AGREEMENT

This agreement ("Agreement") is made this _____ day of _____, 2014 ("Effective Date") by and between Tyler Technologies, Inc., a Delaware corporation with offices at 5519 53rd Street, Lubbock, Texas 79414 ("Tyler") and Webb County, with offices at 902 Victoria Street, Laredo, Texas 78040 ("Client").

WHEREAS Client selected Tyler to furnish, deliver, install and implement the products and services set forth in the investment summary attached hereto as Exhibit 1 ("Investment Summary");

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.

1. SOFTWARE LICENSE AGREEMENT

1.1. <u>License Grant</u>.

1.1.1. 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 documentation provided in or with the Tyler Software Products ("Documentation") for Client's internal business purposes only and otherwise subject to the terms and conditions of this Agreement. This license is revocable by Tyler if Client fails to comply with the terms and conditions of this Agreement, including without limitation, Client's failure to timely pay the Software fees in full. Upon Client's payment in full for the Tyler Software Products, this license will become irrevocable, subject to the restrictions on use and other terms set forth in this Agreement.

1.1.2. Tyler shall retain ownership of, including all intellectual property rights in and to, the Tyler Software Products and Documentation.

1.1.3. 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.

1.1.4. The right to transfer the Tyler Software Products to a replacement hardware system is included in this Agreement. Client shall pay Tyler for the cost of new media or any required technical assistance to accommodate the transfer. Client shall provide advance written notice to Tyler of any such transfer.

1.1.5. Client acknowledges and agrees that the Tyler Software Products and Documentation 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 Documentation confidential and to prevent any misuse, unauthorized use or unauthorized disclosure of the Tyler Software Products or Documentation by any party.

1.1.6. 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.

1.1.7. Client may make copies of the Tyler Software Products for archive purposes only. Client shall repeat any and all proprietary notices on any copy of the Tyler Software Products. Client may make copies of the Documentation for internal use only.

1.1.8. Tyler maintains an escrow agreement with an escrow services company under which Tyler places the source code of each major release of the Tyler Software Products. At Client's request, Tyler will add Client as a beneficiary to such escrow agreement. Client will pay the annual beneficiary fee and is solely responsible for maintaining its status as a beneficiary.

1.2. <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 specifications 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 specifications will control. A Tyler Software Product is "Defective" if it contains a Defect. For as long as a current Maintenance Agreement is in place, Tyler warrants that the Tyler Software Products will not contain Defects. If the Tyler Software Products do not perform as warranted, Tyler will use reasonable efforts, consistent with industry standards, to cure the Defect in accordance with Tyler's then-current support call process.

1.3. <u>Intellectual Property Infringement Indemnification</u>.

1.3.1. 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.

1.3.2. 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:

a. Promptly notifies Tyler in writing of any such claim;

b. Gives Tyler reasonable cooperation, information, and assistance in connection with the claim; and

c. Consents to Tyler's sole control and authority with respect to the defense, settlement or compromise of the claim.

1.3.3. 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:

a. Client's use of a previous version of a Tyler Software Product and the claim would have been avoided had Client used the current version of the Tyler Software Product;

b. Client's combining the Tyler Software Product with devices or products not approved by Tyler;

c. 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;

d. 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;

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

f. 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.

1.3.4. Remedy.

a. 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:

b. Procure for Client the right to continue using the infringing Tyler Software Products; or

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

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

2.   PROFESSIONAL SERVICES AGREEMENT

2.1.   <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. Tyler will provide the services on the schedule, and according to the terms and conditions, set forth in the parties' Statement of Work ("SOW"), set forth at Exhibit 3. In addition to the terms and conditions in the SOW, the following terms and conditions shall apply.

2.2.   <u>Expenses</u>. Expenses shall be billed in accordance with the then-current Tyler Business Travel Policy, based on Tyler's usual and customary practices, plus a 10% travel agent processing fee. The current Tyler Business Travel Policy is attached hereto as Exhibit 2. Copies of receipts shall be provided on an exception basis at no charge. Should all receipts for non per diem expenses be requested, an administrative fee shall be incurred. Receipts for mileage and miscellaneous items less than twenty-five dollars ($25) are not available.

2.3.   <u>Cancellation of Services</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) hourly fees associated with the canceled services if Tyler is unable to re-assign its personnel.

2.4.   <u>Additional Services</u>.

2.4.1.   The Investment Summary contains a good faith estimate of service fees and travel expenses. 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, plus travel expenses incurred in accordance with Section 2.2.

2.4.2.   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.

3.   MAINTENANCE AGREEMENT

3.1.   <u>Maintenance Services</u>. Tyler agrees to waive Maintenance fees for twelve (12) months following the execution of this Agreement and will renew automatically for additional one (1) year terms unless terminated in writing by either party at least fifteen (15) days prior to the end of the then-current term. Fees for subsequent years are subject to change.

3.2.   <u>Maintenance Services Terms, Conditions, Limitations and Exclusions</u>.

3.2.1.   For as long as a current Maintenance Agreement is in place, Tyler shall, in a

professional, good and workmanlike manner, perform its obligations in accordance with Tyler's then current support call process 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 shall be void. Tyler reserves the right to suspend maintenance services if Client fails to pay undisputed maintenance fees within sixty (60) calendar days of the due date. Tyler will reinstate maintenance services upon Client's payment of the overdue maintenance fees.

3.2.2. For as long as a current Maintenance Agreement is in place Tyler shall provide Client with all releases Tyler makes to the Tyler Software Products that Tyler makes generally available without additional charge to customers possessing a current Tyler annual Maintenance Agreement. Third Party Products and installation, consulting and training services related to the new releases will be provided to Client at Tyler's then-current rates. Client acknowledges and agrees that a new release of the Tyler Software Products is for implementation in the Tyler Software Products as they exist without Client customization or modification. Tyler shall support prior releases of the Tyler Software Products in accordance with Tyler's then-current release life cycle policy.

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

3.3. Client Responsibilities.

3.3.1. Client shall provide, at no charge to Tyler, full and free access to the Tyler Software Products; working space; adequate facilities within a reasonable distance from the equipment; and use of machines, attachments, features, or other equipment necessary to provide maintenance services set forth herein.

