a call from a Client that a Downtime has occurred or is occurring, Tyler will work with the Client to identify the cause of the Downtime (including whether it may be the result of a Client Error Incident or Force Majeure). Tyler will also work with the Client to resume normal operations.
Upon timely receipt of a Client's Downtime report, outlined above in Section III(a), Tyler will compare that report to Tyler's own outage logs and support tickets to confirm that a Downtime for which Tyler was responsible indeed occurred.
Tyler will respond to a Client's Downtime report within 30 day(s) of receipt. To the extent Tyler has confirmed Downtime for which Tyler is responsible, Tyler will provide Client with the relief set forth below.

c.   Client Relief

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

Notwithstanding the above, the total amount of all relief that would be due under this SLA will not exceed 5% of the fee for any one billing cycle. Issuing of such credit does not relieve Tyler of its obligations under the SaaS Agreement to correct the problem which created the service interruption. A correction may occur in the billing cycle following the service interruption. In that circumstance, if service levels do not meet the corresponding goal for that later billing cycle, Client's credits will be doubled.

Every billing cycle, Tyler will compare confirmed Downtime to Service Availability. In the event actual Attainment does not meet the targeted Attainment, the following Client relief will apply:

Client Relief Schedule

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

A Client may request a report from Tyler that documents the preceding billing cycle's Service Availability, Downtime, any remedial actions that have been/will be taken, and any credits that may be issued.

IV.   Applicability

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

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

V.   Force Majeure

The Client will not hold Tyler responsible for meeting service levels outlined in this SLA to the extent any failure to do so is caused by Force Majeure. In the event of Force Majeure, Tyler will file with the Client a signed request that said failure be excused. That writing will at least include the essential details and circumstances supporting Tyler's request for relief pursuant to this Section. The Client will not unreasonably withhold its acceptance of such a request.

Exhibit 3

Support Call Process

Tyler Technical Support Department for Munis®

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

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

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

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

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

Standard Support Hours

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

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

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

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

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

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

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

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

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

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

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

Call Response Goals

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

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

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

Priority 1 Call — issue is critical to the client, the Munis application or process is down.
Priority 2 Call — issue is severe, but there is a work around the client can use.
Priority 3 Call — issue is a non-severe support call from the client.
Priority 4 Call — issue is non-critical for the client and they would like to work with Support as time permits.

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

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

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

Technical Support Product Managers:

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

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

Resources

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

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

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

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

Remote Support Tool

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

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

E-mail Registration

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

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

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

Priority 1 Incidents — Daily updates (only if phone contact is not possible)
Priority 2 Incidents — Weekly Updates
Priority 3 Incidents — Bi-weekly Updates
Priority 4 Incidents — Bi-weekly Updates

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

Exhibit 4

Business Travel Policy Summary

1.   Air Travel

       A.   Reservations & Tickets

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

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

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

       B.   Baggage Fees

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

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

Baggage fees for sports equipment are not reimbursable.

2.   Ground Transportation

       A.   Private Automobile

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

       B.   Rental Car

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

       C.   Public Transportation

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

        D.   Parking & Tolls

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

3.   Lodging

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

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

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

4.   Meals and Incidental Expenses

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

        A.   Overnight Travel

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

Departure Day

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

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

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

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

follows:

- Breakfast   15%
- Lunch   25%
- Dinner   60%

B.   Same Day Travel

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

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

5.   Entertainment

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

6.   Internet Access – Hotels and Airports

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

Effective Date: April 1, 2012

Exhibit 5

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

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

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

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

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

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

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

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

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

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

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

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

Tyler Technologies, Inc.   [INSERT CLIENT NAME]
ERP and Schools Division

By:_____   By:_____

Name:_____   Name:_____

Title:_____   Title:_____

Date:_____   Date:_____

6.4 Sample User Training Plan

4.	Sample User Training Plan

Please reference the Munis Sample Implementation Plan.

Section 7   G. Vendor References

Provide a contact person and phone number of three (3) recent clients that are similar to the City of Aurora. Please indicate how long they have been a client and which systems they are using. Please provide similar information for the partnering vendor as well.

Client 1

a. Client Name: **City of Rockford, IL**

b. Contact Name: Chris Black, Director of Finance

c. Contact Phone Number: 815-987-5643

d. Been a Client Since: 12/2001

e. Modules that are live: General Ledger, Accounts Payable, Budgeting, Purchasing, Project/Grants, Fixed Assets, Contracts, Payroll, HR, Applicant Tracking, Utility Billing, Accounts Receivable, General Billing, Self Service, Business Analytics & Reporting, CAFR Statement Builder, Content Manager.

Client 2

a. Client Name: **City of Joliet, IL**

b. Contact Name: Scott Kinsella, CIO

c. Contact Phone Number: 815-724-3936

d. Been a Client Since: 9/2003

e. Modules that are live: (**Implementation In-Process**) - General Ledger, Accounts Payable, Budgeting, Purchasing, Project/Grants, Fixed Assets, Contracts, Bid Management, Utility Billing, Permits, Code Enforcement, Inspections, Business Licenses, Accounts Receivable, General Billing, Self Service, Business Analytics & Reporting, CAFR Statement Builder, Content Manager.

Client 3

a. Client Name: **City of Sioux Falls, SD**

b. Contact Name: Tom Huber, Assistant Finance Director

c. Contact Phone Number: (605) 367-8000

d. Been a Client Since: 3/2012

Empowering people who serve the public™   **tyler** technologies

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management
System (CAD/RMS) (RFI # 14-25)

e. Modules that are live: General Ledger, Accounts Payable, Budgeting, Purchasing, Project/Grants, Fixed Assets, Cash Management, Contracts, Bid Management, Inventory, Payroll, HR, Applicant Tracking, Employee Expense Reimbursement, Accounts Receivable, General Billing, Self Service, Business Analytics & Reporting, CAFR Statement Builder, Content Manager.

Illinois Customers (Munis)

- City of Joliet
- City of Rockford
- City of Wheaton
- City of Bloomington
- City of Park Ridge
- City of Decatur
- Village of Schaumburg
- Village of Glenview
- Village of Wilmette
- Village of Deerfield
- Village of Vernon Hills
- Village of Bensenville
- Village of Bartlett
- Village of Carpentersville
- Village of Algonquin
- Village of Roselle
- Village of Carol Stream
- Village of Glen Ellyn
- Village of Bolingbrook
- Village of Oak Brook
- Village of Western Springs
- Winnebago County
- Lake County Forest Preserve
- Northbrook Park District
- Fox Valley Park District

    Village of Woodridge – selected; negotiating contract

Other Midwest Customers

- City of Council Bluffs, IA
- City of Davenport, IA
- City of Des Moines, IA
- City of Anderson, IN
- City of Evansville, IN
- City of Fort Wayne, IN
- City of Lafayette
- City of West Lafayette
- City of Hays, KS

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

- City of Lenexa, KS
- City of Auburn Hills, MI
- City of Mount Clemens, MI
- City of St Claire Shores, MI
- City of Sterling Heights, MI
- City of Chaska, MN
- City of Bloomington, MN
- City of Kearney, MO
- City of Sikeston, MO
- City of Grand Island, NE
- City of Fairfield, OH
- City of Findlay, OH
- City of Grove City, OH
- City of Monroe, OH
- City of North Olmsted, OH
- City of North Royalton, OH
- City of Oregon, OH
- City of Shaker Heights, OH
- City of Sidney, OH
- City of Strongsville, OH
- City of Rapid City, SD
- City of Sioux Falls, SD
- City of Beloit, WI
- City of Eau Claire, WI
- City of Brookfield, WI
- City of Green Bay, WI
- City of La Crosse, WI
- City of Madison, WI
- City of Mequon, WI
- City of New Berlin, WI
- City of Oshkosh, WI
- City of Racine, WI
- City of River Falls, WI
- City of Sheboygan, WI
- City of Sun Prairie, WI
- City of Waukesha, WI
- Village of Pleasant Prairie, WI

Recent Contracts

- City of Lancaster, PA   6/2014   (replaced New World Systems)
- City of Murfreesboro, TN   6/2014   (replaced Programs Unlimited)
- City of Tracy, CA   5/2014   (replaced Harris MS Govern)
- City of Wichita Falls, TX   5/2014   (replaced SCT Banner)
- Crow Wing County, MN   4/2014   (replaced SunGard BiTech)

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

- City of Racine, WI············4/2014······(replaced Harris GEMS)
- Las Alamos County, NM·······4/2014
- City of College Station, TX····4/2014······(replaced **SunGard HTE**)
- City of New Port Richey, FL····3/2014······(replaced **SunGard HTE**)
- City of Grant Pass, OR·········3/2014······(replaced **SunGard HTE**)
- City of Rowlett, TX···········3/2014······(replaced New World Systems)
- City of New Port Beach, CA····3/2014······(replaced SunGard Pentamation)
- Chatham County, NC··········3/2014······(replaced **SunGard HTE)**
- City of Rapid City, SD·········3/2014······(replaced SunGard Bi-Tech)
- Portage County, WI···········3/2014······(replaced Homegrown solution)
- Town of Herndon, VA·········3/2014······(replaced **SunGard HTE**)
- City of Greenville, NC·········2/2014······(replaced **SunGard HTE**)
- Monroe County, WI··········2/2014······(replaced ACS)
- City of Bloomington, MN······1/2014······(replaced **SunGard HTE**)
- City of West Jordan, UT·······1/2014
- City of Lafayette, IN··········1/2014······(replaced New World Systems)
- City of Allen, TX·············1/2014······(replaced **SunGard HTE)**
- City of Ukiah, CA············1/2014
- Washington Township, OH·····1/2014······(replaced Software Solutions Inc.)
- Lincoln County, NC··········12/2013·····(replaced New World Systems)
- Madison County, NY·········12/2013·····(replaced Systems East)
- El Paso County, TX··········12/2013·····(replaced Harris Cogsdale)
- City of Columbus, IN········12/2013·····(replaced Keystone Information Systems
- Horry County, SC···········12/2013·····(replaced Homegrown solution)
- Pasco County, FL···········12/2013·····(replaced AMS)
- City of Pasadena, CA········12/2013······(replaced SunGard One Solution)
- City of San Marcos, TX·······12/2013·····(replaced Oracle)
- Sumner County, TN·········12/2013·····(replaced Local Government Solutions)
- City of Mission Viejo, CA·····11/2013·····(replaced SunGard Bi-Tech)
- Town of Greenburgh, NY·····11/2013·····(replaced ACS)
- Town of Bridgewater, MA·····11/2013·····(replaced WTI)
- Jefferson County, NY········11/2013·····(replaced New World Systems)
- City of Hopewell, VA········11/2013·····(replaced Harris Gems)
- City of Marco Island, FL······11/2013·····(replaced American Data Group)
- City of Columbia, MO·······11/2013·····(replaced **SunGard HTE**)
- City of Opelika, AL··········10/2013·····(replaced **SunGard HTE**)
- Franklin County, VA·········10/2013·····(replaced Harris GEMS)
- Northumberland County, PA··9/2013······(replaced Harris GEMS)
- Forsyth County, GA··········9/2013······(replaced Harris GEMS)
- City of Joliet, IL·············9/2013······(replaced **SunGard HTE**)
- City of Clinton, SC···········9/2013······(replaced QS/1 Government Solutions)
- Town of Windham, CT·······9/2013······(replaced SunGard Phoenix)
- Newton County, GA·········9/2013······(replaced Harris TBS)
- City of Boulder, CO··········8/2013······(replaced Harris Cogsdale)
- City of Green Bay, WI·······8/2013······(replaced **SunGard HTE**)
- City of Hallandale Beach, FL··7/2013······(replaced **SunGard HTE**)
- City of Lynnwood, WA·······7/2013······(replaced Harris GEMS)
- Rowan County, NC··········6/2013······(replaced **SunGard HTE**)
- City of West Lafayette, IN·····6/2013

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

- Town of Hopkinton, MA   6/2013   (replaced IMG Financials)
- Town of Saugus, MA   6/2013   (replaced ACS)
- City of Pueblo, CO   6/2013   (replaced **SunGard HTE**)
- Town of New Milford, CT   5/2013   (replaced R Walsh)
- Baltimore County, MD   5/2013
- City of Longmont, CO   4/2013   (replaced In-House Solution)
- City of River Falls, WI   4/2013   (replaced Civic Systems)
- Otero County, NM   4/2013
- Town of South Kingston, RI   3/2013   (replaced ADMINS)
- Town of Goffstown, NH   3/2013   (replace Interware Dev)
- City of Paso Robles, CA   3/2013   (replaced Harris Govern)
- El Dorado County, CA   3/2013   (replaced Harris Cogsdale)
- Union County, OH   3/2013   (replaced MFCD)
- City of Wheaton, IL   3/2013   (replaced IDC)
- City of Chaska, MN   3/2013   (replaced Gemini)
- City of Kannapolis, NC   2/2013   (replaced Harris GEMS)
- Village of Pleasant Prairie, WI   1/2013   (replaced Cassell)
- City of Oakland Park, FL   1/2013   (replaced Harris Govern)
- City of Beverly Hills, CA   12/2012   (replaced SunGard Pentamation)
- City of Lebanon, TN   12/2012   (replaced Local Government Corp)
- Gila River Indian Community   12/2012
- Fauquier County, VA   12/2012   (replaced Brite)
- City of Round Rock, TX   12/2012   (replaced PeopleSoft)
- Livingston County, MI   12/2012   (replaced Harris Cogsdale)
- City of Santa Barbara, CA   11/2012   (replaced ADMINS)
- Sweetwater County, WY   11/2012   (replaced **SunGard HTE**)
- City of Mesquite, TX   10/2012
- City of Iowa City, IA   9/2012   (replaced ADMINS)
- City of Naples, FL   9/2012   (replaced **SunGard HTE**)
- Laramie County, WY   9/2012   (replaced **SunGard HTE**)
- Miami County, OH   9/2012
- City of Cape Girardeau, MO   9/2012
- Berrien County, MI   8/2012   (replaced In-House Solution)
- City of Cortland, NY   8/2012   (replaced In-House Solution)
- City of Fairhope, AL   7/2012   (replaced In-House Solution)
- Town of Mount Desert, ME   7/2012   (replaced Harris Trio)
- Clinton County, OH   7/2012   (replaced In-House Solution)
- Butler County, OH   7/2012   (replaced Oracle)
- Otero County, NM   6/2012
- City of Gillette, WY   6/2012   (replaced **SunGard HTE**)
- City of Charlotte, NC   6/2012   (replaced PeopleSoft)
- Williamson County, TN   6/2012   (replaced Local Gov't Corp)
- City of Manassas Park, VA   6/2012   (replaced Brite)
- Person County, NC   5/2012   (replaced Logics LLC)
- City of Lenexa, KS   5/2012   (replaced Sungard Pentamation)
- City of Boulder City, NV   5/2012   (replaced **SunGard HTE)**
- City of Sierra Vista, AZ   5/2012   (replaced **SunGard HTE)**
- City of Hayward, CA   4/2012   (replaced Unisys)
- Seneca County, NY   4/2012   (replaced AMS)

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management
System (CAD/RMS) (RFI # 14-25)

- City of Baltimore, MD   3/2012
- St Lawrence County, NY   3/2012   (replaced Harris GEMS)
- City of Sioux Falls, SD   3/2012   (replacing **SunGard HTE**)
- City of Colleyville, TX   3/2012
- City of Des Moines, IA   1/2012   (replaced PeopleSoft)
- City of New Bedford, MA   12/2011   (replaced Harris GEMS)
- Ottawa County, MI   10/2011   (replaced New World Systems)
- City of Culver City, CA   9/2011   (replaced JD Edwards)
- Town of Jupiter, FL   9/2011   (replaced SunGard HTE)
- City of Bradenton, FL   9/2011
- City of Alexandria, VA   8/2011   (replaced Harris Cogsdale)
- Sussex County, DE   8/2011   (replaced JD Edwards)
- City of Bountiful, UT   8/2011   (replaced New World Systems)
- City of Sanibel, FL   8/2011   (replaced **SunGard HTE**)
- City of Roswell, GA   8/2011   (replaced SunGard Pentamation)
- City of Smyrna, GA   8/2011   (replaced SunGard Pentamation)
- City of Plant City, FL   7/2011
- City of Lewiston, ID   7/2011   (replaced Harris GEMS)
- City of Waukesha, WI   7/2011   (replaced JD Edwards)
- City of Miramar, FL   6/2011   (replaced SunGard Pentamation)
- Mason County, GA   6/2011   (replaced Compu Tech)
- Prince George County, VA   6/2011
- City of Alpharetta, GA   6/2011   (replaced SunGard HTE)
- City of Florence, SC   4/2011   (replaced homegrown system)
- City of Sandy Springs, GA   2/2011   (replaced **SunGard HTE**)
- City of Covina, CA   2/2011   (replaced SunGard Bi-Tech)
- Vanderburgh County, IN   1/2011   (replaced homegrown system)
- Escambia County, FL   1/2011

Section 8   H. Total Cost (Appendix B)

Costs for the vendor's proposed solution should be submitted as outlined in this RFI. Costs should include the complete costs for the proposed solution. Use additional pages as needed to provide additional cost detail.

Please include all applicable costs as described in the Cost Estimate Summary (Section IV). All shipping and insurance costs to and from the site shall be included in this estimate. All payments to shipping agents and for insurance fees shall be made directly by the vendor. The vendor shall be responsible for all arrangements for the shipment of equipment / software to the City's prepared site. Specific payment terms will be negotiated as part of the final contract, should the vendor respond to the future RFP and be selected.

In the event of a conflict between a template pricing form and Tyler's customized Investment Summary, Tyler's Investment Summary shall control.

In the event a contract is awarded to Tyler as a result of or in connection with the submission of this Proposal, Client shall have the restricted right to disclose the entire contract dollar amount, however this disclosure may not include itemized data herein to the extent provided in the resulting contract.