3.3.2. Tyler currently utilizes "Go To Assist" as a secure commercial PC to PC remote connectivity tool to provide remote maintenance services. Client shall maintain for the duration of the Agreement a high-speed Internet connection capable of connecting to Client's PC's and server. As a secondary connectivity tool to the Tyler Servers, Tyler will install a third party secure unattended remote connectivity program, which is currently Bomgar. Client will need to provide Tyler a login account with local administrative privileges to the Tyler Servers. Tyler requires that Client also maintain an alternate remote connectivity method (including VPN, if necessary) for backup connectivity purposes. Tyler, at its option, will use the connections to assist with problem diagnosis and resolution.

3.4. Support Terms for Clients Not Participating in Annual Maintenance Agreement. The Software License Agreement includes ninety (90) days free maintenance. If Client elects not to

participate in the Annual Software Maintenance Agreement, Client shall receive support on a Time and Materials basis following ninety (90) days after the Tyler Software is verified in accordance with the following terms.

3.4.1. Such Clients:

a. will receive the lowest priority for Software Support,

b. will be required to purchase new releases of the Software. New releases will include fixes, enhancements, and updates, such as Tax Tables, W/2 reporting formats, 1099 changes, etc.,

c. will be charged $175 per hour with a two-hour minimum for all software support calls,

d. will not be granted access to Tyler's software support web-site,

e. are subject to higher rates for training and continuing education performed by Tyler employees. This is due to the fact that the Client may not be utilizing the most current version of our software.

3.4.2. Tyler will not guarantee a program fix to a documented bug for software versions that are not the currently released version. If a Client decides to discontinue the Software Maintenance Agreement and later chooses to reinstate the Software Maintenance Agreement, the Client will be required to pay the portion of annual software support maintenance fees for the Enhancement and Software Updates (27%) dating back to the date when the Client discontinued the Software Maintenance Agreement.

4.   THIRD PARTY PRODUCT AGREEMENT

4.1. Agreement to License or Sell Third Party Products. For the price set forth in the Investment Summary, Tyler agrees to license or sell and deliver to Client, and Client agrees to accept from Tyler the hardware ("Hardware") and third party software ("Third Party Software") set forth in the Investment Summary (collectively, the "Third Party Products").

4.2. Third Party Product Warranties. Client acknowledges and agrees that Tyler is not the manufacturer of the Third Party Products. As such, Tyler does not warrant or guarantee the Third Party Products. Tyler hereby grants and passes through to Client any warranty adjustments that Tyler may receive from the developer, manufacturer or supplier of the Third Party Products ("Developer").

4.3. Third Party Software Maintenance. In the event Client elects not to purchase through Tyler maintenance services on the Third Party Software, it shall be the responsibility of Client to repair and maintain the Third Party Software and purchase enhancements as necessary after installation.

4.3.1. In the event Client elects to purchase through Tyler maintenance services on the Third Party Software, Tyler will facilitate resolution of a defect in Third Party Software with

the Developer.

4.3.2. In the event the Developer charges a fee for future Third Party Software release(s), Client shall be required to pay such fee.

5. GENERAL TERMS AND CONDITIONS

5.1. <u>Taxes</u>. The fees set forth in the Investment Summary do not include any taxes, including, without limitation, sales, use or excise tax. Tyler and Client agree Webb County is a corporation and political body under the laws of the State of Texas and Webb County claims exemption from sales and use tax under Texas Tax Code Ann. § 151.309, as Amended. Webb County shall provide to Tyler Exemption Certificates. Tyler and Client further agree that Client shall pay no property taxes or similar taxes and governmental charges associated with the ownership, possession or use of the equipment, subject to this Agreement, which Tyler is required to pay, nor reimburse Tyler of any such charges.

5.2. <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.

5.2.1. 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.

5.2.2. 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.

5.2.3. 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).

5.3.   <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 Tyler Software Products, Services, or Third Party Products. Tyler's liability for damages and expenses arising from the Tyler Software Products or Services, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to the Fees set forth in the Investment Summary related to the defective product or service. Tyler's liability for damages and expenses arising from the Third Party Products, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to the license fee/purchase price of the Third Party Products. Such fees reflect and are set in reliance upon this limitation of liability.

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

5.5.   <u>Dispute Resolution</u>. The parties agree to notify each other within fifteen (15) business days of becoming aware of a dispute under this Agreement ("Dispute Notice Date").

5.5.1.   The parties further agree that, before resorting to any formal dispute resolution process, they will first engage in good faith negotiations in an effort to find a solution that serves their respective and mutual interests. Party principals agree to participate directly in these negotiations. Unless otherwise agreed in writing, the parties shall have fifteen (15) business days from the Dispute Notice Date to begin these negotiations, and thirty (30) days from the Dispute Notice Date to complete these negotiations. All such negotiations will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Civil Procedure 408 and/or any similar applicable state rule.

5.5.2.   In the event the parties fail 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.

5.5.3.   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.

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

5.7.   Governing Law. Both parties agree to waive all right to a jury trial. This Agreement and each schedule shall be governed and construed according to the laws of the State of Texas. Jurisdiction and venue for any action or claim arising out of the Agreement shall be in Federal and/or State Courts of Webb County, Texas

5.8.   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.

5.9.   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.

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

5.11.   Termination.

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

    5.11.2. Termination for Non-appropriation. If Client should not appropriate or otherwise make available funds sufficient to purchase, lease, operate or maintain the products set forth in this Agreement, or other means of performing the same functions of such products, Client may unilaterally terminate this Agreement only upon thirty (30) days written notice to Tyler. Upon termination, Client shall remit payment for all products and services delivered to Client and all expenses incurred by Tyler prior to Tyler's receipt of the termination notice. Client will not be entitled to a refund or offset of previously paid license and other fees.

5.12.   No Assignment. Client may not assign its rights and responsibilities under this Agreement without Tyler's prior written permission, not to be unreasonably withheld.

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

5.14. <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.

5.14.1. 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.

5.15. <u>Shipping</u>. Delivery shall be F.O.B. shipping point.

5.16. <u>Payment Terms</u>.

5.16.1. Tyler shall invoice Client $53,150.00 upon the Effective Date. Such amount equals 25% of the license fees for the Tyler Software Products.

5.16.2. Tyler shall invoice Client $127,560.00 thirty (30) days from the date the Tyler Software Products available to Client for downloading. Such amount equals 60% of the license fees for the Tyler Software Products.

5.16.3. Tyler shall invoice Client the Hardware fees of $25,119.00 and the year 1 Hardware maintenance fees of $1,022.00 upon delivery of such Hardware.

5.16.4. Tyler shall invoice Client $31,890.00 upon the earlier of (i) the first use of a Tyler Software Product in live production, or (ii) one hundred eighty (180) days from the date Tyler made the Tyler Software Products available to Client for downloading. Such amount equals 15% of the license fees for the Tyler Software Products.

5.16.5. Tyler shall invoice Client fees for services, plus expenses, if and as provided/incurred.

Total fees for the services listed in the Investment Summary and described in the Statement of Work shall not exceed the sum of sixty-nine thousand six hundred seventy-five dollars ($69,675.00) without prior written approval of the Client, not to be unreasonably withheld. The preceding quote is a good faith estimate based upon the parties' current understanding of the scope of the work to be performed under this Agreement and does not include travel and other expenses which are billed as incurred. The actual amount of services and expenses depends on such factors as Client's level of involvement in the project and the speed of knowledge transfer. Additional modification or functionality required by Client will result in increased fees and expenses.

5.16.6. Tyler shall invoice a 50% deposit for modifications upon delivery of specifications and 50% upon delivery of modification. Tyler will perform a modification upon receipt of written notice to proceed from Client. Client will have thirty (30) days from delivery of a modification to test such modification. In the event Client does not report an issue with such modification to Tyler within such thirty (30) day period, the modification will be deemed in compliance with the specifications.

5.16.7. Prices do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy. Travel expenses will not exceed the sum of nineteen thousand nine hundred sixty-eight dollars ($19,968.00) for the number of trips quoted in the Investment Summary without prior written approval of Client, not to be unreasonably withheld. Expenses for additional trips, or extensions to the duration of trips quoted, requested by Client will be billed as incurred in accordance with Tyler's then-current Business Travel Policy.

5.16.8. Pursuant to Section 2251.021, Texas Government Code, a payment by a governmental entity is overdue on the 31st day after payment is due and pursuant to Section 2251.025, Texas Governmental Code, an overdue payment bears interest at the rate of one (1) percent and the prime rate as published in the Wall Street Journal on the first day of July of the preceding fiscal year that does not fall on a Saturday or Sunday.

5.16.9. Maintenance fees are waived through the earlier of (i) ninety (90) days after use of a Tyler Software Product in live production, or (ii) one hundred eighty (180) days from the date Tyler made the Tyler Software Products available to Client for downloading. Subsequent annual Maintenance fees are subject to change and will be due on the anniversary of such date.

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

Bank: Wells Fargo Bank, N.A.

             420 Montgomery

             San Francisco, CA 94104

ABA: 121000248

Account: 4124302472

Beneficiary: Tyler Technologies Inc. – Operating

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

5.19.   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.

5.20.   Notices.

5.20.1. 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.

5.20.2. 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:

Webb County	Tyler Technologies, Inc.
902 Victoria Street	One Tyler Drive
Laredo, Texas 78040	Yarmouth, ME 04096
Attention: Danny Valdez	Attention: Associate General Counsel

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

this Agreement.

5.22.   <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.

5.23.   <u>Webb County does and shall not waive or relinquish any immunity or defense on behalf of itself, its commissioners, offices and agents as a result of the execution of this Agreement and performance of the functions and obligations described herein.</u>

IN WITNESS WHEREOF, persons having been duly authorized and empowered enter into this Agreement.

Webb County, TX   **Tyler Technologies, Inc.**

By:_____   By:_____

Name:_____   Name:_____

Title:_____   Title:_____

Date:_____   Date:_____

Investment Summary

Danny Valdez
Webb County

Prepared for:	**Webb County**		Contract ID # :	**2014-0058**
Contact Person:	Danny Valdez		Issue Date:	**03/14/14**
Address:	902 Victoria St.			
	Laredo, TX 78040			
Phone:	(956) 523-4069		Sales Rep:	**M. Northcutt**
Fax:				
Email:			Tax Exempt:	*Yes / No*

Product, Service & Equipment	Upon Execution	Available Download Date*	As Agreed Upon	As Delivered	As Progress Occurs	Totals	Annual Fees
Total Hardware / Cash Collections				25,119		25,119	1,022
Total Applications Software							
License Fees - INCODE Public Safety Suite	48,050	115,320	28,830			192,200	56,195
Total System Software	5,100	12,240	3,060			20,400	5,100
Total Professional Services							
Implementation					39,875	39,875	
Project Management					5,000	5,000	
Data Conversion					24,800	24,800	
Travel Expenses					19,968	19,968	
Totals	**53,150**	**127,560**	**31,890**	**25,119**	**89,643**	**327,362**	**62,317**

* Due 30 days from the date the Tyler Software is made available for downloading.