8.1   Cost Estimate Summary / Appendix B

The total cost estimate should be on a separate attached sheet and must include the following breakdowns:

Software Licensing Costs (show breakdown by module and by user type)

Maintenance and Support Costs

Data Conversion Costs

Training Costs (Provide breakdown for system administrators, named users, and departmental user)

Implementation Costs

Sales Tax

Timeline of Anticipated Costs

Hardware Costs

Please refer to section 8.9 for Tyler's Investment Summary for Hosted and Self Hosted.

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management
System (CAD/RMS) (RFI # 14-25)

2. Additionally, the vendor should provide a timeline of costs to facilitate the budgeting process.

Please reference the Self Hosted and Tyler Hosted Payment terms provided on the following pages.

Invoicing and Payment Policy

Tyler Technologies, Inc. will provide you with the software, products, and services set forth in the Investment Summary of your License and Services Agreement. Capitalized terms not otherwise defined will have the meaning assigned to such terms in your License and Services Agreement.

Invoicing: We will invoice you for the applicable license fees, products, and services in the Investment Summary as set forth below. Your rights to dispute any invoice are set forth in your License and Services Agreement.

1. Tyler Software.

    1.1 *License Fees*: License fees are invoiced as follows: (a) 25% on the Effective Date; (b) 50% on the date when we make the applicable Tyler Software available to you for downloading (the "Available Download Date"); and (c) 25% ninety (90) days after the Available Download Date.

    1.2 *Maintenance and Support Fees*: The first year maintenance and support fees for the one (1) year period commencing on the Available Download Date are waived. Subsequent maintenance and support fees are invoiced annually in advance on each anniversary of the Available Download Date.

2. Professional Services.

    2.1 *Project Manager Services*: Project manager services are invoiced on monthly basis, beginning on the Effective Date of the Agreement.

    2.2 *Consulting Services*: Consulting services are invoiced 50% upon commencement of the service and 50% upon completion of the service, by product.

    2.3 *Data Conversion Services*: Data conversion services are invoiced 50% upon initial delivery of converted data, by conversion option, and 50% upon Client acceptance to load converted data into live environment, by conversion option.

    2.4 *Implementation and Other Professional Services (excluding training)*: Implementation and other professional services (excluding training) are billed at daily rates, and invoiced on a monthly basis as delivered.

    2.5 *Training Services*: Training services are billed in half-day and full-day increments as delivered, and invoiced on a monthly basis.

    2.6 *Requested Modifications to the Tyler Software*: Requested modifications to Tyler Software are invoiced 50% upon delivery of specifications and 50% upon delivery of the applicable modification. You must report any failure of the modification to conform to the

specifications within thirty (30) days of delivery; otherwise, the modification will be deemed to be in compliance with the specifications after the 30-day window has passed.

3. <u>Third Party Products</u>*.*

    3.1 *Third Party Hardware*: Third Party Hardware costs are invoiced upon delivery.

4. <u>Expenses</u>*.* The service rates in the Investment Summary do not include travel expenses. Expenses will be billed as incurred and only in accordance with our then-current Business Travel Policy. Copies of receipts will be provided on an exception basis at no charge. You will incur an administrative fee if you request receipts for all non-per diem expenses. Receipts for mileage or miscellaneous items less than twenty-five dollars are not available.

Payment. Payment for undisputed invoices is due within forty-five (45) days of the invoice date. Maintenance and support fees are due on each anniversary of the Available Download Date. We prefer to receive payments electronically. Our electronic payment information is:

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

Invoicing and Payment Policy

Tyler Technologies, Inc. will provide you with the software, products, and services set forth in the Investment Summary of your License and Services Agreement. Capitalized terms not otherwise defined will have the meaning assigned to such terms in your License and Services Agreement.

Invoicing: We will invoice you for the applicable license fees, products, and services in the Investment Summary as set forth below. Your rights to dispute any invoice are set forth in your License and Services Agreement.

1. Tyler SaaS Fees*.*

   1.1 *SaaS Fees*: SaaS fees are invoiced in equal quarterly installments, in advance, over the duration of the seven (7) year term, with the first payment due upon Term commencement.

2. Professional Services.

   2.1 *Project Manager Services*: Project manager services are invoiced on monthly basis, beginning on the Effective Date of the Agreement.

   2.2 *Consulting Services*: Consulting services are invoiced 50% upon commencement of the service and 50% upon completion of the service, by product.

   2.3 *Data Conversion Services*: Data conversion services are invoiced 50% upon initial delivery of converted data, by conversion option, and 50% upon Client acceptance to load converted data into live environment, by conversion option.

   2.4 *Implementation and Other Professional Services (excluding training)*: Implementation and other professional services (excluding training) are billed at daily rates, and invoiced on a monthly basis as delivered.

   2.5 *Training Services*: Training services are billed in half-day and full-day increments as delivered, and invoiced on a monthly basis.

   2.6 *Requested Modifications to the Tyler Software*: Requested modifications to Tyler Software are invoiced 50% upon delivery of specifications and 50% upon delivery of the applicable modification. You must report any failure of the modification to conform to the specifications within thirty (30) days of delivery; otherwise, the modification will be deemed to be in compliance with the specifications after the 30-day window has passed.

3. Third Party Products*.*

   3.1 *Third Party Hardware*: Third Party Hardware costs are invoiced upon delivery.

4. Expenses. The service rates in the Investment Summary do not include travel expenses. Expenses will be billed as incurred and only in accordance with our then-current Business Travel Policy. Copies of receipts will be provided on an exception basis at no charge. You will incur an administrative fee if you request receipts for all non-per diem expenses. Receipts for mileage or miscellaneous items less than twenty-five dollars are not available.

Payment. Payment for undisputed invoices is due within forty-five (45) days of the invoice date. Maintenance and support fees are due on each anniversary of the Available Download Date. We prefer to receive payments electronically. Our electronic payment information is:

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

8.2   Software Licensing

B. Software Licensing

The vendor must agree to license the software for continuous use at a fixed fee without additional royalties or
services fees, except for fees for ongoing software maintenance. Cost estimates should include licensing fees as
well as annual maintenance fees.

Tyler's license fee for the client-hosted option is for a perpetual license. Annual maintenance fees are required to
receive updates and new releases.

Tyler's SasS offering provides Clients a license to use the software so long as applicable SaaS fees are timely
remitted.

No additional royalties or services fees are required to maintain the license for Tyler Software Products.

City of Aurora, IL

Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

8.3 Maintenance and Support

C. Maintenance and Support

1. The City places a high degree of importance on the maintenance and support a vendor provides for its application software packages. The quality and cost of maintenance and support offered by a vendor will be an evaluation criterion.

2. The vendor should indicate its ability to provide 24/7 technical support.

3. Moreover, the vendor must describe the company's policy on maintenance and support, including costs, specifically addressing the following questions:

a. How is regular support provided?

b. How is after-hours support provided?

c. How are software defects handled?

d. How and when are software upgrades, minor and major, provided?

e. What modifications required as a result of mandated state/federal requirements?

f. What support is necessary for custom modifications?

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

Some companies contract out application support to a third party with service background but limited product knowledge. In contrast, Tyler offers a complete solution, with all Munis customer support services provided by in-house expertise. Our mission is to deliver superior service by providing timely response and call closure, resulting in a high-level of client satisfaction. Our technical support teams are trained to maintain the professional standards of HDI, a global certification body dedicated to the technical service and support industry. Our technical support technicians earn their HDI certification to maintain the high-level of support and expertise to our clients. With more than 92 percent of our technical staff HDI certified, Munis technical support has earned the HDI Team Certification Award.

The Munis support solution includes the following services, described in detail in the sections that follow:

Munis Technical Support	Included with Annual Support
Software Development and Updates	Included with Annual Support
OS/DBA Support	Optional
Application Hosting	Optional

Disaster Recovery	Optional
Consulting Solutions	Optional
Customer Portal and Website	Included with Annual Support
Local User Groups	Included with Annual Support
Annual User Conference	Optional

Munis Technical Support

Customer support averages a 75 percent incoming call handling response rate; three out of four incidents are worked on immediately by technical support. The remaining 25 percent of the calls are returned within one business hour, unless received at the end of the day; those calls are returned the next morning.

Focused by Application

Munis technical support is divided into application-specific teams, plus a separate team for Operating System / Database Administration (OS/DBA) contract clients. Application-specific teams allow a technician to focus on a group of applications and therefore offer a high level of product expertise to our clients. Along with expertise in the Munis applications, technical support strives to understand your business needs and offer solutions that fit those needs.

Call Tracking and Priorities

Tyler records all client contacts in a customer relationship management system. This system tracks the history of each incident, including the person calling, time, priority level, problem description, support recommendations, client feedback, and resolution.

A priority is assigned to each call logged based on client's deadlines:

#	Description	Average Days Open
1	Critical Issue – system is down	<24 Hours
2	Severe issue, but there is a work around	10 days or less
3	Important issue – not severe	30 days or less
4	Lowest priority issues	60 days or less

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

Standard support hours

Munis Financials	8:00 a.m. - 9:00 p.m. EST (Monday-Friday)
Munis Payroll/HR	8:00 a.m. - 9:00 p.m. EST (Monday-Friday)
Munis Tax/Other Revenue and Collections	8:00 a.m. - 6:00 p.m. EST (Monday-Friday)
Munis Utility Billing and Collections	8:00 a.m. - 8:00 p.m. EST (Monday-Friday)
OS/DBA	8:00 a.m. - 9:00 p.m. EST (Monday-Friday)
Tyler Forms & Reporting Services	8:00 a.m. - 9:00 p.m. EST (Monday-Friday)

Call Escalation Process

Empowering people who serve the public™

tyler technologies

Each day, support product managers and senior support analysts review open priority 1 calls in their focus area to monitor progress.

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

Remote Diagnostic Tool

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

Online Support

In addition to phone support, clients can log incidents on the Online Support Incidents tool. The tool provides 24/7 access via the Client Support website, allowing our clients to submit and update incidents. All account and incident data are available in real time via the Online Support Incident tool, which keeps our client's information completely current.

Support Account Management

In addition to the full spectrum of support options outlined above, Tyler provides further client direction through the use of specialized Support Account Management. Our Support Account Management (SAM) process is designed to guide new clients through the transition from implementation to production use of Munis. During the implementation process, each client develops a strong relationship with their assigned Munis implementation team. In order to facilitate the transition process to the Munis support team after go-live, Tyler developed our SAM team to help plan for key processes and build new relationships with the 100+ support team members. SAM's proactive team members work to aid new clients with:

- Understanding the support tools and processes
- Preparing for key processes (fiscal year end, budgeting, reconciliation, first upgrade)
- Staying current with Munis releases and the life cycle of each version; enabling clients to take advantage of new functionality
- Utilizing custom modifications fully and to fulfill any unique business practices/goals post-live

Each client is assigned a product SAM, who proactively works for the client on upcoming key processes, provides insight and advice for success.

Software Development and Updates

An essential piece of Tyler's development methodology is our Evergreen Philosophy. This approach of continual improvement provides ongoing benefit to our clients. Each Munis version consistently builds on the customers' investment of past versions by retaining feature sets and updating their underlying technology and

look and feel.   In addition, as customer ideas and modifications are placed into the product, all Munis clients benefit as the new enhancements converge into a shared, single source code stream.   This means there is no risk of enhancements disappearing upon upgrade, customizations being lost, areas being unique to a particular customer, or customizations being re-charged for upon upgrade. The Evergreen evolution approach provides lasting value from a product perspective as an individual site benefits from not only their own product enhancement requests, but also of those requested by other Munis users. More importantly, this guarantees greater quality control coverage, better supportability, and more consistent implementation and training.   In short, the Evergreen approach has made Tyler development the leader in the industry today by creating the best of both worlds – the stability and standardization of off-the-shelf software; coupled with the flexibility, specialization and growth associated with client-focused customization.

Major Releases

Software updates are made available as outlined in the Munis Support Agreement. Most commonly, Tyler distributes one major Munis release each year. Each release has a clearly defined life-cycle to allow for release planning. It is recommend that clients identify a projected upgrade path/frequency from which they can plan any necessary infrastructure upgrades, modification targets, and go-live dates. Staying current on these releases ensures that clients can take advantage of the latest enhancements, technology, and fixes.

Software Fixes

In addition to major version updates, Munis offers a mechanism by which clients may load incremental and distinct fixes on top of their installed version. These fixes are delivered via the Munis Internet Update (MIU) application. This simple, easy-to-use admin console allows administrators to pick-and-choose distinct fixes, monitor installed fixes, and is schedule downloads.   Fixes are made available on a daily basis as they are completed and tested. This tool puts control in your hands to selectively determine which fixes are important to you and your business processes. Custom modifications are made available via the MIU, as well.

Operating System/Database Administration (OS/DBA)

OS/DBA services expand the available choices of technical experts available to optimize operations. As experts to support your IT staff, OS/DBA professionals offer in-depth knowledge of proprietary Tyler technology products and work to bridge the gap with third party systems.

The OS/DBA team provides enhanced database support including operating system and database management services, such as installations, upgrades, system maintenance, system administrator training and database tuning. Our team is a single resource for many functions, from server support and remote system monitoring to data recovery and upgrade services.

In addition to specializing in Microsoft Operating Systems (server and workstation), SQL database engines and network configuration, our team holds industry certifications, such as Microsoft Certified Systems Engineer (MCSE) and Microsoft Certified IT Professional (MCITP).

These services are available to all clients on a contract basis. For non-OSDBA clients, individual services are available on a fee-per-incident basis.

Cloud-Based Application Hosting

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

Many clients elect to delegate ERP administration (software and hardware) to Tyler by subscribing to SaaS (Software as a Service) offering. With the Tyler SaaS solution, Tyler will host and manage the applications from our state-of-the-art data center. SaaS experts will provide the ongoing support, maintenance, and upgrades of the applications, hardware, and operating system. This allows a client to shift IT resources from ERP administration and support to other mission critical initiatives. The software is leased for a set annual fee and there are no server acquisition costs or upgrade charges.

Clients receive clear and concise documentation, defining all aspects of the relationship. Each SaaS client receives a contract (Commitment to Partner), a statement of work (clearly defining scope, roles, and responsibilities of both partners), and a service level agreement (Measurable Expectations of Performance).

Tyler Data Center

The Tyler SaaS data center hosting environment consists of two IBM pSeries servers operating in a Highly Available Clustered Multi-Processor (HACMP) environment connected to a Model 800 IBM Enterprise Storage Server for all cluster database storage. All connectivity between the cluster and disk storage is accomplished through high-speed fiber optics. The new HA cluster has the ability to store and access approximately 10 terabytes of data.

The HA cluster is fully redundant in all aspects. Each server has many redundant sub-systems that allow for on-the-fly component repair, eliminating downtime. The cluster servers (called nodes) constantly monitor each other. If either node detects a problem, it will automatically rectify the situation by switching over to the standby node. During testing a complete node-to-node failover has consistently completed in less than four minutes.

The data center utilizes multiple Internet Service Providers for redundancy and also has a diesel generator designed to power the entire data center for multiple days without power.

In the case of a complete failure of the primary data center, an off-site mirrored center, located in Dallas, TX, is available.

Disaster Recovery

Disaster Recovery (DR) services ensure a Tyler client's critical processes and information are never compromised or lost. Tyler provides the servers, the operations staff and secures client data in Tyler's data centers in Yarmouth, ME and Dallas, TX.

Utilizing Tyler's secure data centers, the Disaster Recovery team copies client data each night, thereby ensuring all critical users always have access to data via the Internet using a SSL (Secure Sockets Layer) VPN client or by traveling to one of the two Tyler locations in an emergency. The Disaster Recovery team works with each client to identify critical business processes, as well as define and document recovery procedures.

Consulting Solutions

Tyler Consulting Services provides resources to increase performance and productivity for their client. Each service offers a unique tool to clients in order to facilitate on-going support, as listed below:

- Tyler Process Solution helps clients determine how they can improve and streamline processes utilizing recommended best business practices and client decision requirements

City of Aurora, IL

Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

- Desk Procedures service provides specific and tailored user manuals to the client
- Tyler Change Management Services work to eliminate the uncertainty associated with implementing a new software system

yler experts in Consulting Services will provide a proposal based on the project's unique scope and demands to meet the needs and requirements of each client.

Customer Portal and Website

Like most websites, www.tylertech.com is designed to provide information to clients, employees, and prospects.

One aspect that stands apart is Customer Tools. This section provides valuable information of specific interest to the client base. For example, clients can:

- Research server requirements and hardware installation instructions through the Operating System / Database Administration (OSD/BA) wiki on Tyler Community
- Review and register to attend the annual user conference or regional user group meetings
- Download information about Munis releases, online manuals, trouble saving tips, and Microsoft Sequel Server Report Service® templates via the KnowledgeBase
- Log and review support incidents via the Online Support Incidents tool
- Communicate with other Munis users on our various user forums within Tyler Community
- Tyler's website offers several portals for support, including ordering tax forms from Tyler Business Forms, accessing FAQs and product information sheets, and more

Tyler Community

Tyler Community provides a secure, online setting where clients can go to find answers to common problems, connect with other Tyler users to share ideas, answer posted questions, and communicate information that is available anytime. Based on a social networking platform, Tyler Community includes blogs, forums, files, and wikis where both clients and Tyler employees can contribute. Clients and employees use Tyler Community as a dynamic way to troubleshoot problems and share best practices with Tyler's vast Munis community.

Additional benefits include:

- State user groups create an environment for clients to easily communicate legislative changes and state-specific subject matter
- Easy access to current information on critical issues
- Helpful technical tips from subject matter experts
- Powerful search capabilities across forums, wikis, files and people

City of Aurora, IL

Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

Tyler University

Tyler University is an eLearning solution to enhance support and training of your employees. Through this learning management system developed by Tyler Technologies, new and existing employees are provided an on-demand solution to acquire and refresh the skills needed to successfully implement and use Munis day-to-day.

Tyler University's core modules include: financials, human resources, payroll and technology. Employees in the finance department can train on a wide range of topics from req-to-check, including requisition entry, creating a change order for a purchase order and purchase order receiving. For the human resources and payroll staff, Tyler University offers courses on the complete payroll process, the power of employee building and applicant tracking. For system administrators, courses include topics on role based security design, administering the dashboard and role synchronization from Munis into Tyler Content Manager. Courses are being added continuously into Tyler University, making it a vital resource for new employees and cross training your team.