Software Licenses

Danny Valdez
Webb County
March 14, 2014

tyler technologies

Application Software	QTY	Hours	Estimated Services	License Fee	Estimated Services	Annual Fee
Public Safety Suite				192,200	39,875	56,195
Computer Aided Dispatch/Comm Center						
CAD (1 dispatcher seat included)		48	6,000			
Dispatcher (additional seats)	3					
E-911 Server Interface (1 seat included)		24	3,000			
E-911 Client Interface (additional seats)	3					
NCIC Server Interface (1 seat included)		24	3,000			
NCIC Client Interface (additional seats)	3					
Note: Does not include CJIS Addendum						
Mobile Applications						
Mobile RMS Client	1	8	1,000			
Mobile CAD Client	40	35	4,375			
Mobile AVL Client	40	8	1,000			
Mobile Citations (includes 1 Citation)	40	40	5,000			
Mobile Network Services		50				
Mapping						
Mapping Interface		Included	Included			
Public Safety Records						
Base RMS System		112	14,000			
(Offense/Incidents w/ Supplements, Arrests, Warrants, UCR/NIBRS Reporting, Traffic/Parking Citations, Accidents w/ EZ Street Draw Interface, Field Interview, Racial Profiling Collection/Reporting, Media & Narratives, Calls for Service, Intelligence, Use of Force, Proximity Alerts, Reports - Stat/Summary Analysis)						
System Administration Training		16				
Case Management		16	2,000			
Personnel		4	500			
(Training, Evaluation, Certification)						
Dashboard and Crime Mapping						
Dashboard and CrimeMapping Annual Fee						6,445
CrimeMapping.com (Only)						1,200
Crime/Fireview Mobile Apps	1					500
Permits and Registrations						
Sex Offender Registration		4				
Property Room/Evidence Management						
Property Room		4				
Other Interfaces						
Tyler Court Case Management Interface						
CAD Call Sheet export to Odyssey						
New Dawn interface ERD access for consultant						
System Software & Network Services				20,400		5,100
System Software						
NetMotion Mobility - 25 Users Min (Mobile CAD, NCIC)	40					
Citrix Access Essentials (5 User)	8					
Professional Services					5,000	
Professional Services						
Project Management					5,000	
Incode Application Subtotal		393	39,875	192,200	39,875	56,195
System Software Subtotal				20,400		5,100
Professional Services					5,000	
Application and System Software Total			39,875	212,600	44,875	61,295

Note: Public Safety On-Site Services are based on a 8 a.m. to 5 p.m. day.
Public Safety On-Site Services are based on the following criteria:

Number of CAD Training Sessions:	3
Number of RMS Training Sessions:	7

Professional Services

Danny Valdez
Webb County
March 14, 2014

Conversion Services	Programming Fee	Conversion Fee
Public Safety Applications		24,800
Police		
Master Files	20,400	
Addresses		
Name		
Vehicles		
Offense/Incidents		
Property Room		
Calls for Service	4,400	
General Information		
Conversion Services Total		**24,800**

Hardware & System Software
Danny Valdez
Webb County
March 14, 2014

Network Systems and Software	QTY	Price	Maintenance	Maintenance Source
SQL SERVER 2008 R2 ISV RUNTIME LICENSING				
(36+ users) Microsoft SQL R2 Per Processor Runtime	1	3,570		
NOTE: By selecting RUNTIME licensing the customer is legally bound to ONLY use SQL Server RUNTIME for Tyler Technologies Applications.				
Trancite - Scene PD - Agency (per Sworn Officer)				
Trancite Scene PD CD (req 1 per agency)	1	30		
Scene PD (100-249 Sworn Officers)	100	16,200		
MUST BE PURCHASED FOR EVERY SWORN OFFICER IN AGENCY*				

Mobile Citations, Property Room and Misc Hardware	QTY	Price		Maintenance Source
Mag Stripe Reader (L)	40	3,400	680	INCODE - 12 mos warranty
Zebra RW420 thermal printer	40	760	152	INCODE - 12 mos warranty
Quick charger for RW420 (Required)	40	99		
Battery for RW420 (Required)	40	110		
Zebra GK420T Label Printer	1	600	120	INCODE - 12 mos warranty
Symbol LS2208 Bar Code Scanner w/ intellistand	1	350	70	INCODE - 12 mos warranty

Hardware & System Software Subtotal		25,119	1,022	
Hardware and System Software Total		**25,119**	**1,022**	

Exhibit 2

Tyler Business Travel Policy

1. Air Travel

   A.   Reservations and 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 and 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.

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 April 1, 2012

Statement of Work

Software and Implementation Services

Prepared for:

Webb County

*Prepared by***:**
Mark Northcutt
Tyler Technologies, Inc.
www.tylertechnologies.com

March 13, 2014

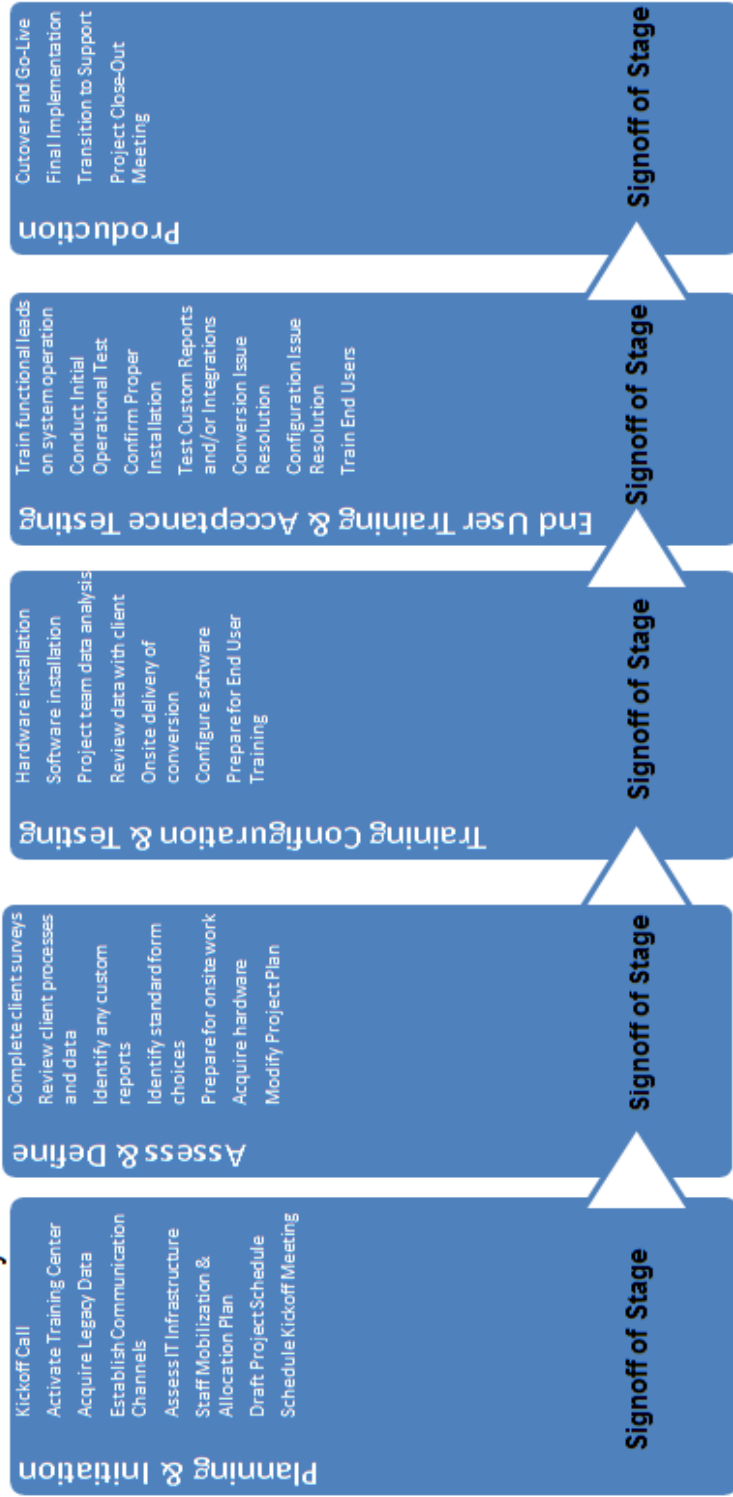## Table of Contents

PROJECT SCOPE & SUMMARY

The software and services purchased are outlined in the Investment Summary Section of the Agreement.

Any standard interfaces purchased are listed in the Investment Summary section of the Agreement and detailed in SOW Attachment D – Standard Interfaces. It is important for the Client to read the portion of the Attachment related to each interface purchased to understand its full functionality.

Data conversion services and other professional services hours included in the Investment summary are estimates. Additional analysis will be performed during the Assess & Define stage to provide definitive pricing.

Implementation Stages

Tyler provides a well-defined multi-stage roadmap which can be applied to a single phase project or to projects with multiple phases. For multi-phase projects, the stages are repeated as necessary.

Planning & Initiation
- Kickoff Call
- Activate Training Center
- Acquire Legacy Data
- Establish Communication Channels
- Assess IT Infrastructure
- Staff Mobilization & Allocation Plan
- Draft Project Schedule
- Schedule Kickoff Meeting

Signoff of Stage

Assess & Define
- Complete client surveys
- Review client processes and data
- Identify any custom reports
- Identify standard form choices
- Prepare for onsite work
- Acquire hardware
- Modify Project Plan

Signoff of Stage

Training Configuration & Testing
- Hardware installation
- Software installation
- Project team data analysis
- Review data with client
- Onsite delivery of conversion
- Configure software
- Prepare for End User Training

Signoff of Stage

End User Training & Acceptance Testing
- Train functional leads on system operation
- Conduct Initial Operational Test
- Confirm Proper Installation
- Test Custom Reports and/or Integrations
- Conversion Issue Resolution
- Configuration Issue Resolution
- Train End Users

Signoff of Stage

Production
- Cutover and Go-Live
- Final Implementation
- Transition to Support
- Project Close-Out Meeting

Signoff of Stage

Each stage, as established above, is designed to provide a point at which a full review of the stage objectives is assessed for completeness. When a stage is complete, a Work-Acknowledgement Form (see SOW Attachment A- (Sample) Work Acknowledgement Form) is completed and signed by the Client signifying acceptance of that stage and the beginning of the next stage. Each stage is dependent on the results of the previous stage and therefore, each stage of the methodology cannot begin until the previous stage is completed and approved.

DATA CONVERSION

The goal of the data conversion process is to transfer information from one or more legacy systems into the Tyler system in an accurate and verifiable manner. Verification of the data conversion consists of comparing the on screen data elements and management reports of each system. As such, very little is done in the conversion process to "fix" the data. Inconsistencies or corruption in the original data will carry over to the new system – these issues should be identified and resolved by the Client before final data conversion on the legacy system(s) or shortly after "going live" on the Tyler system.

Attachment E – Conversion Detail of this document provides detailed information on Data Conversion if conversion is included in your Investment Summary.

INVOICING AND CLIENT SIGNOFFS

Tyler invoicing and payment terms are detailed in the Payment Terms section of the Agreement. In addition to responsibility for the payment of all invoicing outlined in the Agreement, Client is responsible for signing off on the hours consumed in accordance with project requirements. An approved Change Order is required if additional hours are needed or scope is changed.

KEY PROJECT ASSUMPTIONS

- Client and Tyler shall review their responsibilities before work begins to ensure that Services can be satisfactorily completed.
- Client will provide Tyler with access to its equipment, systems, and personnel to the extent needed to complete the defined Services.
- Client will provide work space for Tyler Services for work completed on Client premises.
- Tyler shall initially implement the most current version of the Tyler software at the time of the contract signing. During the implementation Tyler will provide newer releases of the software that meet or exceed the version available at contract signing. After Go-Live, the Client is responsible for installing newer releases. Release notes are provided for all new versions.
- Client will maintain primary responsibility for the scheduling of Client employees and facilities in support of project activities.
- Client shall provide Tyler with network access for remote installation and testing through industry standards such as Virtual Private Network (VPN) or other secure access methods.
- Client will allow users to access the following websites to ensure adequate access to Support resources:
    - help.tyleru.com
    - tyleru.com
    - tylertech.com
    - tylercommunity.tylertech.com
- Client will provide/purchase/acquire the appropriate hardware, software and infrastructure assets to support all purchased Tyler software products in both support/testing and production environments.
- Client is responsible for proper site preparation, hardware, software and network configuration in accordance with Tyler specifications.
- Client has, or will provide, access licenses and documentation of existing system to any 3rd party system software which Tyler will be required to read, write or exchange data.

- Client has, or will provide, a development/testing environment for data conversion and interface testing as they are developed by Tyler.
- Tyler shall be responsible for implementing a functioning version of the application software (assuming Client has installed the proper hardware, software, and networking devices).
- Tyler will provide Client with status reports that outline the tasks completed. Tyler will also provide details regarding the upcoming tasks that need to be completed during the coming weeks, the resources needed (from Client) to complete the tasks, a current or updated version of the project plan, and a listing of any issues that may be placing the project at risk (e.g., issues that may delay the project or jeopardize one or more of the production dates) as needed.