Online Help

Munis applications include an online help function that provides field and procedural information to assist you in completing program tasks. When you are in a program and click the help button, the program displays support topics for that program. It is formatted to provide you with a general overview of the program or the selected program screen, descriptions of the fields on the screen, and procedures for completing the tasks within the program. The online help function also includes a table of contents, from which you can select help for other programs within a product, as well as information for accessing the Munis KnowledgeBase and the technical support group.

Release Notes

Release notes provide a brief description of each product change, along with a list of programs affected by the changes. Release notes are organized by product so that clients can easily find the changes that affect their organization. By accessing the Release Administration program within Munis, clients can review enhancements, open issues and fixes for a specific release by module and program in real time detail.

Munis KnowledgeBase

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

Local User Groups and Annual Users Conference

Illinois User Groups

Tyler clients benefit from networking and peer-to-peer collaboration through Illinois Munis user groups. The majority of user groups are run by clients, who set the meeting agenda, location and frequency, assign topics, and

involve the Tyler resources they need. In large states, there may be several user groups or different sessions planned.

Tyler provides staff to demonstrate new functionality, and assist with materials and collateral. During the sessions, Tyler representatives collect important feedback and report back to Munis product managers. Many clients form lasting connections with other Munis users within these groups, and help to make each other better users of Munis.

Annual User Conference

Each year Tyler hosts an annual user conference, which brings together staff and clients from across all Tyler products, including Munis. Tyler has appropriately named our conference Connect, and each year thousands of clients come to learn about Tyler, our products, and to connect with peers and staff. This premier event helps clients get the maximum use of their Tyler software. Clients can learn more about existing or proposed functionality through dozens of classes over several days. Development product managers attend the event to share their plans for the next upgrade and to solicit feedback from clients.

Client input from past conferences continues to impact significantly the direction of software enhancements and changes. Client attendance each year ensures that appropriate needs are reflected in product development strategies. Connect is held in different locations every year to accommodate our geographically diverse client base and to provide fresh and exciting activities for our clients outside of the classes and labs.

8.4 Data Conversion Costs

D. Data Conversion Costs

The vendor should include estimated data conversion costs relating to Financial, Utility Billing, Land Management, and Public safety system data as described in Section D of 'System Requirements.'

8.4.1 Data Conversion Costs

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

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

City of Aurora, IL

Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

8.4.1.1   Data Conversion Methodology

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

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

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

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

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

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

8.4.1.2   Data Formats

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

ASCII (Line Sequential)—types include:

- Fixed Length (preferred)
- Delimited

BINARY - Data must be in fixed length records, but may include:
- Zoned and packed decimal, floating point, and binary numbers
- ASCII or EBCDIC character sets

Spreadsheets, Databases and other Applications:

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

8.4.1.3   Timing and Reports

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

8.4.1.4   Data Submission Methods

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

sFTP:

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

E-mail:

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

Modem:

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

In many cases, initial data transfers to and from Tyler Munis may be performed on physical media due to the volume of data being transferred. However, near the end of the conversion/ implementation process, there is

often a need to transfer smaller files (e.g., corrections, amendments, additions). Having an electronic transfer option available at this stage of the implementation is invaluable to the success of the implementation.

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

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

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

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

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

8.4.1.5   Data Conversion Notes

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

- Each time data is sent to Tyler's Munis conversion department, clients should remember to get from the original system any reports and/or screen prints that will later help to verify the converted data.

- At each conversion step, clients will be sent one or more Error Report(s)—text file(s) containing "err" somewhere in the name, xx_err.txt. These warning messages should be read carefully, as they indicate problems encountered when converting the data, and often hold the explanation for discrepancies in the verification process. In addition, many of the messages indicate a situation that will require manual maintenance later, when the client goes live with the converted data. If a Readme text file is also received, it may include further explanations of error messages and conversion decisions.

- Converted data is generally loaded to a Training database first, and not loaded to the Live database until verified and accepted by the client. However, because parameters (control data) and code tables are entered on-site, it is important to handle this in such a way that manual data entry is mostly done in only one database. Clients should discuss this with their Project Manager, and verify that those responsible know where to load conversion data at each step and have the ability to copy live to test.

- Conversion of the same data again with requested changes (repeated conversion steps) will completely overwrite the files/tables involved, in whichever database(s) they are loaded, so clients should not begin maintenance of any data until satisfied that the corresponding conversion step is done. If a client wants to begin data entry and is not sure whether this area of data will be affected by further conversions, they should ask the conversion programmer.

- Clients should notify the conversion programmer if any maintenance of a converted master table is begun before all conversion steps for that module are done, as the programmer then needs to consider how adds, drops, and changes in the master will affect the other conversion steps. (Employee Master, for instance, is often taken over by the client before many other payroll tables are converted, but this requires program changes and additional information sent by the client.)

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management
System (CAD/RMS) (RFI # 14-25)

- Processes and reports recommended by the conversion department for each module are only the minimum; in all cases, additional verification is needed. This may include spot-checking several individual IDs through all screens; browsing through a single screen for a selected group of IDs; verifying various data fields, counts, and amounts for selected groups through screens and/or reports; and processing additional transactions. All data and processes critical to a client should be checked carefully.

Tyler has included all proposed data conversion service costs in the attached Tyler Investment Summary.

8.5 Annual Training Costs

E. Annual Training Costs

1. The vendor is required to include a clearly defined training plan in the response, including costs, which will provide a sufficient amount of training in order for the trainees to perform the primary functions of the system unassisted. On-site training will take place at one of the City of Aurora Training Facilities in City of Aurora, Illinois. Employee training must be provided in a hands-on, classroom environment provided by the City. The conference room will accommodate up to 19 users. The City will provide the computers for training. The vendor is responsible to work with City Information Technology Staff to ensure the training computers are set up properly.

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

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

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

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

Tyler's training approach stipulates that Core Users be trained on major process groups after procedural decisions have been made by Functional Leaders. The goal is to expose the most sophisticated users to the system first, so setup, converted data, and new procedures are thoroughly vetted before introduction to End Users. During the Core User training phase, Tyler Implementers not only conduct training and retention assessment, but lead users

through thorough Trial Runs of Financial processes and parallels of Payroll/Human Resource, Utility Billing and other applicable procedures. The pre-live planning sessions incorporate a review of training to make sure all users are prepared to perform their daily work in the Tyler system. Tyler provides detailed documentation on new functionality introduced in new product releases, offers online sessions to review them, and can deliver onsite services to train staff on new opportunities for process efficiencies.

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

8.5.1   Training Methodology

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

Purpose

The purpose of the Education Plan is to:

- Communicate the process to stakeholders and Munis functional leaders

- Answer specific questions (where will classrooms be established, what database environment will be utilized, etc.)

- Establish action items link project personnel as owners.

- Define measurement criteria to ensure the Education Plan has been successfully followed.

Process

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

Demonstration, Analysis, and Knowledge Transfer

Tyler employees will perform the following tasks:

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

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

be utilized within Munis Purchasing, then the training outlines for Purchasing should remove the discussion of commodity codes.

TO BE Demonstration

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

Munis Application Training

In this phase we are conducting classroom training.

Pre-Live Training

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

Post Live Reconciliation Training

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

Post Live Output and Inquiry Training

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

Logistics

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

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

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

Staff
- How many students per teacher?
- How many students per workstations?
- What are the hours of training?
- Who will be trained on each Munis application?
- Who will conduct attendance?

- Will management be present for each session?
- Who will train the end-users (Munis versus Functional Leaders)?

Schedule

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

Project Team Training

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

Technical Training

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

End User Training

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

Decentralized (Departmental) User Training

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

A successful decentralized user training session is in a classroom environment with a computer for each user (minimum of one computer for every two users, but ideally one per user), a whiteboard, a printer in the room or nearby and one computer connected to a projector. The size of the class depends on the classroom size and the

available computers for training. Ideally, a class size should be limited to twelve users in order to keep the session controlled and ensure all users are receiving appropriate level of personalized attention. The specific course topics will be discussed and scheduled after analysis, depending on the City's specific training needs.

Other Knowledge Transfer

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

- Online Education Courses – group training conducted via Webinar. The schedule is posted on the Munis Customer Tools website (log in required).

- Knowledge Base – hundreds of searchable documents, videos and reports for users to view, download and modify. These include How-To documents, User Conference session documents, Best Practices and more.

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

Tyler has included the costs associated with the proposed training in the attached Tyler Investment Summary.

2. The City's goal is to provide on-going annual training to new hires, transfers, and promoted employees. Also the city aims to provide refresher training, training on new features from product upgrades and enhancements, and educate staff that have taken on new roles and responsibilities.

Tyler can provide annual training for the City's resources through our Implementation Department. This service would be a billable service at Tyler's then current billable rate, and could be conducted on-site at the City or remotely based on the City's wishes. Many alternative resources will be available to the City such as the custom developed documentation, training materials used during implementation, as well as Munis KnowledgeBase documents, training videos, and on-line classes if the City decides to deliver internal refresher sessions.

For new hire training, Tyler would have to estimate the training time needed based upon the role of that individual and the functional modules within Munis that would need to be covered. The amount of training needed could vary greatly depending on the number of areas that would require training.

3. The vendor should estimate annual recurring training costs by considering the number of users per section, the type of users as defined in Section D of 'System Requirements,' the features of system in relation to the current SunGard system, and the frequency of system updates requiring additional training.

Typical Tyler clients upgrade their system every 18 – 24 months. The amount of training needed for each upgrade varies, based upon the level of change being adopted as well as the specific changes in Munis functionality. Refresher and upgrade training will be conducted in the City's training room, with a maximum of 20 participants per session. Two to six half day sessions will be needed for each functional area with some City resources needing

to attend sessions for multiple functional areas. The amount of training needed will vary depending on a number of factors. Tyler is estimating the cost to the City based on the average amount of training needed over a five year period. The estimated cost per year is based upon Tyler's current billable rate of $1275 per day. The estimated yearly cost to the City for on-going training is $30,600 plus travel costs as incurred.

8.6 Implementation Costs

F. Implementation Costs

The vendor is required to estimate implementation costs. The vendor should include estimated implementation costs, including travel and lodging, service level agreements, UAT and pilot testing, prototyping, and business process optimization, as described in Section D of 'System Requirements.'

Tyler has included all costs associated with Implementing Munis in the Tyler Investment Summary. For more information on Tyler's approach to the project, please refer to the Munis Implementation Methodology and the attached Munis Sample Implementation Plan.

8.7 Taxes

G. Taxes

In consideration of the City of Aurora's tax exempt status, sales tax should not be included in the response quotations for any software.

Sales Tax has is not included in our pricing.

8.8 Timeline of Costs

H. Timeline of Costs

Please detail the schedule of costs associated with this implementation and also correlate this timeline of costs with the sample implementation timeline.

The total costs for the proposed products and services are outlined in the Investment Summary provided with this proposal. If selected, Tyler will work with the City on mutually agreed to payment terms for the project.

8.9 Hardware Costs

I. Hardware Costs

The vendor is required to estimate hardware costs. Please provide detailed cost estimates for proposed hardware purchases.

Tyler has included estimated Hardware Costs in the Investment Summaries attached.

City of Aurora, IL

Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

8.9.1   Tyler Investment Summary – Self Hosted

Please refer to the attached Tyler Investment Summary.

Empowering people who serve the public™

Quoted By:	Alban Michaud
Date:	6/28/2014
Quote Expiration:	12/14/2014
Quote Name:	City of Aurora-ERP-Munis
Quote Number:	2014-8927
Quote Description:	Tyler Self-Hosted Pricing

Sales Quotation For

City of Aurora

44 E Downer Pl

Aurora, Illinois 60507

Phone (630) 256-4636

Tyler Software and Related Services

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Financials:						
Accounting/GL/BG/AP	$176,000.00	0 @ $1,275.00	$0.00	$20,200.00	$196,200.00	$31,680.00
Purchasing	$82,000.00	0 @ $1,275.00	$0.00	$4,000.00	$86,000.00	$14,760.00
Work Orders, Fleet & Facilities Management	$55,000.00	0 @ $1,275.00	$0.00	$12,500.00	$67,500.00	$9,900.00
Fixed Assets	$44,000.00	0 @ $1,275.00	$0.00	$7,500.00	$51,500.00	$7,920.00
Inventory	$44,000.00	0 @ $1,275.00	$0.00	$4,500.00	$48,500.00	$7,920.00
Project & Grant Accounting	$30,000.00	0 @ $1,275.00	$0.00	$9,500.00	$39,500.00	$5,400.00
Cash Management	$35,000.00	0 @ $1,275.00	$0.00	$0.00	$35,000.00	$6,300.00
Bid Management	$22,000.00	0 @ $1,275.00	$0.00	$0.00	$22,000.00	$3,960.00
Contract Management	$22,000.00	0 @ $1,275.00	$0.00	$0.00	$22,000.00	$3,960.00
Payroll/HR:						
Payroll w/ESS	$23,500.00	0 @ $1,275.00	$0.00	$10,400.00	$33,900.00	$4,230.00
HR Management	$11,500.00	0 @ $1,275.00	$0.00	$0.00	$11,500.00	$2,070.00
Applicant Tracking	$5,500.00	0 @ $1,275.00	$0.00	$0.00	$5,500.00	$990.00
Revenue:						

Tyler Software and Related Services

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Utility Billing CIS	$58,000.00	0 @ $1,275.00	$0.00	$21,500.00	$79,500.00	$10,440.00
Tyler Cashiering	$60,000.00	0 @ $1,275.00	$0.00	$0.00	$60,000.00	$10,800.00
Accounts Receivable	$40,500.00	0 @ $1,275.00	$0.00	$0.00	$40,500.00	$7,290.00
General Billing	$19,250.00	0 @ $1,275.00	$0.00	$12,500.00	$31,750.00	$3,465.00
Maplink GIS Integration	$22,000.00	0 @ $1,275.00	$0.00	$0.00	$22,000.00	$3,960.00
UB Interface	$16,500.00	0 @ $1,275.00	$0.00	$0.00	$16,500.00	$2,970.00
Parking Tickets	$11,000.00	0 @ $1,275.00	$0.00	$4,160.00	$15,160.00	$2,750.00
Central Property File	$4,200.00	0 @ $1,275.00	$0.00	$0.00	$4,200.00	$1,050.00
Parking Tickets Handheld Interface	$1,650.00	0 @ $1,275.00	$0.00	$0.00	$1,650.00	$413.00
Other:						
EnerGov Permits & Inspections	$68,750.00	0 @ $1,275.00	$0.00	$26,400.00	$95,150.00	$17,188.00
EnerGov ESRI Integration	$44,000.00	0 @ $1,275.00	$0.00	$0.00	$44,000.00	$11,000.00
EnerGov Professional Licensing	$27,500.00	0 @ $1,275.00	$0.00	$13,560.00	$41,060.00	$6,875.00
EnerGov e-Reviews	$34,250.00	0 @ $1,275.00	$0.00	$0.00	$34,250.00	$8,563.00
EnerGov iG Workforce Mobile	$34,250.00	0 @ $1,275.00	$0.00	$0.00	$34,250.00	$8,563.00
EnerGov Citizen Access Portal	$27,500.00	0 @ $1,275.00	$0.00	$0.00	$27,500.00	$6,875.00
CAFR Statement Builder	$25,000.00	0 @ $1,275.00	$0.00	$0.00	$25,000.00	$4,500.00
EnerGov Rental Property Landlord Management	$22,750.00	0 @ $1,275.00	$0.00	$0.00	$22,750.00	$5,688.00
EnerGov Intelligent Objects Automation	$10,665.00	0 @ $1,275.00	$0.00	$0.00	$10,665.00	$2,666.00
Productivity:						
Munis Analytics & Reporting	$158,500.00	0 @ $1,275.00	$0.00	$0.00	$158,500.00	$28,530.00
Tyler Pulse	$67,500.00	0 @ $1,275.00	$0.00	$0.00	$67,500.00	$16,875.00
Tyler Content Manager SE	$60,000.00	0 @ $1,275.00	$0.00	$0.00	$60,000.00	$10,800.00
Citizen Self Service	$40,500.00	0 @ $1,275.00	$0.00	$0.00	$40,500.00	$7,290.00
eProcurement	$35,000.00	0 @ $1,275.00	$0.00	$0.00	$35,000.00	$6,300.00
Tyler Pulse Connection (ThirdParty App.)	$25,000.00	0 @ $1,275.00	$0.00	$0.00	$25,000.00	$6,250.00
Tyler Forms Processing	$19,500.00	0 @ $1,275.00	$0.00	$0.00	$19,500.00	$3,900.00
Tyler Pulse Connection (TylerApplication)	$0.00	0 @ $1,275.00	$0.00	$0.00	$0.00	$0.00

Tyler Software and Related Services

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Sub-Total:	$1,484,265.00		$0.00	$146,720.00	$1,630,985.00	$294,091.00
Less Discount:	*$148,427.00*		*$0.00*	*$0.00*	*$148,427.00*	*$294,091.00*
TOTAL:	**$1,335,838.00**	**0**	**$0.00**	**$146,720.00**	**$1,482,558.00**	**$0.00**

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
Annual Refresher Training	24	$1,275.00	$0.00	$30,600.00
AP/PR Check Recon Import	1	$1,000.00	$0.00	$1,000.00
AP Positive Pay Export Format	1	$3,000.00	$0.00	$3,000.00
Change Management Consulting Solution	1	$75,000.00	$0.00	$75,000.00
Consultant - Community Development	192	$1,275.00	$0.00	$244,800.00
Consultant - Financials	288	$1,275.00	$0.00	$367,200.00
Consultant - Payroll/HR	208	$1,275.00	$0.00	$265,200.00
Consultant - Tyler Pulse (Data Warehouse)	24	$1,275.00	$0.00	$30,600.00
Consultant - Utility Billing/Revenue	208	$1,275.00	$0.00	$265,200.00
Consultant - Work Orders/Fleet/Facilities	72	$1,275.00	$0.00	$91,800.00
EnerGov Permits & Code Forms Library (4 Forms)	1	$4,800.00	$0.00	$4,800.00
EnerGov Professional Licensing Forms Library (2 Forms)	1	$2,400.00	$0.00	$2,400.00
Estimated Travel Expenses	1	$659,900.00	$0.00	$659,900.00
Install Fee - New Server Install-WIN	1	$12,000.00	$0.00	$12,000.00
Munis Admin & Security	6	$1,275.00	$0.00	$7,650.00
P-Card Import Format W/O Encumbrances	1	$7,500.00	$0.00	$7,500.00
Project Manager -Full-Time (24 months)	24	$20,750.00	$0.00	$498,000.00
Project Manager - Part-Time (50%) - 12 months	12	$12,500.00	$0.00	$150,000.00
PR Positive Pay Export Format	1	$3,000.00	$0.00	$3,000.00
Tyler Forms Financial Library	1	$3,000.00	$0.00	$3,000.00
Tyler Forms Library - General Billing	1	$2,500.00	$0.00	$2,500.00
Tyler Forms Library - Payroll	1	$1,400.00	$0.00	$1,400.00
Tyler Forms Processing Configuration	1	$3,000.00	$0.00	$3,000.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
Tyler Forms Library - Utility Billing	1	$5,500.00	$0.00	$5,500.00
TOTAL:				**$2,735,050.00**

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
Tyler Secure Signature System with 2 Keys	1	$1,650.00	$0.00	$1,650.00	$0.00	$0.00	$0.00
3rd Party Hardware Sub-Total:			*$0.00*	*$1,650.00*			*$0.00*
TOTAL:				**$1,650.00**			**$0.00**

Summary

Summary	One Time Fees	Recurring Fees
Total Tyler Software	$1,335,838.00	$0.00
Total Tyler Services	$2,881,770.00	$0.00
Total 3rd Party Hardware, Software and Services	$1,650.00	$0.00
Summary Total	**$4,219,258.00**	**$0.00**
Contract Total	**$4,219,258.00**	

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Accounting Opt 1 - Actuals - G	$3,000.00	$0.00	$3,000.00
Accounting Opt 2 - Budgets - G	$3,000.00	$0.00	$3,000.00
Accounting Standard COA - G	$3,500.00	$0.00	$3,500.00
Accounts Payable Opt 1 - Checks - G	$3,200.00	$0.00	$3,200.00
Accounts Payable Opt 2 - Invoice - G	$4,500.00	$0.00	$4,500.00
Accounts Payable Standard Master - G	$3,000.00	$0.00	$3,000.00
EnerGov Permits & Inspections - Option 1 - Applications - F	$7,800.00	$0.00	$7,800.00
EnerGov Permits & Inspections - Option 2 - Violations - F	$6,600.00	$0.00	$6,600.00
EnerGov Permits & Inspections - Option 3 - Inspections - F	$6,600.00	$0.00	$6,600.00
EnerGov Permits & Inspections - Standard - Master - F	$5,400.00	$0.00	$5,400.00
EnerGov Professional Licensing Opt 1 - Bills - F	$7,560.00	$0.00	$7,560.00
EnerGov Professional Licensing Standard - LT Master, Customer Accounts - F	$6,000.00	$0.00	$6,000.00
Fixed Assets Opt 1 - History - G	$3,000.00	$0.00	$3,000.00
Fixed Assets Std Master - G	$4,500.00	$0.00	$4,500.00
General Billing Opt 1 - Recurring Invoices - G	$4,500.00	$0.00	$4,500.00
General Billing Opt 2 - Bills - G	$5,500.00	$0.00	$5,500.00
General Billing Std CID - G	$2,500.00	$0.00	$2,500.00
Inventory Std Master - G	$4,500.00	$0.00	$4,500.00
Parking Tickets OPT 1 - Bills - B	$2,900.00	$0.00	$2,900.00
Parking Tickets Std Master - B	$1,260.00	$0.00	$1,260.00
Payroll - Option 1 Deductions - C	$1,800.00	$0.00	$1,800.00
Payroll - Option 2 Accrual Balances - C	$1,500.00	$0.00	$1,500.00
Payroll - Option 3 Accumulators - C	$1,400.00	$0.00	$1,400.00
Payroll - Option 4 Check History - C	$1,200.00	$0.00	$1,200.00
Payroll - Option 5 Earning/Deduction Hist - C	$2,500.00	$0.00	$2,500.00
Payroll - Standard - C	$2,000.00	$0.00	$2,000.00
Project Grant Accounting Opt 1 - Actuals - G	$3,000.00	$0.00	$3,000.00

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Project Grant Accounting Opt 2 - Budgets - G	$3,000.00	$0.00	$3,000.00
Project Grant Accounting Standard - G	$3,500.00	$0.00	$3,500.00
Purchasing - Purchase Orders - Standard - G	$4,000.00	$0.00	$4,000.00
Utility Billing - Option 1 Services - F	$4,500.00	$0.00	$4,500.00
Utility Billing - Option 2 Assessments - F	$2,500.00	$0.00	$2,500.00
Utility Billing - Option 3 Consumption History - F	$4,500.00	$0.00	$4,500.00
Utility Billing - Option 4 Balance Forward AR - F	$6,000.00	$0.00	$6,000.00
Utility Billing - Standard - F	$4,000.00	$0.00	$4,000.00
Work Order Opt 1 - Work Order Asset - G	$5,000.00	$0.00	$5,000.00
Work Order Opt 2 - Closed Work Order History No Cost Data - G	$7,500.00	$0.00	$7,500.00
TOTAL:			**$146,720.00**

Optional SaaS

Description	Annual Fee Net	# Years	Total SaaS Fee	Impl. Days
Productivity:				
Transparency Portal	$20,000.00	1	$20,000.00	0
TOTAL:	**$20,000.00**		**$20,000.00**	**0**

Optional Tyler Software & Related Services

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Financials:						
Performance Based Budgeting	$60,000.00	26 @ $1,275.00	$33,150.00	$0.00	$93,150.00	$10,800.00
Employee Expense Reimbursement	$18,000.00	9 @ $1,275.00	$11,475.00	$0.00	$29,475.00	$3,240.00
BMI Asset Track Interface	$5,500.00	5 @ $1,275.00	$6,375.00	$0.00	$11,875.00	$990.00
BMI CollectIT Interface	$5,500.00	5 @ $1,275.00	$6,375.00	$0.00	$11,875.00	$990.00
Standard Fuel Interface - SeeComments	$5,500.00	5 @ $1,275.00	$6,375.00	$0.00	$11,875.00	$990.00
Payroll/HR:						
Professional Development	$6,600.00	2 @ $1,275.00	$2,550.00	$0.00	$9,150.00	$1,188.00
Revenue:						
Animal License	$19,300.00	5 @ $1,275.00	$6,375.00	$0.00	$25,675.00	$4,825.00
Vehicle Stickers	$16,500.00	5 @ $1,275.00	$6,375.00	$0.00	$22,875.00	$2,970.00
Other:						
Parks and Recreation	$65,600.00	13 @ $1,275.00	$16,575.00	$0.00	$82,175.00	$11,808.00
Tyler Incident Management	$33,000.00	10 @ $1,275.00	$12,750.00	$0.00	$45,750.00	$5,940.00
EnerGov Impact Management	$22,750.00	16 @ $1,275.00	$20,400.00	$0.00	$43,150.00	$5,688.00
EnerGov IVR	$24,000.00	6 @ $1,275.00	$7,650.00	$0.00	$31,650.00	$6,000.00

Optional Tyler Software & Related Services

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
MUNIS Disaster Recovery Service	$0.00	0 @ $1,275.00	$0.00	$0.00	$0.00	$30,000.00
OSDBA Contract Services	$0.00	0 @ $1,275.00	$0.00	$0.00	$0.00	$30,000.00
Payroll Tax Table Updates	$0.00	0 @ $1,275.00	$0.00	$0.00	$0.00	$1,000.00
Productivity:						
Tyler Meeting Manager (SE)	$30,000.00	3 @ $1,275.00	$3,825.00	$0.00	$33,825.00	$5,400.00
IVR Gateway	$18,000.00	6 @ $1,275.00	$7,650.00	$0.00	$25,650.00	$3,240.00
TOTAL:	**$330,250.00**	**116**	**$147,900.00**	**$0.00**	**$478,150.00**	**$125,069.00**

Optional Other Services

Description	Quantity	Unit Price	Discount	Extended Price
Change Management Self Service	1	$20,000.00	$0.00	$20,000.00
Custom Fuel Interface	1	$3,300.00	$0.00	$3,300.00
POS Cash Installation (Up to 3)	1	$1,000.00	$0.00	$1,000.00
TOTAL:				**$24,300.00**

Optional 3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
BMI-ASSETRACK-PPC for MUNIS (Incl. Install Fee)	1	$6,500.00	$0.00	$6,500.00	$0.00	$0.00	$0.00
BMI CollectIT Inventory Bar Code Scanning System	1	$6,500.00	$0.00	$6,500.00	$0.00	$0.00	$0.00
Cash Drawer	1	$230.00	$0.00	$230.00	$0.00	$0.00	$0.00
Hand Held Scanner - Model 1900GSR	1	$415.00	$0.00	$415.00	$0.00	$0.00	$0.00
Hand Held Scanner Stand	1	$25.00	$0.00	$25.00	$0.00	$0.00	$0.00
ID Tech MiniMag USB Reader	1	$62.00	$0.00	$62.00	$0.00	$0.00	$0.00
Power Supply	1	$40.00	$0.00	$40.00	$0.00	$0.00	$0.00
Printer (EPSON TM-H6000iii)	1	$1,400.00	$0.00	$1,400.00	$0.00	$0.00	$0.00
3rd Party Hardware Sub-Total:			*$0.00*	*$15,172.00*			*$0.00*

| | | TOTAL: | | $15,172.00 | | $0.00 |

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

Customer Approval: _____ Date: _____

Print Name: _____ P.O. #: _____

All primary values quoted in US Dollars

Discount Detail

Description	License	License Discount	License Net	Maintenance Basis	Year One Maint Discount	Year One Maint Net
Financials:						
Accounting/GL/BG/AP	$176,000.00	$17,600.00	$158,400.00	$31,680.00	$31,680.00	$0.00
Bid Management	$22,000.00	$2,200.00	$19,800.00	$3,960.00	$3,960.00	$0.00
Cash Management	$35,000.00	$3,500.00	$31,500.00	$6,300.00	$6,300.00	$0.00
Contract Management	$22,000.00	$2,200.00	$19,800.00	$3,960.00	$3,960.00	$0.00
Fixed Assets	$44,000.00	$4,400.00	$39,600.00	$7,920.00	$7,920.00	$0.00
Inventory	$44,000.00	$4,400.00	$39,600.00	$7,920.00	$7,920.00	$0.00
Project & Grant Accounting	$30,000.00	$3,000.00	$27,000.00	$5,400.00	$5,400.00	$0.00
Purchasing	$82,000.00	$8,200.00	$73,800.00	$14,760.00	$14,760.00	$0.00
Work Orders, Fleet & Facilities Management	$55,000.00	$5,500.00	$49,500.00	$9,900.00	$9,900.00	$0.00
Payroll/HR:						
Applicant Tracking	$5,500.00	$550.00	$4,950.00	$990.00	$990.00	$0.00
HR Management	$11,500.00	$1,150.00	$10,350.00	$2,070.00	$2,070.00	$0.00
Payroll w/ESS	$23,500.00	$2,350.00	$21,150.00	$4,230.00	$4,230.00	$0.00
Revenue:						
Accounts Receivable	$40,500.00	$4,050.00	$36,450.00	$7,290.00	$7,290.00	$0.00
Central Property File	$4,200.00	$420.00	$3,780.00	$1,050.00	$1,050.00	$0.00
General Billing	$19,250.00	$1,925.00	$17,325.00	$3,465.00	$3,465.00	$0.00
Tyler Cashiering	$60,000.00	$6,000.00	$54,000.00	$10,800.00	$10,800.00	$0.00
UB Interface	$16,500.00	$1,650.00	$14,850.00	$2,970.00	$2,970.00	$0.00

Discount Detail

Description	License	License Discount	License Net	Maintenance Basis	Year One Maint Discount	Year One Maint Net
Maplink GIS Integration	$22,000.00	$2,200.00	$19,800.00	$3,960.00	$3,960.00	$0.00
Parking Tickets	$11,000.00	$1,100.00	$9,900.00	$2,750.00	$2,750.00	$0.00
Utility Billing CIS	$58,000.00	$5,800.00	$52,200.00	$10,440.00	$10,440.00	$0.00
Parking Tickets Handheld Interface	$1,650.00	$165.00	$1,485.00	$413.00	$413.00	$0.00
Productivity:						
Citizen Self Service	$40,500.00	$4,050.00	$36,450.00	$7,290.00	$7,290.00	$0.00
eProcurement	$35,000.00	$3,500.00	$31,500.00	$6,300.00	$6,300.00	$0.00
Munis Analytics & Reporting	$158,500.00	$15,850.00	$142,650.00	$28,530.00	$28,530.00	$0.00
Tyler Content Manager SE	$60,000.00	$6,000.00	$54,000.00	$10,800.00	$10,800.00	$0.00
Tyler Forms Processing	$19,500.00	$1,950.00	$17,550.00	$3,900.00	$3,900.00	$0.00
Tyler Pulse	$67,500.00	$6,750.00	$60,750.00	$16,875.00	$16,875.00	$0.00
Tyler Pulse Connection (ThirdParty App.)	$25,000.00	$2,500.00	$22,500.00	$6,250.00	$6,250.00	$0.00
Tyler Pulse Connection (TylerApplication)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Other:						
CAFR Statement Builder	$25,000.00	$2,500.00	$22,500.00	$4,500.00	$4,500.00	$0.00
EnerGov Citizen Access Portal	$27,500.00	$2,750.00	$24,750.00	$6,875.00	$6,875.00	$0.00
EnerGov e-Reviews	$34,250.00	$3,425.00	$30,825.00	$8,563.00	$8,563.00	$0.00
EnerGov ESRI Integration	$44,000.00	$4,400.00	$39,600.00	$11,000.00	$11,000.00	$0.00
EnerGov iG Workforce Mobile	$34,250.00	$3,425.00	$30,825.00	$8,563.00	$8,563.00	$0.00
EnerGov Intelligent Objects Automation	$10,665.00	$1,067.00	$9,598.00	$2,666.00	$2,666.00	$0.00
EnerGov Permits & Inspections	$68,750.00	$6,875.00	$61,875.00	$17,188.00	$17,188.00	$0.00
EnerGov Professional Licensing	$27,500.00	$2,750.00	$24,750.00	$6,875.00	$6,875.00	$0.00
EnerGov Rental Property Landlord Management	$22,750.00	$2,275.00	$20,475.00	$5,688.00	$5,688.00	$0.00
TOTAL:	**$1,484,265.00**	**$148,427.00**	**$1,335,838.00**	**$294,091.00**	**$294,091.00**	**$0.00**

Comments

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Comments

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

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

Tyler Pulse includes up to 20 performance indicators.

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

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

EnerGov Professional Licensing Forms Library includes 1 Business License form and 1 Business License Renewal form.

EnerGov Permits & Code Forms Library includes 1 Building Permit, 1 Trades Permit, 1 Zoning Permit and 1 Certificate of Completion OR Occupancy.

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

e-Planning requires BlueBeam Revu or Adobe Acrobat Pro.

EnerGov utilizes Crystal Reports for creating custom reports and forms. SAP Business Objects - Crystal Reports Developer Edition (SAP Crystal Reports 2011 INTL WIN NUL License) is required to develop or modify Crystal Reports.
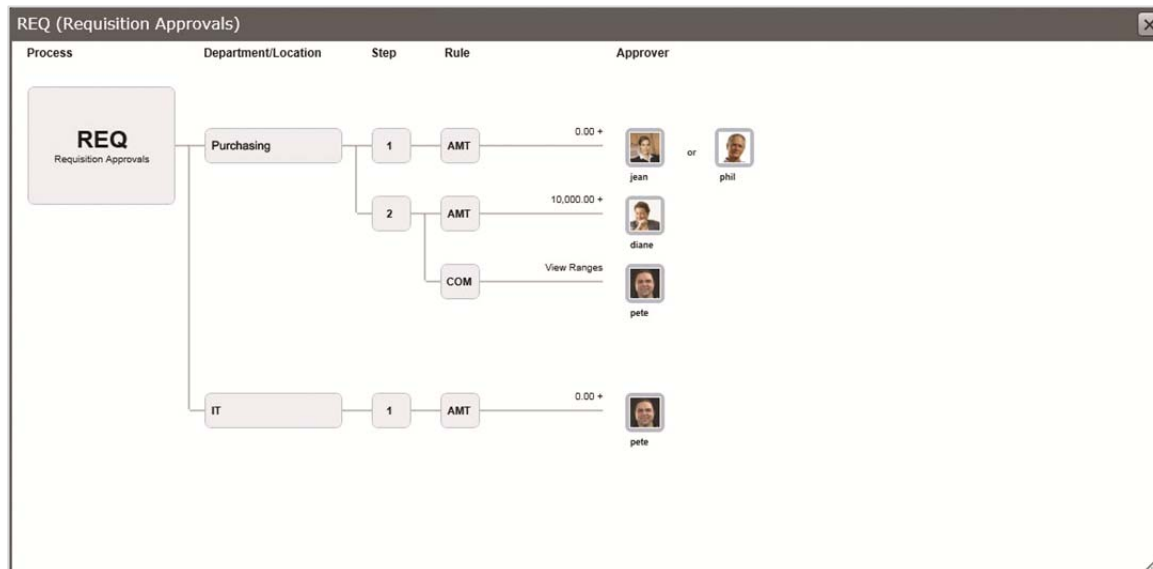
City of Aurora, IL

Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

8.9.2   Tyler Investment Summary - Hosted

Please refer to the attached Tyler Investment Summary.