OUT OF SCOPE

- Tyler software is sold as COTS (commercial off the shelf) software. Any custom development such as; changes to source code, additional interface development, legacy or other imports are not within the scope of this agreement:

    Custom Programming - Tyler products will be implemented "off the shelf" without customization, except as purchased and then detailed in Attachment F-Customizations. Any additional customizations identified or requested will be quoted as requested. Unless otherwise agreed, these customizations will be designed, developed, implemented, and tested during the Final Implementation phase ("post go live"). If there are no customizations in the Agreement, there will not be an Attachment F to this document.

    Custom Modifications - Custom modifications are changes to the functionality of existing Tyler software products. These changes may involve the addition of new fields to a screen, the enhancement or automation of a process, or the creation of a new module. Software modifications are not within the scope of this agreement except as detailed in Attachment F-Customizations. If there are no customizations to the software, there will be no Attachment F to this document.

    Tyler will make every effort to design custom modifications so that they can be leveraged by more than just one Client. This focus will affect the approach to designing, developing, and deploying new functionality so that we may benefit the largest population of users possible.

    Custom interfaces – Custom interfaces involve the development of a standard, repeatable process for transferring information into or out of the Tyler software. These interfaces may take the form of a user-initiated import/export program, an API, or a web service. There are no custom interfaces included in the scope of the agreement unless detailed in Attachment F-Customizations.

    Custom Reports –Custom Reports involve the development of new reports that are not offered as part of the standard reporting package and modifications to existing reports. There are no custom reports included in the scope of the agreement unless detailed in Attachment F-Customizations.

- Resource hours that extend scope. (Additional hours must be approved through a Change Order.)

- Any undocumented requirements. Undocumented requirements include requirements not specified in this Statement of Work and associated attachments.

- Post System Acknowledgement Configuration.   System Acknowledgement requirements are met at the completion of End User Training and User Acceptance Testing stage. Any changes requested of the Tyler implementation team to alter the configuration, post acknowledgement of these milestones, must be documented through a Change Order and may incur additional costs. Client may have access to

built-in configuration tools, so, when available, is free to reconfigure or create new configuration as required or desired. If assistance using these tools is required, additional change orders may apply.

RISK / MITIGATION STRATEGY

Unavailability/Incompatibility of Staff

Risk: Tyler recognizes that individuals assigned to projects may become unavailable due to various causes. Further, Tyler recognizes that individuals sometimes clash for reasons of incompatibility. Tyler schedules team members based on all the projects to which those individuals are assigned. Unavailability may occur due to unforeseen circumstances such as family matters or the employee's departure from Tyler employment. Incompatibility creates intolerance in project objectives and tasks and creates unnecessary delays and can lead to project failure if not corrected.

Mitigation: In the event a Tyler project member is determined to be unavailable, a Tyler manager will consult with Client on alternatives such as a temporary replacement or substitute of the person. Likewise a similar response is expected from the Client if their team member is unavailable.

Incompatibility is addressed first through attempts to resolve the compatibility issues between individuals. Failing resolution, team members must be replaced. In the event a Tyler team member is determined to be incompatible, Tyler will replace with a new team member and provide time to orient to the project before assuming their respective responsibilities.

Client Staff unavailability

Risk: Delays in the project timeline will occur if appropriate Client staff is unavailable to meet with or respond to Tyler for timely decisions and or directions.

Mitigation: Client should ensure that staff assigned to this project is given sufficient priority and authority to work with Tyler while completing other Client responsibilities in a timely fashion. Decisions must be made in hours and days, not weeks.

Scope Changes

Risk: Poorly defined projects always take longer than expected or cost more than expected because of poorly defined scope at the beginning of the project.

Mitigation: Both parties must ensure that the scope of the project is well stated and completely defined to the best of each party's knowledge. Functional requirements should be reviewed carefully to ensure completeness. Change Orders are required to document any subsequent impact on schedule and/or costs.

Activity Focus

Risk: Activity Focus is the risk that minor activities consume time that should otherwise be dedicated to major activities of the project, with the end result of time and/or costs overrunning budget. This risk is sometimes associated with efforts that lead to scope changes. Examples include meetings of little substance or that go longer than they need, or time consumed investigating undocumented functionality or other activities not in scope.

Mitigation: Project Managers for both Parties must guard themselves to avoid focus drift by ensuring the focus is squarely on meeting deadlines, services, and configuration requirements of the implementation as planned and documented in the planning, assessment and definition stages.

Incomplete Legacy, Interface Documentation

Risk: During the project certain third party documentation will be required for such tasks as interface development and import of legacy data and others.

Mitigation: Client should ensure that APIs, specific documentation, or file specifications for interfacing to other systems is available to Tyler and that legacy data imports are known in advance of need.

Achievable Goals

Risk: The expectations of this project are set too high or are not explicit or clear to Client Staff and thus not communicated to Tyler through Functional Requirements and clearly stated scope.

Mitigation: The parties must ensure, through the Contract and Task Orders, that the goals of the project are explicit, well defined and attainable, and that both parties have "signed off" on the requirements.

Technology Age

Risk: This risk is highly dependent on the choice of Tyler products and whether the Client is hosting any of those products. If the Client will be hosting its own servers, the technology utilized should be robust to enough to meet the Client's needs for several years into the future. Technology that barely meets minimum requirements today will be insufficient as the system and its needs grow.

Mitigation: Tyler will assist Client in determining optimal technology and plans to guard against pre-mature obsolescence.

CRITICAL SUCCESS FACTORS

In order to successfully execute the services described herein, there are several critical success factors for the project that must be closely monitored. These factors are critical in setting expectations between the Client and Tyler, identifying and monitoring project risks, and promoting strong project communication.

- **Knowledge Transfer** - While Tyler cannot guarantee specific expertise for Client staff as a result of participating in the project, Tyler shall make reasonable efforts to transfer knowledge to the Client. It is critical that Client personnel participate in the analysis, configuration and deployment of the Tyler software in order to ensure success and to transfer knowledge across the organization. After completion of the production phase, the Client will be responsible for administering the configuration and introduction of new processes in the Tyler system.