Quoted By: Alban Michaud

Date: 6/30/2014

Quote Expiration: 12/25/2014

Quote Name: City of Aurora-ERP-Munis

Quote Number: 2014-9021

Quote Description: Tyler SaaS Pricing

Sales Quotation For

City of Aurora

44 E Downer Pl

Aurora, Illinois 60507

Phone (630) 256-4636

SaaS				**One Time Fees**		
Description	# Years	Annual Fee	Annual Fee Net	Impl. Days	Impl. Cost	Data Conversion
Financial:						
Accounting/GL/BG/AP	7	$101,212.00	$101,212.00	0 @ $1,275.00	$0.00	$20,200.00
Bid Management	7	$12,569.00	$12,569.00	0 @ $1,275.00	$0.00	$0.00
Cash Management	7	$19,996.00	$19,996.00	0 @ $1,275.00	$0.00	$0.00
Contract Management	7	$12,569.00	$12,569.00	0 @ $1,275.00	$0.00	$0.00
Fixed Assets	7	$25,383.00	$25,383.00	0 @ $1,275.00	$0.00	$7,500.00
Inventory	7	$25,285.00	$25,285.00	0 @ $1,275.00	$0.00	$4,500.00
Project & Grant Accounting	7	$17,450.00	$17,450.00	0 @ $1,275.00	$0.00	$9,500.00
Purchasing	7	$46,979.00	$46,979.00	0 @ $1,275.00	$0.00	$4,000.00
Work Orders, Fleet & Facilities Management	7	$31,831.00	$31,831.00	0 @ $1,275.00	$0.00	$12,500.00
Payroll/HR:						
Applicant Tracking	7	$3,142.00	$3,142.00	0 @ $1,275.00	$0.00	$0.00
HR Management	7	$6,570.00	$6,570.00	0 @ $1,275.00	$0.00	$0.00
Payroll w/ESS	7	$13,766.00	$13,766.00	0 @ $1,275.00	$0.00	$10,400.00
Revenue:						

SaaS				One Time Fees		
Description	# Years	Annual Fee	Annual Fee Net	Impl. Days	Impl. Cost	Data Conversion
Accounts Receivable	7	$23,138.00	$23,138.00	0 @ $1,275.00	$0.00	$0.00
Central Property File	7	$2,701.00	$2,701.00	0 @ $1,275.00	$0.00	$0.00
General Billing	7	$11,406.00	$11,406.00	0 @ $1,275.00	$0.00	$12,500.00
Maplink GIS Integration	7	$12,569.00	$12,569.00	0 @ $1,275.00	$0.00	$0.00
Parking Tickets	7	$7,209.00	$7,209.00	0 @ $1,275.00	$0.00	$4,160.00
Parking Tickets Handheld Interface	7	$1,061.00	$1,061.00	0 @ $1,275.00	$0.00	$0.00
Tyler Cashiering	7	$34,279.00	$34,279.00	0 @ $1,275.00	$0.00	$0.00
UB Interface	7	$9,427.00	$9,427.00	0 @ $1,275.00	$0.00	$0.00
Utility Billing CIS	7	$33,839.00	$33,839.00	0 @ $1,275.00	$0.00	$21,500.00
Productivity:						
Citizen Self Service	7	$23,138.00	$23,138.00	0 @ $1,275.00	$0.00	$0.00
eProcurement	7	$19,996.00	$19,996.00	0 @ $1,275.00	$0.00	$0.00
Munis Analytics & Reporting (SaaS)	7	$60,955.00	$60,955.00	0 @ $1,275.00	$0.00	$0.00
Tyler Content Manager SE	7	$34,279.00	$34,279.00	0 @ $1,275.00	$0.00	$0.00
Tyler Forms Processing	7	$11,540.00	$11,540.00	0 @ $1,275.00	$0.00	$0.00
Tyler Pulse	7	$43,403.00	$43,403.00	0 @ $1,275.00	$0.00	$0.00
Tyler Pulse Connection (ThirdParty App.)	7	$16,075.00	$16,075.00	0 @ $1,275.00	$0.00	$0.00
Tyler Pulse Connection (TylerApplication)	7	$0.00	$0.00	0 @ $1,275.00	$0.00	$0.00
Other:						
CAFR Statement Builder	7	$14,283.00	$14,283.00	0 @ $1,275.00	$0.00	$0.00
EnerGov Citizen Access Portal	7	$17,683.00	$17,683.00	0 @ $1,275.00	$0.00	$0.00
EnerGov e-Reviews	7	$22,023.00	$22,023.00	0 @ $1,275.00	$0.00	$0.00
EnerGov ESRI Integration	7	$28,292.00	$28,292.00	0 @ $1,275.00	$0.00	$0.00
EnerGov iG Workforce Mobile	7	$22,023.00	$22,023.00	0 @ $1,275.00	$0.00	$0.00
EnerGov Intelligent Objects Automation	7	$6,858.00	$6,858.00	0 @ $1,275.00	$0.00	$0.00
EnerGov Permits & Inspections	7	$45,069.00	$45,069.00	0 @ $1,275.00	$0.00	$26,400.00
EnerGov Professional Licensing	7	$18,126.00	$18,126.00	0 @ $1,275.00	$0.00	$13,560.00
EnerGov Rental Property Landlord Management	7	$14,628.00	$14,628.00	0 @ $1,275.00	$0.00	$0.00

SaaS					**One Time Fees**		
Description		# Years	Annual Fee	Annual Fee Net	Impl. Days	Impl. Cost	Data Conversion
	TOTAL:		$850,752.00	$850,752.00	0	$0.00	$146,720.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
Annual Refresher Training	24	$1,275.00	$0.00	$30,600.00
AP/PR Check Recon Import	1	$1,000.00	$0.00	$1,000.00
AP Positive Pay Export Format	1	$3,000.00	$0.00	$3,000.00
Change Management Consulting Solution	1	$75,000.00	$0.00	$75,000.00
Consultant - Community Development	192	$1,275.00	$0.00	$244,800.00
Consultant - Financials	288	$1,275.00	$0.00	$367,200.00
Consultant - Payroll/HR	208	$1,275.00	$0.00	$265,200.00
Consultant - Tyler Pulse (Data Warehouse)	24	$1,275.00	$0.00	$30,600.00
Consultant - Utility Billing/Revenue	208	$1,275.00	$0.00	$265,200.00
Consultant - Work Orders/Fleet/Facilities	72	$1,275.00	$0.00	$91,800.00
EnerGov Permits & Code Forms Library (4 Forms)	1	$4,800.00	$0.00	$4,800.00
EnerGov Professional Licensing Forms Library (2 Forms)	1	$2,400.00	$0.00	$2,400.00
Estimated Travel Expenses	1	$659,900.00	$0.00	$659,900.00
Munis Admin & Security	6	$1,275.00	$0.00	$7,650.00
P-Card Import Format W/O Encumbrances	1	$7,500.00	$0.00	$7,500.00
Project Manager -Full-Time (24 months)	24	$20,750.00	$0.00	$498,000.00
Project Manager - Part-Time (50%) - 12 months	12	$12,500.00	$0.00	$150,000.00
PR Positive Pay Export Format	1	$3,000.00	$0.00	$3,000.00
Tyler Forms Financial Library	1	$3,000.00	$0.00	$3,000.00
Tyler Forms Library - General Billing	1	$2,500.00	$0.00	$2,500.00
Tyler Forms Library - Payroll	1	$1,400.00	$0.00	$1,400.00
Tyler Forms Processing Configuration	1	$3,000.00	$0.00	$3,000.00
Tyler Forms Library - Utility Billing	1	$5,500.00	$0.00	$5,500.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
VPN Device	1	$4,000.00	$0.00	$4,000.00
TOTAL:				**$2,727,050.00**

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
Tyler Secure Signature System with 2 Keys	1	$1,650.00	$0.00	$1,650.00	$0.00	$0.00	$0.00
3rd Party Hardware Sub-Total:			*$0.00*	*$1,650.00*			*$0.00*
TOTAL:				**$1,650.00**			**$0.00**

Summary	One Time Fees	Recurring Fees
Total SaaS	$0.00	$850,752.00
Total Tyler Software	$0.00	$0.00
Total Tyler Services	$2,873,770.00	$0.00
Total 3rd Party Hardware, Software and Services	$1,650.00	$0.00
Summary Total	**$2,875,420.00**	**$850,752.00**
Contract Total	**$8,830,684.00**	

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Accounting Opt 1 - Actuals - G	$3,000.00	$0.00	$3,000.00
Accounting Opt 2 - Budgets - G	$3,000.00	$0.00	$3,000.00
Accounting Standard COA - G	$3,500.00	$0.00	$3,500.00
Accounts Payable Opt 1 - Checks - G	$3,200.00	$0.00	$3,200.00
Accounts Payable Opt 2 - Invoice - G	$4,500.00	$0.00	$4,500.00
Accounts Payable Standard Master - G	$3,000.00	$0.00	$3,000.00
EnerGov Permits & Inspections - Option 1 - Applications - F	$7,800.00	$0.00	$7,800.00
EnerGov Permits & Inspections - Option 2 - Violations - F	$6,600.00	$0.00	$6,600.00
EnerGov Permits & Inspections - Option 3 - Inspections - F	$6,600.00	$0.00	$6,600.00
EnerGov Permits & Inspections - Standard - Master - F	$5,400.00	$0.00	$5,400.00
EnerGov Professional Licensing Opt 1 - Bills - F	$7,560.00	$0.00	$7,560.00
EnerGov Professional Licensing Standard - LT Master, Customer Accounts - F	$6,000.00	$0.00	$6,000.00
Fixed Assets Opt 1 - History - G	$3,000.00	$0.00	$3,000.00
Fixed Assets Std Master - G	$4,500.00	$0.00	$4,500.00
General Billing Opt 1 - Recurring Invoices - G	$4,500.00	$0.00	$4,500.00
General Billing Opt 2 - Bills - G	$5,500.00	$0.00	$5,500.00
General Billing Std CID - G	$2,500.00	$0.00	$2,500.00
Inventory Std Master - G	$4,500.00	$0.00	$4,500.00
Parking Tickets OPT 1 - Bills - B	$2,900.00	$0.00	$2,900.00
Parking Tickets Std Master - B	$1,260.00	$0.00	$1,260.00
Payroll - Option 1 Deductions - C	$1,800.00	$0.00	$1,800.00
Payroll - Option 2 Accrual Balances - C	$1,500.00	$0.00	$1,500.00
Payroll - Option 3 Accumulators - C	$1,400.00	$0.00	$1,400.00
Payroll - Option 4 Check History - C	$1,200.00	$0.00	$1,200.00
Payroll - Option 5 Earning/Deduction Hist - C	$2,500.00	$0.00	$2,500.00
Payroll - Standard - C	$2,000.00	$0.00	$2,000.00
Project Grant Accounting Opt 1 - Actuals - G	$3,000.00	$0.00	$3,000.00

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Project Grant Accounting Opt 2 - Budgets - G	$3,000.00	$0.00	$3,000.00
Project Grant Accounting Standard - G	$3,500.00	$0.00	$3,500.00
Purchasing - Purchase Orders - Standard - G	$4,000.00	$0.00	$4,000.00
Utility Billing - Option 1 Services - F	$4,500.00	$0.00	$4,500.00
Utility Billing - Option 2 Assessments - F	$2,500.00	$0.00	$2,500.00
Utility Billing - Option 3 Consumption History - F	$4,500.00	$0.00	$4,500.00
Utility Billing - Option 4 Balance Forward AR - F	$6,000.00	$0.00	$6,000.00
Utility Billing - Standard - F	$4,000.00	$0.00	$4,000.00
Work Order Opt 1 - Work Order Asset - G	$5,000.00	$0.00	$5,000.00
Work Order Opt 2 - Closed Work Order History No Cost Data - G	$7,500.00	$0.00	$7,500.00
TOTAL:			**$146,720.00**

Optional SaaS				One Time Fees		
Description	# Years	Annual Fee	Annual Fee Net	Impl. Days	Impl. Cost	Data Conversion
Financial:						
BMI Asset Track Interface	7	$3,351.00	$3,351.00	5	$6,375.00	$0.00
BMI CollectIT Interface	7	$3,351.00	$3,351.00	5	$6,375.00	$0.00
Employee Expense Reimbursement	7	$10,659.00	$10,659.00	9	$11,475.00	$0.00
Performance Based Budgeting	7	$35,362.00	$35,362.00	26	$33,150.00	$0.00
Standard Fuel Interface - SeeComments	7	$3,351.00	$3,351.00	5	$6,375.00	$0.00
Payroll/HR:						
Professional Development	7	$3,854.00	$3,854.00	2	$2,550.00	$0.00
Revenue:						
Animal License	7	$12,618.00	$12,618.00	5	$6,375.00	$0.00
Vehicle Stickers	7	$9,635.00	$9,635.00	5	$6,375.00	$0.00
Productivity:						
IVR Gateway	7	$10,534.00	$10,534.00	6	$7,650.00	$0.00
Transparency Portal	7	$20,000.00	$20,000.00	0	$0.00	$0.00
Tyler Meeting Manager (SE)	7	$17,265.00	$17,265.00	3	$3,825.00	$0.00
Other:						
EnerGov Impact Management	7	$15,295.00	$15,295.00	16	$20,400.00	$0.00
EnerGov IVR	7	$15,682.00	$15,682.00	6	$7,650.00	$0.00
Parks and Recreation	7	$38,020.00	$38,020.00	13	$16,575.00	$0.00
Payroll Tax Table Updates	7	$1,000.00	$1,000.00	0	$0.00	$0.00
Tyler Incident Management	7	$19,270.00	$19,270.00	10	$12,750.00	$0.00
TOTAL:		**$219,247.00**	**$219,247.00**	**116**	**$147,900.00**	**$0.00**

Optional Other Services

Description	Quantity	Unit Price	Discount	Extended Price
Change Management Self Service	1	$20,000.00	$0.00	$20,000.00
Custom Fuel Interface	1	$3,300.00	$0.00	$3,300.00
POS Cash Installation (Up to 3)	1	$1,000.00	$0.00	$1,000.00
			TOTAL:	**$24,300.00**

Optional 3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
BMI-ASSETRACK-PPC for MUNIS (Incl. Install Fee)	1	$6,500.00	$0.00	$6,500.00	$0.00	$0.00	$0.00
BMI CollectIT Inventory Bar Code Scanning System	1	$6,500.00	$0.00	$6,500.00	$0.00	$0.00	$0.00
Cash Drawer	1	$230.00	$0.00	$230.00	$0.00	$0.00	$0.00
Hand Held Scanner - Model 1900GSR	1	$415.00	$0.00	$415.00	$0.00	$0.00	$0.00
Hand Held Scanner Stand	1	$25.00	$0.00	$25.00	$0.00	$0.00	$0.00
ID Tech MiniMag USB Reader	1	$62.00	$0.00	$62.00	$0.00	$0.00	$0.00
Power Supply	1	$40.00	$0.00	$40.00	$0.00	$0.00	$0.00
Printer (EPSON TM-H6000iii)	1	$1,400.00	$0.00	$1,400.00	$0.00	$0.00	$0.00
3rd Party Hardware Sub-Total:			*$0.00*	*$15,172.00*			*$0.00*
TOTAL:				**$15,172.00**			**$0.00**

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

Customer Approval: _____ Date: _____

Print Name: _____ P.O. #: _____

All primary values quoted in US Dollars

Comments

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Comments

Tyler Pulse includes up to 20 performance indicators.

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

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

TCM SE includes up to 100GB of storage. Should additional storage be needed it may be purchased as needed at an annual fee of $1,000 per 100GB with a total cap of storage at 750GB.

EnerGov Professional Licensing Forms Library includes 1 Business License form and 1 Business License Renewal form.

EnerGov Permits & Code Forms Library includes 1 Building Permit, 1 Trades Permit, 1 Zoning Permit and 1 Certificate of Completion OR Occupancy.

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

e-Planning requires BlueBeam Revu or Adobe Acrobat Pro.

EnerGov utilizes Crystal Reports for creating custom reports and forms. SAP Business Objects - Crystal Reports Developer Edition (SAP Crystal Reports 2011 INTL WIN NUL License) is required to develop or modify Crystal Reports.

Section 9   System Requirements

9.1 General System Requirements

9.1.1   Solution Overview

Munis Overview

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

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

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

Software That Delivers Client Success

Our commitment to the total client experience means that we invest heavily in a user-centric design process. We continually maximize end-user productivity by listening to our clients and assessing what is important to their business. We involve them in usability testing conducted by analysts certified by Human Factors International to ensure that Munis works the way they do.

Command Centers and Central Programs

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

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Example of a Munis HR Command Center

Example of a Munis General Ledger Account Central Program

Wizards

Built-in wizards—including those for employee on-boarding, budget projections, and W-2 creation—make infrequently performed tasks a breeze. Easy-to follow directions walk users through each step, from verifying information to final submission, and a progress bar at the top of the screen shows where you are in the process. What's more, integrated, context-sensitive online Help for everything from local screen assistance to important definitions and government links is available on every screen.