- **Dedicated Client Participation** – Tyler fully understands that Client staff members have daily responsibilities that shall compete with the amount of time that can be dedicated to the Tyler implementation project. However, it is critical that the Client understands and acknowledges that its staff must be actively involved throughout the entire duration of the project as defined in the Project Plan. Tyler shall communicate any insufficient participation of Client and Tyler resources, as well as the corresponding impact(s), through Project Status Reports.

- **Acknowledgement Process –** Acknowledgment must be based on criteria. The objectives and tasks of each stage of a project provide the basic criteria by which to judge acceptance of a stage is to be granted. Within each stage additional criteria will be developed by team members on which to judge future stages. For example, User Acceptance Testing will be based on criteria developed in earlier stages.

  As resources are consumed, Tyler shall provide the Client with a Work Acknowledgement Form (see Attachment A-(Sample) Work Acknowledgement Form) to formalize receipt. The Work

Acknowledgment Form is subsequently signed by the appropriate Client stakeholder(s), and faxed or emailed to Tyler. Timely and honest acceptance is required to maintain project momentum. Failure to properly establish acceptance criteria or failure to accept a properly completed stage will cause delays in the project.

In an effort to ensure quality and complete satisfaction with each stage of the project, Tyler's professional services division has established the following rule: A Signed Work Acknowledgement Form (see Attachment A) is required upon completion and Client-acknowledgement of the resources consumed on the project. Stage signoff is also required before proceeding to the next stage in the process.

- **Managing Project Scope** - In an effort to implement the project on time and within budget, both Tyler and Client agree to limit the software and professional services to only those items identified in this Statement of Work. Expanded scope results in additional costs.

Change orders or contract addendums for additional items outside the scope of the defined project requirements must be submitted in advance and signed by project stakeholders before work can be accomplished on those items.   Likewise, reductions of the defined scope will also require a Change Order.

FUTURE AMENDMENTS TO SCOPE

Future changes in the project scope, beyond the capability of a Change Order, will assume the appropriate processes outlined in this Statement of Work and in the Agreement, unless future scope changes require a different or modified process. If no new Statement of Work is required, then new functionality and payment requirements are provided for in an amendment to the initial Agreement.

PROJECT MANAGEMENT

Tyler performs ongoing project management services throughout the implementation in order to plan and monitor execution of the project. Project Management includes the following tasks:

- Project plan
- Project document management
- Issue log management and escalation
- Status reporting
- Change order management
- Resource management
- Executive project oversight via Executive Sponsor and Project Review Committee

By mutual agreement some project management tasks are shared between the Tyler Project team and the Client Project Manager/Stakeholders.

STAFFING

Every reasonable effort is made to maintain a consistent project team from Tyler for the duration of the project. Should the Client have concerns related to assigned resources, those concerns should be submitted to the Tyler Project Manager or Tyler Management Staff for review and consideration. Tyler will make staffing decisions based on appropriate skill set and other soft skills of resources deemed compatible to the success of the project.

PROJECT SCHEDULE

Upon execution of the contract, the parties will subsequently collaborate during the project planning and initiation stage to determine a start date for services to be rendered. Upon initiation of these services, Tyler shall work with Client to collaboratively define a baseline or preliminary project schedule/plan. Given the fact that project schedules are working documents that change over the course of the project, Tyler shall work closely with Client to update, monitor, agree, and communicate any required changes to the project schedule.

Development Tools

No special development tools are required for the Tyler software. Tyler source code is not accessible (unless through the requirements of an Escrow Agreement).

The configuration tools are built into the software, and the Client has full access. The Tyler implementation staff will use these same configuration tools to set up the system with the Client. The Client will receive training on the use of these tools.

Third party report writers (i.e. Crystal Reports) – Some clients may choose to use a third party report writer like Crystal Reports to create/modify their own reports. The Client is responsible for the procurement of a license of this third party report writer. Tyler does not provide training or assistance on the creation of such reports and recommends this function be reserved for System Administrator or designated staff who have the skills and necessary access, and who understand the application databases.

Documentation

Tyler-provided documentation

Over the course of the 5stage implementation lifecycle, the Tyler project team will provide stage-specific documentation in a range of formats (both editable and non-editable). Examples include:

- Data Collection docs (MS Excel and/or MS Word) for configuration
- Training Documentation Templates (MS Word and MS PowerPoint)
- Release Notes for Service Packs (PDF)
- Other documentation as required for the specifics of the project.

Client-provided documentation

A definitive list of Client-provided documentation is not possible until all aspects of the implementation are determined, usually in the beginning stages of the project. Certainly, Client's assistance in completing the Tyler-provided forms and requests for configuration information is essential to a successful project. The Tyler Project Manager will provide the Client with detail of the documentation necessary for each product to be successfully implemented. The list below is a sample of the types of documentation that is likely to be requested.

Documentation originated by the Client includes:

- Application Programming Interface documents (API's) for any third-party software system to which the Tyler software will interface and exchange data.
- Legacy system data documentation and data in a format suitable for conversion into the Tyler System (please see section titled Data Conversion).
- Workflow documentation on the Client's current business processes
- Copies of pertinent ordinances or other controlling authorities

- Fee Schedules
- Copies of existing forms and other documents presented to the public and expected to be derived from the Tyler Software.

SOW ATTACHMENTS LISTING

SOW Attachment A – (Sample) Work Acknowledgement Form

This form provides the means for the Client to accept work provided or provide reason for denial of a work.

SOW Attachment B – (Sample) Change Order Form

Any change in the project must have a completed and approved Change Order.

SOW Attachment C - Hardware / Software Requirements

This document provides the recommended hardware/software requirements for the Tyler system. Performance using systems which do not meet these requirements may not have expected performance levels.

SOW Attachment D – Standard Interfaces

This document provides a summary description of the purpose and function of the interface along with field specifications.

SOW Attachment E – Conversion Detail

Provides a description of the conversion process and legacy data specifications for each application suite.

ATTACHMENTS

Attachment A – Work Acknowledgment

Work Acknowledgment

Client:

Date:

Visit/Deliverable:

Accomplishments	Performed By	Notes

☐ I am satisfied with the work performed for this stage, and/or deliverable.

☐ I am NOT satisfied with the work performed for this stage, and/or deliverable.