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Example of a Munis Employee Change Wizard

Workflow

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

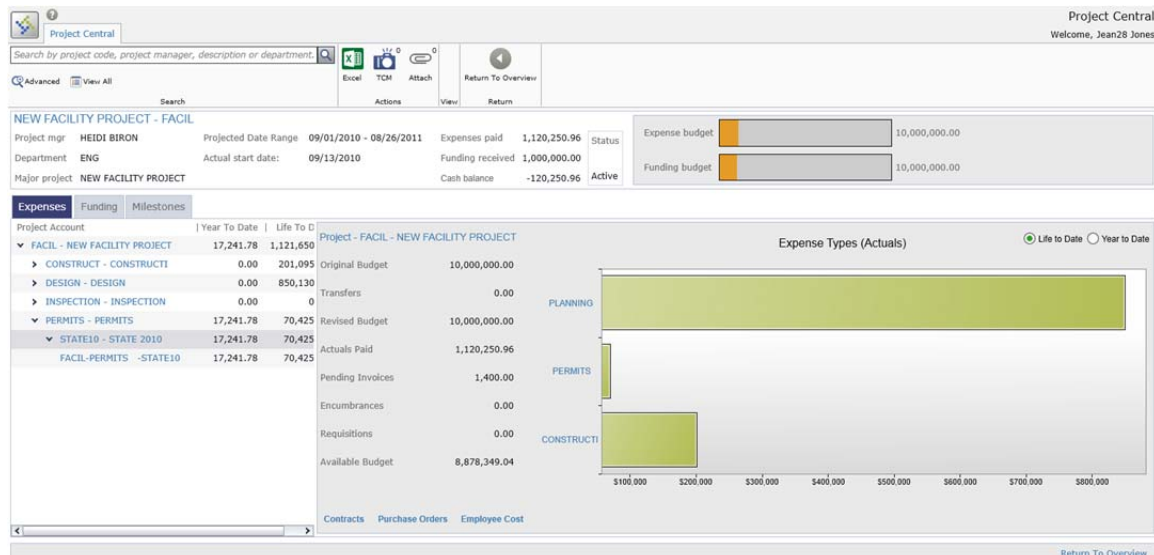

Example of a Requisition Approval chain in Munis Workflow

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Integration with Microsoft

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

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

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

Content Management

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

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

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

Munis Analytics and Reporting

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

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

Munis also offers full bi-directional integration between your Munis database and Microsoft Excel, providing a user-friendly, multi-dimensional view of your data across many platforms allowing you to analyze and report on trends, track key performance indicators, create charts and graphs, generate reports and more. Embedded hyperlinks point to the originating record stored in Munis for fast access to detailed information.

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

Business Intelligence

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

Munis TylerForms

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

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

Mobile Applications

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

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

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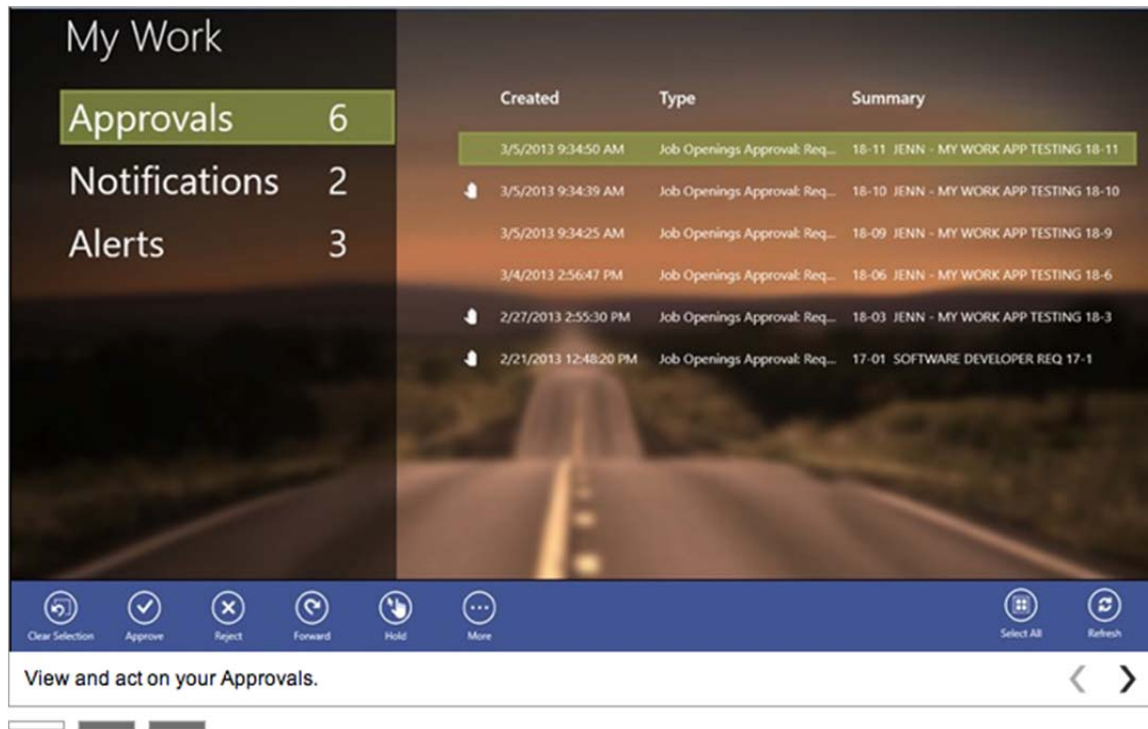
Example of Munis My Work Mobile App for Windows 8®

GIS Map Integration

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

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9.1.2   Proposed Product Suites

Munis Fund Accounting & Budgeting

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

BENEFITS OF MUNIS FUND ACCOUNTING AND BUDGETING

State & Local Government & Schools

- Reduces overall financial costs through a strategic management of resources

- Increases organization flexibility to address business & legislative changes

- Ensures accountability, transparency, & compliance with local, state, & federal requirements

- Enables collaboration across organization boundaries

Finance Administrators

- Increases organization-wide visibility into budget compliance & financial status

- Provides real-time insight into business processes for strategic decision making

- Reduces planning and budgeting cycle times

- Optimizes cash flow through performance measurement, analysis & forecasting

Finance Employees

- Reduces redundant data entry & creates a "single version of the truth"

- Improves productivity, efficiency & responsiveness to citizens

- Decreases process time & enhances workflow for day-to-day tasks

Citizens

- Improves understanding of state & local government mission and goals

- Increases satisfaction in state & local government programs & services

- Provides transparency into state & local government operations & processes

Munis General Ledger

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

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

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

- Dozens of ready-to-use reports which allow the user to sort and summarize by their chart of account segments with hyperlinks which allow the user to drill down to the data
- Customizable report templates with user definable columns and saved find and sort options
- A built-in Scheduler tool which automates the processing and distribution of standard reports Users can schedule reports to be generated as they wish on a daily, weekly, or monthly basis
- Flexible reporting for multi-year funds and grants, as well as staggered fiscal years
- Excel data cubes allow the average user (with not a lot of IT experience) to start in Excel and create ad-hoc reports to retrieve and analyze any segment level across multiple years
- Optional customizable report generation through Tyler Reporting Services where IT or a MUNIS TRS representative builds the report to the exact specifications required by the end user
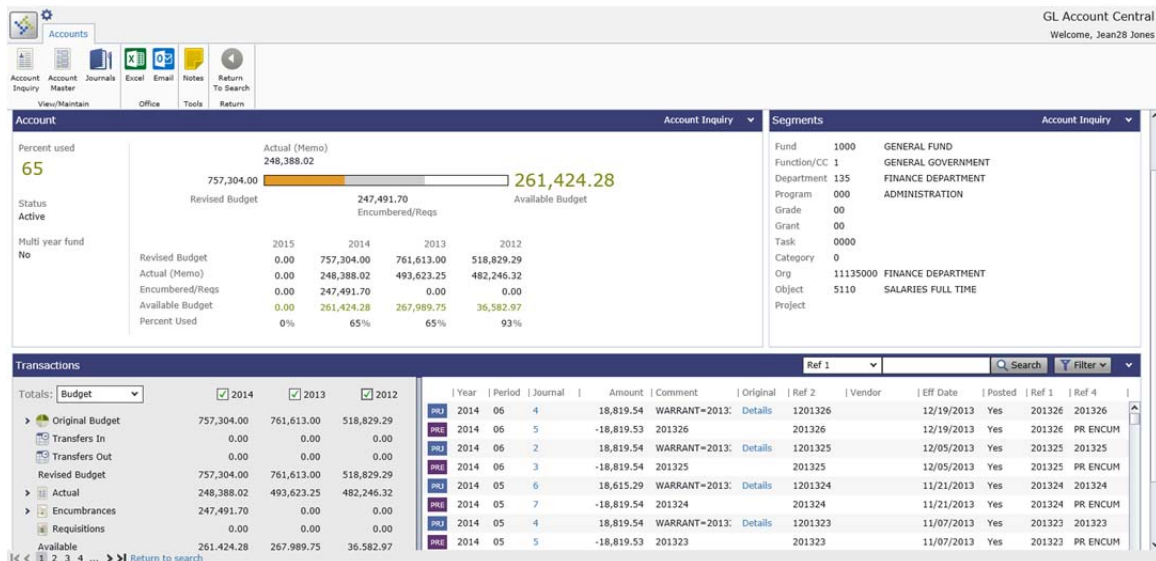
Example of GL Account Central

Tyler CAFR Statement Builder

The CAFR Statement Builder simplifies development of the financial statements presented in the Comprehensive Annual Financial Report (CAFR). This easy-to-use tool allows you to upload your financial data, prepare adjusting entries, equity classifications, and generate statements and schedules. The Governmental Accounting Standards Board (GASB) defines the reporting model which is embedded in the CAFR Statement Builder. When GASB

requirements change, the CAFR Statement Builder is updated, so you can rest assured that your statements will be in compliance. The CAFR Statement Builder increases efficiency, minimizes errors, and simplifies reporting. Highlights include:

- Intuitive user-interface to get you quickly into building your statements
- Customized account coding, templates and reconciliation notes carry forward year after year
- Statement drill downs provide a complete audit trail
- Microsoft Excel reporting engine increases flexibility
- Optional cloud-based data hosting service available to reduce hardware investments and IT maintenance burden

Munis Budgeting

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

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

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

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

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Munis: Budget Preparation using Excel

Munis Performance Based Budgeting (optional)

Munis Performance Based Budgeting allows one to manage results, accountability, key performance indicators and alignment with citizen-driven goals. It supports strategic and comprehensive planning, establishing program objectives, measuring results against those objectives, matching resources to action plans such as Budgeting and reporting results. Full integration with Munis General Ledger balances and Payroll hourly rates updates the costs and time spent on specific activities. It provides the means for linking dollars to results and improves public visibility into operations, demonstrating the value of improving overall efficiency. Other benefits include:

- Ability to measure project success by comparing project costs with output
- Option to view statistical data by month or year to measure incremental progress, budget status, and efficiency
- Allows direct import of third party statistical data
- Integration with Project Ledger accesses Project Balances

Munis Project and Grant Accounting

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

- Control of revenue allocation by defining the rules and priorities of sources that will fund each project

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- Real-time tracking of funding received for grants
- Project cubes for a multi-dimensional look at data sets
- Milestone tracking with familiar Gantt Charts
- Automatic creation of a project from a grant
- Workflow to streamline approvals and notifications, monitor efficiency and provide audit history
- Grant Manager tool to show available budget, funding received, yearly, quarterly, and monthly expenditures, along with drill down capabilities to individual transactions
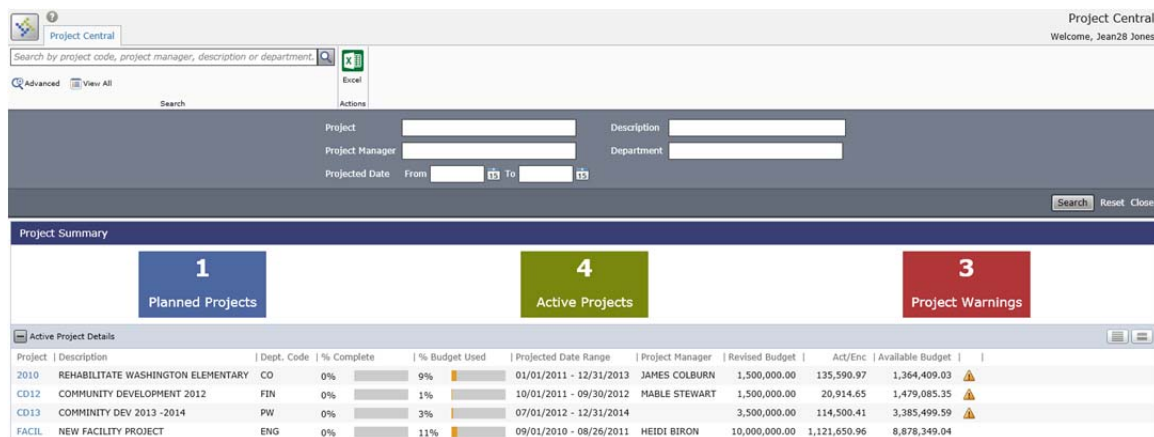
Project Central: Dashboard divides projects according to phase.

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

Accounts Receivable

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

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

Munis General Billing

Munis General Billing creates invoices and bills for miscellaneous charges, such as facility rentals, hangar fees, tuition, vandalism and false alarm billing. It eliminates handwritten bills and manual calculations, totals invoice lines and provides accurate payment information. General Billing works with Munis Payment Entry (Accounts Receivable), Work Orders, General Ledger, and provides accurate and up-to-the-minute accountability. Other benefits include:

- Aggregates services provided such as multiple days billed monthly
- Supports automatic interdepartmental billing
- Supports Electronic Fund Transfers (EFT)
- Manages escalating fees associated with multiple incidents
- Integrative Workflow approvals

- Provides loan tracking and amortization for HUD housing
- Integrates with Grant Management for reimbursement requests
- Integrates with Payroll for extra duty pay and COBRA billing
- Integrates with Work Orders for billing repairs and other services

Munis Cash Management

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

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

Munis Fixed Assets

Munis Fixed Assets manages record-keeping of all fixed assets such as land, buildings, machinery and equipment,
construction in progress, and infrastructure. Asset information can automatically flow from purchasing. Simplify
record maintenance and reporting by tying an unlimited number of individual assets to master assets, and track
items transferred, missing, not in use, or due for maintenance or replacement. Also calculates depreciation by
selective methods such as straight line, composite rate, 6 month convention and reports on the depreciation
schedule. For a complete 360-degree process, Munis Fixed Assets provides a complete set of financial statements
that fully reflects your organization's investments. Integration with other Munis programs provides additional
benefits:

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

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Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

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

Munis Work Order, Fleet and Facilities

Munis Work Orders, Fleet and Facilities is an enterprise-wide system designed to address the needs of public works departments, school districts and facilities maintenance departments, garage and fleet management services, utility districts and other service departments. This module is unique in its depth of integration with Munis General Ledger, Purchasing, Accounts Payable, Fixed Assets, Inventory, Payroll and Revenue modules and is designed to improve efficiency and streamline service issues across the organization. It also effectively tracks Management Information Systems (MIS) maintenance for existing technology assets or equipment, captures internal service costs and issues invoices, and logs citizen service requests and much more. This module provides a broad range of efficiencies:

- Service calls convert automatically to Work Orders
- Assignment/Scheduling function helps with estimating costs, materials, labor and scheduling
- Equipment and facilities populate as Fixed Assets
- Eliminates duplicate data entry of labor time, inventory usage, journal entries and billing—saving time, and reducing errors
- Automates fleet and facilities maintenance and chargebacks to requesting departments
- Preventative Maintenance feature schedules and automatically generates work orders
- Integration with Tyler Citizen Self Service allows citizens to report and log issues, such as potholes, that automatically become work orders

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Munis Procurement

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

BENEFITS OF MUNIS PROCUREMENT

State & Local Government & Schools	Procurement Administrators	Procurement Employees	Employees - Requestors
• Reduces financial costs— paper, administrative, warehouse, supply & third-party	• Increases organization-wide visibility into procurement expenditures, minimizing risk	• Eliminates unnecessary paperwork & reduces data entry time & errors	• Provides easy access to products or services when needed
• Allows organizations to utilize budgets more effectively	• Provides real-time insight into business processes for strategic decision-making	• Decreases "req to check" process time & Procurement Administrative Lead Time (PALT), reducing time & costs	• Improves understanding and ability to conform to internal business rules, policies & contracts
• Ensures accountability, auditability, & compliance with local,	• Simplifies the	• Improves customer	• Increases access to answers regarding product availability &

City of Aurora, IL

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state & federal requirements

- Increases the public's confidence in state and local government

management of & eliminates redundant supplier relationships

- Improves communication with employees & vendors

service by ensuring the right product is procured at the right time at the best value

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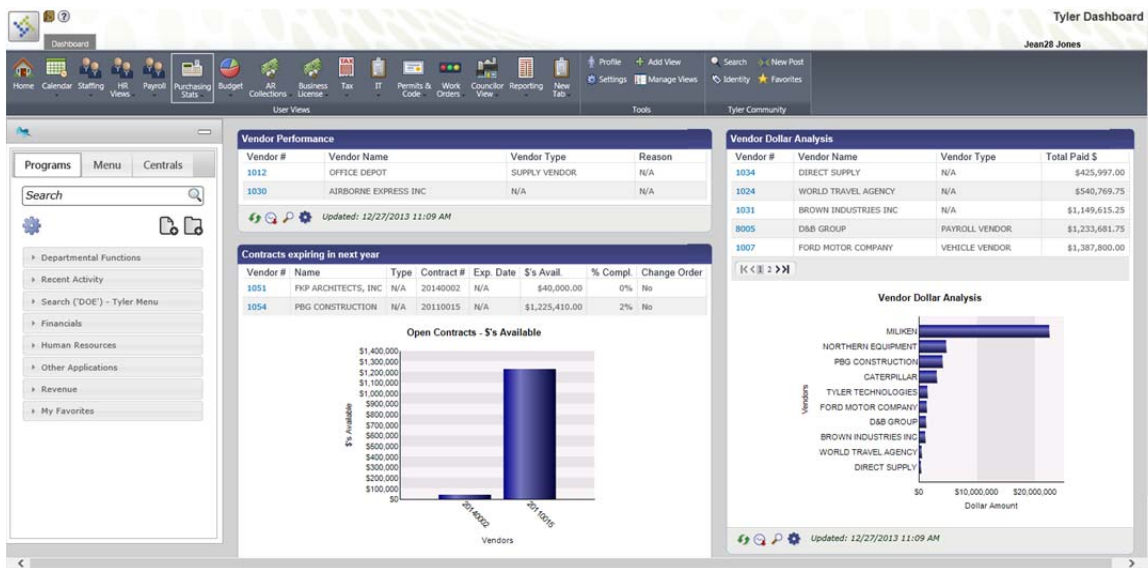
Dashboard above provides quick vendor stats as well as access to details.

Munis Purchasing

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

- Customizable Requisition Screens provide only essential information, enabling other non-finance staff to enter requisitions with ease

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- Requisitions can be created directly from a vendor's online shopping cart using the   e-Procurement solution
- Workflow rules -- based on dollar amount, commodity code and/or chart of account segments --route requisitions for approval and then to a buyer to be sourced
- Preset procurement rules are referenced to determine whether phone quotes or formal bids required—the latter can be auto-created from the requisition
- Supports blanket purchase orders
- Once awarded, the requisition is updated with the chosen vendor information, converted to a purchase order, printed and sent to a vendor via mail, fax or email; an image of the purchase order is auto-archived to Tyler Content Manager
- Changes can be submitted via a PO change order, and then routed through Workflow for approvals
- Updates to general ledger are automatically performed with no interaction from end users
- Interface with e-Procurement, P-Cards and Tyler Content Management offers significant savings by streamlining approval process, reducing paperwork, storage and costs
- Purchasing is integrated with Munis Inventory, Work Orders, Payroll, Fixed Assets, General Ledger, e-Procurements, Contract Management and Budgeting

Munis Inventory

Munis Inventory tracks inventory such as office supplies and public works equipment across an organization and in multiple locations, eliminating unnecessary purchases and wasteful spending. When used with Munis Purchasing one can choose the item cost method, select by average (over all lots received), or FIFO (first in, first out) or buy items in bulk and issue them to departmental users as needed. Munis Inventory automates all inventory accounting including on-hand balances, month-to-date (MTD) and year-to-date (YTD) values. Other benefits include:

- Auto notifications indicate when inventory levels are low in multiple locations, and prompts reordering
- Schedules pick tickets and routes to maximize delivery efficiency
- Integrates with hand-held devices (BMI) to conveniently scan products and track inventory movement (Hand-held devices, purchased separately)
- Integrates with Work Orders, Purchasing and Human Resources (to track asset assignment by employee)
- Users can request inventory items through decentralized requisition process

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Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

Munis Bid Management (optional)

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

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

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

Munis Contract Management

Munis Contract Management supports the entire lifecycle of a contract from inception to expiration. Create and approve contracts, including multi-year contracts, for purchases—and encumber the appropriate funds in advance. Allocate contracts by account or account segment and define milestones and key dates that trigger optional Munis Dashboard alerts to notify appropriate staff. Track and withhold contract sliding scale retainage based off percentage complete. Also provides ability to track other activity such as pending payments, open purchase orders and requisitions and contract change orders. Contract Management is fully integrated with General Ledger, Purchasing and Accounts Payable. Other benefits include:

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

Munis Accounts Payable

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

Accounts Payable also incorporates a Web-based card management program that imports transaction details incurred on purchasing cards (P-Cards). It can split individual transactions to multiple accounting codes and create

accounts payable invoices. Purchase card administrators can monitor card transactions in real time, and create and analyze custom reports to improve spend tracking and anticipate problems with a transaction before they occur. Other benefits include:

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

Munis e-Procurement

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

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

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

Munis Human Capital Management

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

BENEFITS OF MUNIS HUMAN CAPITAL MANAGEMENT

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

Local Government & Schools	Human Resources	Managers	Employees
• Reduce costs & do more with existing resources	• Strategic rather than administrative role	• Better-informed decision making	• Online enrollment in benefits & instant access to pay and paid time off history
• Achieve organizational goals & objectives	• Mange workforce from a single source	• Actively plan for business change	• Greater control over personal information and career paths
• Enhance workforce performance & increase agency adaptability	• Lower HR costs & deliver better services	• Find & retain the right talent	• Instant answers to HR questions
	• Address workforce demands	• Reduce paperwork & overhead costs	
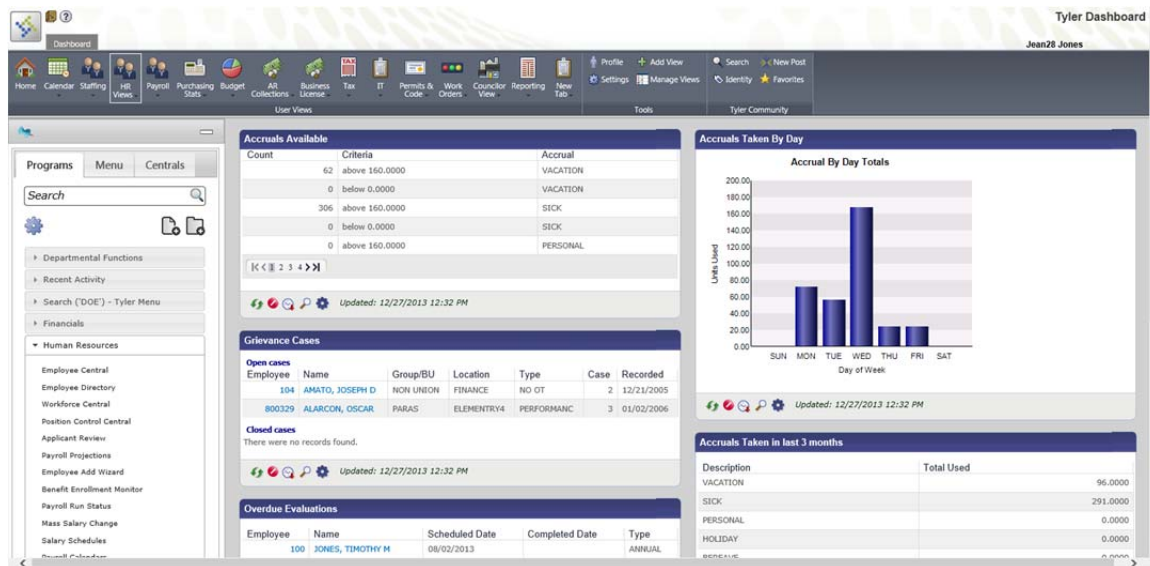
HR Central

Munis Applicant Tracking

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

- Ability to post job openings on website, sort by job type or location, and limit access to internal applicants only, if so desired.

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- Allows candidates to create one online profile for streamlining the application process for multiple positions
- Workflow helps manage all requests for new job openings as they travel through the approval process
- Once the applicant is hired, other candidates can be notified via mail merge and mass-deactivated
- Provides the option of reviewing applications individually or as a group

Munis Human Resources Management

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

Munis HR Management also helps streamline workflow and processes. Confidential employee information is centralized and accessible only to those with designated access. Munis Workflow allows you to set up business rules for personnel actions including inquiries, leave, termination, civil service, attendance, reinstatement, and so forth. Full integration with Munis Applicant Tracking, Payroll and Budget eliminates duplicate data entry. Other advantages include:

- Advanced position and budget control:
    - Forecast future salary and benefit costs, including step and contract increases, and simulate changes to positions during a specified time period
    - Identify valid and authorized positions, both filled and vacant
    - Restrict the addition of new employees to a valid and authorized position
    - Provide a history of employees who have held a certain position, for turnover and analysis
    - Identify and allow updates to budget and FTE allocations
    - Provide current year budget/actual/projected figures, by position
    - Automatically create job postings in Applicant Tracking module from position control information
- Integration with Employee Self Service allows employees to use their password protected account to access updated sick and vacation accruals
- Track an employee's full employment history including certifications, training, promotions and raises
- Integrates Tyler Content Manager for document management of all HR related documents (i.e. resume, grievance letters, certifications)
- Supports a paperless online benefits enrollment process using Employee Self Service
- Supports a paperless onboarding process using the On-Boarding Codes program and Personnel Actions. You can create different On-Boarding Code Steps, Subject Text, and Body Header. Emails can be sent to employees, to a group of new employees or they can be sent based on the On-Boarding Code chosen when hiring a new employee in the Personnel Actions program.

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

Munis Employee Professional Development (optional)

Munis Employee Professional Development empowers your human resources representatives to map out career paths for your employees. It helps define options for career advancement, minimize costs, retain talent, and align employees with strategic organization goals. Assign an employee to a specific path, add or create a progression plan to schedule employee advancement, and establish valid, reliable, results-oriented measures. Measure individual and group performances, analyze your talent and decide who to target for leadership positions. Rank existing employees based on eligibility and how well they meet job requirements. Munis Employee Professional Development provides the basis to make an informed decision regarding filling an open position, and ultimately introduces transparency and repeatability to the succession planning process. It enables an organization to:

- Identify organizational training needs
- Motivate employees to expand their capacity
- Ensure that top performing employees are offered path to leadership and growth
- Retain employees and institutional knowledge

Munis Payroll

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

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Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

- Generates retro pay for scenarios such as extended contract negotiations or delayed promotion or salary increase decisions
- Enables direct deposits and positive pay validation
- Supports mass pay changes, "pay bands", step increases, and retro-pay calculations
- Supports a wide range of calculation and accrual types
- Supports daily time and attendance entry, including entry from Employee Self Service, once approved the information is automatically moved into Payroll without re-keying information
- Integrates with Munis General Ledger for increased efficiency and time savings
- Integrates with Munis Budgeting for salary and benefits projections
- Integrates with General Billing for extra duty pay and COBRA/insurance billing
- Integrates with Munis Accounts Payable for vendor payments
- Integrates with any third party time-tracking systems for streamlined payroll processing
- Integrates with Employee Expense reimbursement
- Integrates with GoDocs, Tyler Forms and Tyler Content Manager for seamless document management, output options (i.e., emailing direct deposit advices) and data storage

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City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

Munis Employee Expense Reimbursement

Munis Employee Expense Reimbursement is an easy-to-use application that fully integrates with Munis General Ledger, Payroll and Accounts Payable for complete electronic expense report filing—thereby increasing office efficiency, saving employees' time, and reducing paper trails. Once expense types are defined, Munis Employee Expense Reimbursement offers many time saving system defaults such as: quick expense report creation, system-generated travel requests, invoice reimbursement numbers and general ledger account codes. For ease of use, your office can create an unlimited number of expense claim form templates; determine whether employees submit reports before or after expenses are incurred; and decide whether to reimburse through payroll or by cutting an AP check. When submitting expense reports, employees simply log into the application—anytime and from anywhere over the Internet—and enter his or her employee number. The system automatically populates the expense report fields with data pulled from Munis Payroll, and the employee simply fills out the remaining required fields and submits. The claim is automatically entered into the workflow process, where it can be preset to direct expense reports to different approvers based on user-defined account codes, amount and department codes. Other benefits include:

- Minimizes time-consuming documentation process
- Eliminates messy paper receipt storage
- Reduces service issues by letting employees file reports and check on pending or past requests using Employee Self Service
- Allows management to quickly review expenses by type, employee, time frame or other category using a range of reporting options

Munis Risk Management (optional)

Munis Risk Management allows an organization to manage risks such as job-related injuries and property damage with the tools necessary to effectively track, manage and pay property and causality claims. Risk Management

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management
System (CAD/RMS) (RFI # 14-25)

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enables you to handle these claims quickly and easily, from initial claim to related expenditures. Other benefits include:

- Easily maintain data, track claim activity and record expenses with recoveries and estimated costs via integration with Munis Procurement and Accounts Payables
- Links claims to employee records via integration with Munis Human Resources Management
- Evaluate injury-related compensation via integration with Munis Payroll
- Powerful analysis via interface with Microsoft Excel

Munis Employee Self Service

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

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

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

Permits and Inspections

The EnerGov Permitting & Land Management suite (PLM) serves a full spectrum of government agencies in need of managing the automation of planning & project review, permitting, enforcement, inspections, and requests. Departments and agencies utilizing the EnerGov PLM suite include community development, planning, building, code compliance, public works, transportation, land control, fire safety, storm water management, engineering and much more.

Impact Management

Impact Management from EnerGov provides oversight of financial and permitting requirements for the regulation of construction projects. Impact Management solutions help you manage conditions of approval that impact project delivery so compliance is insured and revenue collections are more timely. This module requires the EnerGov Permits and Inspection module.

Professional Licensing

The EnerGov Licensing & Regulatory Management (LRM) suite serves a full spectrum of regulating government agencies in need of automating the management of licensing review, approval, issuance, renewal, investigation and enforcement processes. Departments and agencies that benefit from utilizing EnerGov's LRM include business licensing, professional & occupational licensing, alcohol control, tax & revenue collection, regulated services, environmental control, fire & industrial compliance and much more.

Rental Property and Landlord Management

The EnerGov Rental Property and Landlord Management module is specifically designed to enable government agencies to manage landlord licenses and rental properties, from registration to inspections. This module allows users to track and report on rental properties by type, number of units, location, status, last inspection, owner or landlord. EnerGov's Rental Property module allows for one-time inspections based on events such as owner or tenant change and uniquely allows for recurring inspections for long-term tenant situations. Departments can also manage the financial aspects of landlord license fees, rental property registrations and inspection based fees.

EnerGov Application Extensions

IG® WORKFORCE MOBILE PLATFORM

iG Workforce is the industry's first government platform for the next generation of mobility. EnerGov was the first software solution to offer a comprehensive and robust mobile workforce platform and family of apps that take advantage of native iOS tablet environment.

EnerGov GIS (ARCGIS BASED)

As an Esri Worldwide Partner of the Year and recipient of Esri's 2012 Mobile Technology of the Year award, EnerGov provides industry-pioneering enterprise GIS integration capable of fully leveraging an agency's GIS and introduces a new dimension of spatial capabilities to the agency and the process. EnerGov GIS provides unparalleled, out-of-the-box Esri ArcGIS integration.

EnerGov Citizen Access Portal

EnerGov Citizen Access is an integrated constituent-facing web portal that provides your community with 24-hour access to comprehensive government services. From applying and paying for permits and licenses to requesting inspections and service requests, EnerGov Citizen Access can enable your agency to reach its services goals, and better engage a connected public via 24/7 online access.

EnerGov EReviews (ELECTRONIC PLAN REVIEW AND DOCUMENT MARKUP)

EnerGov was first to provide a comprehensive native electronic document review extension enabling government staff to work in a completely paperless and seamless workflow environment. Agencies can receive, review, mark up and collaborate on plans, projects, permit and licensing documents in the popular and standardized formats including Adobe PDF file or Bluebeam. The iG reviews mobile app is also available to enable users to access digital plans, make recommendations, corrections and collaborate with other parties on the go all from the easy-to-use iPad tablet.

Tyler Incident Management

Tyler Incident Management is Web-based application to handle non-emergency inquiries, complaints and service requests from the public, and free up local 911 lines for real emergencies. Tyler Incident Management allows citizens to report a range of issues such as: loss of water service, stray animals, roadway potholes, and questionable activity in their neighborhood. Once an issue is logged, assigned a priority level, service category, and department responsibility, the information automatically flows into the appropriate Munis program such as Munis Work Orders and Munis Permits - Complaints/Violations. Any subsequent change relayed to Munis regarding the incident's status is automatically reflected in Tyler Incident Management. What's more, this module is compatible and seamlessly integrated with Tyler's Citizen Self Service for online incident reporting. Other benefits include:

- Provides single point of contact for all citizen requests
- Manages unlimited photos, contacts and notes, and links them by incident, location, or person(s
- Seamlessly integrated with MUNIS Utility Billing, Work Orders & Complaints/violations
- Provides customizable call scripts for improved and consistent service handling. One or more call scripts can be in place for a given call type; call scripts can be marked as effective thru a certain period of time.
- Is accessible via a mobile device for improved responsiveness
- Supports and reports on Service Level Agreements
- Provide a knowledge-base of documents and references particular to the specific call type.
- Automatically retrieves and presents related calls (by type, person, or location)
- Provides complex task creation for multiple steps and assignments to be tracked relative to an incident
- SSRS reporting provides quick access to incidents sorted by category, type, department, frequency, status, and much more
- Configurable dashboard gadgets for focused listings, charting and tracking of groups of incidents.
- Integrates with Tyler Versatrans to document issues on school buses such as bullying or accidents
- Interfaces with School Information Systems to link incidents to the student records

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

Incident Management documents and routes all complaints for prompt handling.

Accounts Receivable

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

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

Munis Central Property

Munis Central Property makes it easy to streamline the storage and management of property-related data. Staff can easily track property use and zoning, setbacks and lot dimensions, legal use, septic, wells and building and construction data. When used in conjunction with other MUNIS property based modules such as permits, business license, or Utility Billing it provides a central address naming scheme and a central repository to access all data related to the property. Other benefits include:

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Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

- GIS interface provides address verifications for revenue products including Permits, Utility Billing, and Work Orders
- Supports several data sources to import the best parcel data either via Web or flat file
- Allows primary key to be either GIS coordinates or parcel
- Provides access to Maplink for abutters listings and integration to Microsoft office to create mail merges
- Uses GIS coordinates to track assets like manhole covers, street poles, and the like
- Has the capacity to track multiple street names and aliases for single location

Munis Citizen Self Service

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

- A secure log in for access to real-time account information for a full range of bills and services
- Ability to pay invoices online as individual bills or combined using the shopping cart feature
- Opportunity to request services such as filling potholes, and Utility Billing Service Requests
- Efficient 24/7 self service without leaving home or the office
- Reduction of customer service workload

City of Aurora, IL

Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

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

Munis General Billing

Munis General Billing creates invoices and bills for miscellaneous charges, such as facility rentals, hangar fees, tuition, vandalism and false alarm billing. It eliminates handwritten bills and manual calculations, totals invoice lines and provides accurate payment information. General Billing works with Munis Payment Entry (Accounts Receivable), Work Orders, General Ledger, and provides accurate and up-to-the-minute accountability. Other benefits include:

- Can aggregate services provided such as multiple days billed monthly

- Supports automatic interdepartmental billing
- Manages escalating fees associated with multiple incidents
- Provides loan tracking and amortization for HUD housing
- Integrates with Grant Management for reimbursement requests
- Integrates with Payroll for extra duty pay and COBRA billing
- Integrates with Work Orders for billing repairs and other services

Munis MapLink

MapLink, a Munis extension, provides general mapping and spatial analysis tools for your entity. It serves as an interface between applicable Munis modules and your existing Geographic Information System (GIS), and is based on Esri's ArcGIS™ Server. MapLink offers dynamic maps and GIS data and services via the Web, allowing city and local government to publish, discover, and share this information. For ease of use, MapLink is accessible from the Munis Property Master File, or any other property-oriented Munis file such as Business Licenses or Utility Billing account files— making it easy for you to map your fixed assets and infrastructure such as water lines, sewer lines, telephone poles, and so on. MapLink is easy-to-use. Simply click the MapLink icon on the Munis toolbar to begin— thereby allowing them to manipulate the active set in a number of useful ways:

- Functionality includes both manual selection and automatic spatial queries, including finding a parcel's abutters or determining in what district a business is located
- Active sets can be saved back to Munis, and any maps generated can be saved as image files
- Additionally MapLink can perform map-based queries that can be merged with standard Munis queries

Munis Parking Tickets

Munis Parking Tickets allows you to track and invoice parking violations. Violations may be entered directly into the system or uploaded from your third party mobile parking ticket device. Parking Tickets can obtain accurate information and communicate with other agencies through an export request for owner names, an ASCII file used by State and Service Bureau agencies to supply you with owner names and addresses. It also has the ability to import the same type of ASCII file to update name and address and create account numbers, saving time if the account number does not already exist. Additional benefits include:

- Automatic retrieval of the motor vehicle record as license plate is entered
- Citizens to pay parking tickets through Munis Citizen Self Service
- Printing of notifications letters, updates, and late fee billing
- Export of "Tag and Tow" status to handheld devices for improved enforcement
- Ability to assess and apply late charges
- Munis Parking tickets integrates with the Munis General Ledger and Accounts Receivable

Munis Animal Licenses (optional)

Munis Animal Licenses allows you to issue dog tags and maintain licenses, track veterinarian data such as rabies records, process payments, and perform historical incident reporting for domestic animals. The Animal Licenses module is fully integrated with other Munis applications, including General Ledger and Payment Entry (Accounts Receivable). Other benefits include:

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

- Flexible configuration for tracking of variable licenses
- Ability to enter incidents such as bites
- Auto–renewal process for increased efficiency
- Integration with Citizen Self Service allows pet owners to register online, upload attachments like vaccination certifications and other required documentation, and process payments

Munis IVR Gateway (optional)

Munis IVR Gateway module facilitates the integration and ongoing support for IVR (interactive voice response) systems. IVR technology allows for automated interaction with a caller via keypad or voice for off-hour availability, thereby reducing the need for direct staff involvement. Munis supports this integration through a Web service-based approach, providing the Web service API to the approved Tyler IVR vendor (Tyler supports Selectron, Teleworks, Presidio). The IVR Gateway provides the ability to inquire into the Munis system to obtain real-time information such as balances, customer information, current status, and more. Integration with Utility Billing provides convenient access to consumption details, billing and payment history, and online payment option. Other benefits include:

- Integration with Utility Billing provides citizens with 24/7 access to account information and payment history. Utility specific features include submitting and obtaining meter readings and consumption history. Payments via IVR are supported.
- Integration with Permits and Licensing allows citizens to easily schedule, cancel or review inspection results
- Integration with Taxes and General Invoices provides citizens with 24/7 access to all business and personal taxes and to process payments

Munis Permits and Code Enforcement

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

Munis Permits and Code Enforcement is designed to manage daily activity related to building department permits, planning and zoning, tank removal, fire departments, signs and miscellaneous user-defined permit types. It handles all inspection types, including permit, violation, and periodic business/building. Additionally, inspection scheduling allows automatic assignment of inspectors based on area of town and type of inspection. The system also tracks all complaints and violations related to a permit, business, or property. And Munis Scheduler automates certain reports, periodic inspections, and violation notices. Other benefits include:

- Supports a wide array of calculation and fee structures to fit any permitting need
- Configurable event notifications in key programs/processes in the module
- Interrogates other revenue applications to find outstanding bills and display any special conditions that exist
- Interfaces with GIS to display any special conditions
- Citizens access to simple permits applications through Citizen Self Service
- Access existing applications and accept and process payments for fees
- "Field Inspector", a mobile-device enabled software application, utilizes cutting edge technology to simplifies on-site inspection process and documentation

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Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)
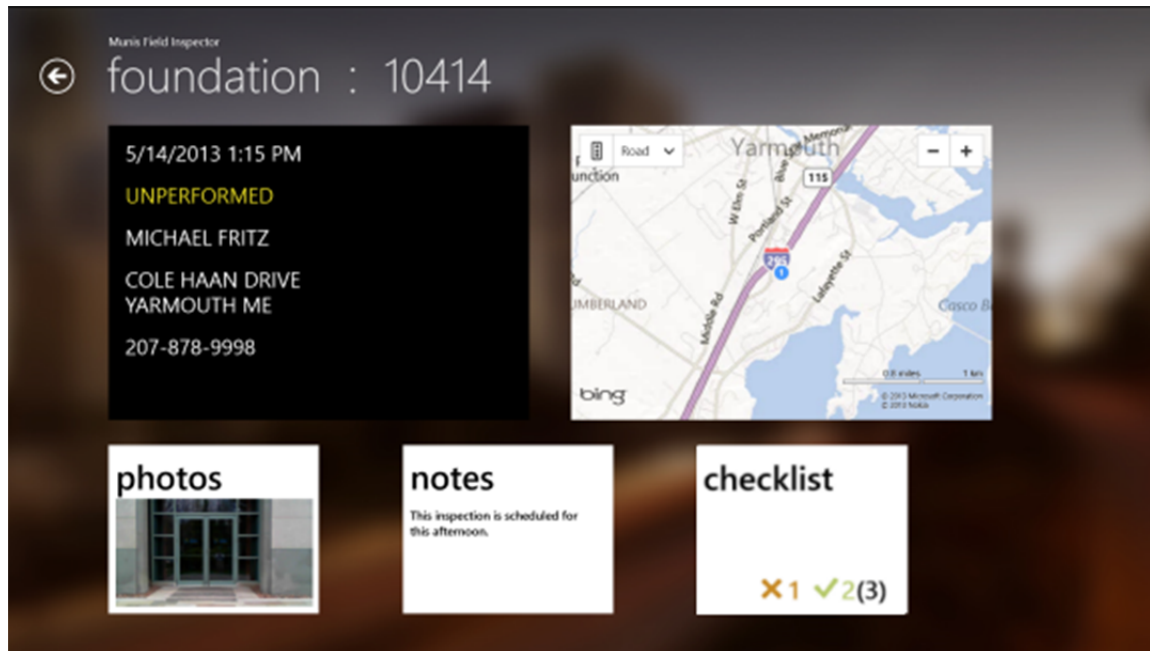
Tyler Cashiering

Tyler Cashiering streamlines cash management by creating a single point of entry for data from multiple applications. Cashiering features a versatile, easy-to-navigate interface developed in the Microsoft® .NET platform. This scalable application has a familiar Microsoft Windows® look and feel, and was designed with user experience in mind. Tyler Cashiering allows for a wide range of customization based on payment type—and it integrates with local resources such as OCR and handheld bar code scanners, printers, validators and MICR devices, making it an essential addition to any agency's collection process. Other benefits include:

- On-screen running batch and transaction totals displays
- Unlimited, user-defined tender types.
- Various user permission and controls over POS actions – such as voids, cash drawer opening, and more.
- Robust reporting on batch totals, user activity, and overall collection totals/trends
- Compliant with PCI/PA-DSS security standards Same as above
- Full Check-21 compliance which allows for creation of an electronic cash letter containing images of checks to be submitted to a bank in lieu of a traditional deposit with paper checks
- Standard interface to other Tyler products and may be configured to connect to third party modules as well

Munis Utility Billing Overview (optional)

Munis Utility Billing Customer Information System (CIS) streamlines the complex procedures associated with billing, scheduling and reporting utilities, and puts the focus on the customers. Munis provides the tools to easily maintain customer accounts, track service orders, generate utility bills, and collect fees. Billing clerks, service

City of Aurora, IL

Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

managers and utility directors have access to detailed information in a seamless, real-time and intuitive manner. And local governments increase transparency and improve customer service.

BENEFITS OF MUNIS UTILITY BILLING CIS

Local Governments

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

Employees

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

Citizens

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

Munis Utility Billing CIS (optional)

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

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

City of Aurora, IL
Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

9.2 System and Hardware Requirements

A proposer must outline within its response the system and hardware requirements of each software solution being proposed. Preferred system and hardware specifications include:

a. Server requirements supporting 10 years of on-line history plus at least a minimum growth rate of 25%

Tyler SaaS Hosted

With Tyler SaaS, no on-premise server infrastructure is required.

On premise Hosted

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

Server Function	Qty.	CPU (P)	CPU (V)	Memory	Storage	Software
Munis App & Munis/EnerGov Databases	1	(2) Intel quad core 2.0Ghz+	4 Virtual CPUs	32GB	1TB to 1.5TB	Windows Server 2012 R2 Standard SQL Server 2012 Standard SharePoint 2013 Foundation
EnerGov Application	1	(1) Intel quad core 2.0Ghz +	4 Virtual CPUs	8GB to 16GB	75GB	Windows Server 2012 R2 Standard
Content Management	1	(1) Intel quad core 2.0Ghz+	2 Virtual CPUs	18GB	75GB	Windows Server 2012 R2 Standard
External Web	1	(1) Intel quad core 2.0Ghz+	2 Virtual CPUs	12GB	75GB	Windows Server 2012 R2 Standard

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

b. Offers a web user interface

Yes

c. Customizable by internal staff

Yes

d. Should be two or n-tiered (i.e. not single tiered)

Yes

e. Core system applications should be able to run within a VMware environment running supported versions of the Microsoft Server OS on standard x86 based blade or traditional rack mounted server architecture utilizing SAN based disk for critical data storage.

Yes

f. The City currently employs Dell Equallogic and NetApp SAN technologies as well as Dell, HP, and Cisco UCS server hardware. Server hardware from these manufacturers includes both traditional rack based and blade/chassis based servers. The City is interested in knowing if vendors have a proven record of running on these different platforms or at least have a compatibility matrix that includes these systems/products.

All top tier hardware manufacturers are supported such as Dell, HP, and IBM in a number of server deployment types including high availability configurations, virtualized environments and separate testing environments.

g. The City will evaluate vendors on their level of competence operating in a virtualized environment.

Tyler Technologies supports virtualized environments such as Microsoft's Hyper-V and VMware vSphere virtualization products for virtualizing Windows servers. While Citrix XenServer is not officially supported, several Tyler clients have reported running production Munis environments on this platform without issue.

It is a requirement that a Storage Area Network (SAN) must be used when configuring a virtualization solution and the system should be configured such that virtualized guests are given dedicated memory. Tyler highly recommends SQL database servers are not virtualized in "large" configurations to ensure optimum RDBMS performance.]

h. User facing software should be compatible with hardware running MS Windows 7 Professional OS and MS Office 2010 or higher

Yes

i. Backup strategy must support industry standards and not interfere with current disaster recovery and backup strategies. The City currently utilizes the following backup and recovery strategies: vMotion, SAN based snap shots, virtual snap shots, disk mirroring and disk replication. The proposed solution should not cause significant performance issues for the production environment when employing these backup and recovery strategies.

Backup procedures are customized to the clients' expectations of recovery and down time in the event of a disaster. The Munis ERP system supports all major backup software vendors. Symantec BackupExec or Microsoft's Data Protection Manager are the most popular. Products such as Veeam Backup and Replication are also common for backup and replication of virtual environments.

j. Proposed hardware should include complete hardware redundancy at each tier

The City of Aurora may choose to purchase some or all hardware and equipment separately from this response if deemed more cost effective or if necessary to maintain City hardware standards. The City is also interested in hearing about SaaS or offsite hosting models in addition to hosted model.

On premise Hosting

Tyler supports a variety of high availability (HA) configurations. Recommended configurations include a virtualized environment used in conjunction with replication products such as VMware Site Recovery Manager and Veeam Backup and Replication. For "large" server configurations, multiple dedicated SQL Server environments configured with SQL Server AlwaysOn are highly recommended.

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

Tyler SaaS

Overview

With the Tyler Software as a Service (SaaS) solution, we will host and manage the Tyler applications from our facilities. We will provide the ongoing support, maintenance, and upgrades of the applications, hardware, and operating system. You receive clear and concise documentation, defining all aspects of the relationship. You will receive a Contract (Commitment to Partner), a Statement of Work (clearly defines Scope, Roles, and Responsibilities of both partners), and a Service Level Agreement (Measurable Expectations of Performance).

Features

The Tyler SaaS model is reliable, available and secure. There are no code changes to the client or server without proper notification. It offers complete redundancy with no single point of failure. In addition, it utilizes data encryption and Virtual Private Networks (VPN) to transmit all data.

- **System Administration.** Tyler performs daily administrative tasks. We address the installation, upgrade, support and file maintenance of the Tyler application and database servers, operating system, database and application files.

- **Security Administration**. Tyler provides secure data transmission paths from each client workstation to the Tyler servers. User Ids, passwords and application access rights for the VPN and the Tyler application are administered by Tyler with the client's final approval.

- **Hardware Performance Maintenance.** Tyler supplies and maintains all necessary hardware required to provide workstation access to the Tyler applications at standard industry performance levels. All repairs, upgrades, and replacements to server hardware are the responsibility of Tyler.

- **Disaster Recovery & Fault Tolerance.** Tyler backs up all system & data files and stores them in a secure off-site location. We have fully redundant telecommunications access, electrical power, and required hardware to provide access to the Tyler applications in the event of a disaster or component failure.

Benefits

- **Easy Budgeting.** The lease is a set fee, flattening the peaks and valleys associated with the acquisition of software and services. Leasing dramatically lowers initial costs. It provides a consistent quarterly fee that can be easily budgeted for the duration of the agreement.

- **No Secondary Operational Fees.** No additional fees, such as maintenance and support are required.

- **Expandable**. Additional Tyler applications are easily added, as needed.

- **IT Management Reports.** Tyler supplies monthly management reports containing detailed information regarding access, usage, performance and availability for all hosted applications

9.3 Functional, Technical and Implementation Requirements

a. During a recent needs assessment, the City of Aurora identified functional, technical and implementation requirements for each required module. These requirements are contained in Appendices C, D, and E of this RFI. Requirements have been categorized as mandatory ('M'), important ('I'), or desirable ('D'). Proposed application software must, at a minimum, be capable of meeting the mandatory application software requirements indicated within this RFI. The City will, however, entertain and welcome recommendations and responses that will improve our processes based on vendor expertise.

b. For each requirement, the vendor should indicate the solution's ability to meet the requirement by placing a tick mark ('x') in the appropriate column. The following criteria should be used during this process:

c. Out-of-Box: the solution fulfills this requirement in its out-of-box condition without configuration or customization

vii. Configurable: the solution can be configured to meet this requirement

viii. Customization Required: the solution can be customized to meet this requirement

ix. Does Not Meet Requirement

d. In the case that the solution 'Does Not Meet Requirement,' the City encourages the vendor to specify a recommendation or potential solution to address an unmet need. To do this, the vendor should place a tick mark ('x') in the 'Does Not Meet Requirement' column and write the recommendation or potential solution in the 'Recommendation' column of the Functional, Technical and Implementation Requirements documents.

e. The vendor is also encouraged to submit explanations to explain their ability to meet specific needs. To do this, the vendor can place explanations in the 'Comments' column of the requirements document.

f. During the RFI phase, the City will analyze potential costs related to the 'Out-of-the-Box' solutions as well as the costs of configuration, customization, and implementation of additional recommendations. Thus, responses should follow directions in Appendix B to provide a detail cost estimate.

g. Responses should include a description of each software module including developer information, licensing options, description of integration with other proposed applications, and a summary of features. If the module does not meet the City's requirements, the proposer should state the costs and schedule to update the module to meet the City's specifications. The total costs of modifying the module must be fully itemized and included in the response on the detail cost sheet discussed in B.

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City of Aurora, IL

Enterprise Resource Planning (ERP) and Computer Aided Dispatch/Records Management System (CAD/RMS) (RFI # 14-25)

h. Functional Requirements excluded from a vendor's response must be clearly indicated in Appendices C, D and E and if needed in the Exception Form in Appendix A.

Please reference the Functional Requirements located in Section 3.

9.4   Platform Migration

The City must maintain the existing platform during the migration to ensure the continuity of business operations. The Vendor must ensure that system migration will not interfere with current system operations.

Tyler sees no issue meeting this requirement.

Section 10   Appendix A – Exception Form

Please use the chart below to detail any exceptions that are not identified in the functional, technical or implementation requirements here. In addition, if the vendor requires additional room to detail any exception, that can also be done below.

Section #	Explanation
Proposal Premise (page 5)	Tyler's proposal is based on the information set forth in the RFI.
Disposition of Responses (Section I, page 10) (Section M, page 11)	Tyler is amenable to the City retaining ownership of the submitted proposal provided Tyler retains all intellectual property rights it has to proprietary information included with the proposal and reserves the right to exclude from disclosure as a public record portions of the proposal exempt from such disclosure in accord with applicable public records laws(s).
Insurance (Appendix F, Section A, page 40)	Tyler is willing to extend waiver of subrogation on Worker's Compensation coverage only. Tyler's insurance coverage shall be primary insurance as between Tyler and Client for claims for which Tyler is liable. Tyler's carrier has issued a blanket endorsement whereby any customer named as additional insured in the contract is afforded such status under the policy. Tyler's carrier does not issue separate additional insured endorsement specific to the County. Tyler agrees to provide no less than thirty (30) days advance written notice to any change in coverage that causes Tyler not to comply with the minimum insurance requirements in a contract resulting from this procurement.
Performance and Payment Bond (Appendix F, Section B, page 40)	A performance or payment bond, if required, will have an associated cost based upon the total bond amount. Tyler will provide an estimated cost for the performance bond based on the proposed scope of services, however, the final bond cost may be subject to change based upon changes in project scope. Tyler may only obtain the performance bond after a contract is executed. The performance bond shall be effective for a period of two (2) years. In the event the implementation project is not complete and you desire to extend or renew the performance bond, additional premiums will apply.