In an effort to ensure quality and complete satisfaction with each phase of the project Tyler Technology's Professional Services division has established the following rules:

1. Projects will not be allowed to move from one phase to another without a sign off indicating satisfaction with the work performed. The Tyler Technology project team will immediately stop all other tasks, complete the phase at hand, and obtain sign off before moving to the next phase.
2. Customer understands that any payment not received within 30 days of invoice will result in work stoppage. All related project tasks will be stopped until payment is received.

Print Name: _____

Signature: _____

Date: _____

(Please return signed copy to the Tyler Technology project team)

Attachment B– Change Order Form

Change Order Form

Client: _____   Date: _____

Generated By: _____

**Authorized
By:** _____

Change Overview:

Narrative Description of Change:

Impact of Change:

**Schedule
Impact:**   Delay of milestone & sub-tasks on Tyler Technologies Implementation
Project Plan including:

Task	Proposed Date Changes

Cost Impact:

Change Detail	Credit	Debit	Total

Revision No.:

_____

*No changes may be made to this project without the agreement of the Project Manager(s), and must
be approved by the Project Director. Submit endorsed Change Order to the Tyler Technology
Project Manager*

Date Approved	Comments	Approved By	Signature

Tyler Public Safety Solution

REQUIREMENTS

Tyler's Public Safety Solution is designed to operate on networks and operating systems that meet the following requirements. Systems that do not meet these required specifications will not reliably or adequately perform and acceptable results cannot be guaranteed by Tyler.

Application/Database Server

Component	Requirement / Specifications		
	<20 Users	**21-50 Users**	**50+Users**
Processor	Xeon Quad Core	Xeon Quad Core 2.4Ghz or greater	Xeon Quad Core 2.8Ghz or greater
Memory	8 GB RAM	16 GB RAM	32 GB RAM
General Server	Dedicated server		
	Microsoft Windows certified server[1]		
	Removable media backup system (i.e., tape backup)[2]		
	DVD-ROM drive		
Network	Gigabit Ethernet		
Operating System	Microsoft Windows 2008 Server R2		
Database	Microsoft SQL Server 2008 R2		
Network Environment	Domain with Active Directory Services		
	Internet Information Services 7		
Hard Drive Array(s)	RAID 1 SAS Disk Array for OS and SQL program files		
	RAID 1, RAID 5, or RAID 10 SAS Disk Array for Database and Application Files		
Available Disk Space	100 GB reserved disk space on Bus 1		
	200 GB reserved disk space on Bus 2		

[1] Nationally recognized brand.
[2] See page 9.

Communications Server

Component	Requirement
General Server	Dedicated server
	Microsoft Windows certified server[3]
	DVD-ROM drive
Network	Gigabit Ethernet
Operating System	Microsoft Windows 2008 Server R2
Network Environment	Domain with Active Directory Services
	Internet Information Services 7
Processor	Xeon Quad Core Processor
Memory	8 GB RAM or greater
Hard Drive Array(s)	RAID 1 SAS Disk Array for OS and Tyler program files
Available Disk Space	100 GB reserved disk space on Bus 1

[3] Nationally recognized brand.

RMS/CAD Workstation

Component	Requirement
General PC Info	Microsoft Windows certified PC[4]
	DVD-ROM Drive
Operating System	Windows XP Professional or Windows 7 Professional[5]
	Latest version of .NET
Processor	Intel Core 2 Duo or greater
Memory	4 GB RAM or greater
Available Disk Space	10 GB available disk space

[4] Nationally recognized brand.
[5] Tyler Public Safety does not support Windows 95, 98, ME, XP Home, Vista Home, or 7 Home.

Mobile RMS/CAD Workstation

Component	Requirement
General PC	Microsoft Windows certified PC[6]
Operating System	Windows XP Professional or Windows 7 Professional[7]
Processor	Intel Core 2 Duo or greater
Memory	4 GB RAM or greater
Available Disk Space	10 GB available disk space
Connectivity	Wireless, 3G, 4G, or LTE Cellular Connectivity (see below)
	VPN Connectivity
	Citrix XenApp / Remote Desktop Client
	Optional: Netmotion for Mobile CAD (see below)

[6] Nationally recognized brand.
[7] Tyler Public Safety does not support Windows 95, 98, ME, XP Home, Vista Home, or 7 Home.

Internet Connectivity

The client must have a business-class Internet connection with a Static IP. A minimum connection upload speed of 1 MB is recommended.

VPN Options

- **For clients with less than 25 mobile units**: The Cisco VPN is the recommended VPN solution to run with Tyler Products. For the best user experience, Cisco AnyConnect is preferred.
- **For clients with 25 or more mobile units**: The Netmotion VPN solution is recommended. The Netmotion server must be available on UDP port 5008 (Mobility's default port) to the Netmotion clients. If clients exist on the corporate network as well as externally, UDP port 5008 must be available through both firewalls to each Netmotion server. This requires special configuration of your router, which must be working properly before Tyler can complete the Netmotion setup. Router and firewall configuration is the client's responsibility.

Mobile Connectivity

It is the responsibility of the client to acquire and maintain mobile communications equipment and service unless otherwise specified in an agreement. Examples of this are aircards from cellular providers or mesh networks. Mobile connectivity speeds must be 3G or faster to guarantee acceptable performance. Wireless service such as GPRS cannot be guaranteed to provide fast enough service for suitable application performance.

GPS

The GPS antenna requires a clear and unobstructed view of the sky in order to function properly and show a valid position fix. If you are attempting to test the GPS indoors, insure you have access to a window and place the antenna in a position that has clear access to the sky. In order for AVL to work properly, the GPS receiver must output the following NMEA sentences: GPGGA and GPRMC. This can be determined by using the GPS Tester application and examining the raw GPS output data. Please note that GPS enabled aircards are not supported as a method of GPS communication.

Vehicle Installation

The installation of vehicle equipment is the client's responsibility. This includes, but is not limited to, mobile computers, GPS antennas, docking stations, and modems.

Mapping

Tyler Public Safety offers 2 options for the configuration of its Mapping product: Basic and Advanced.

Basic

This is the default mapping solution included in all TPS installs. It uses ESRI's free online maps and requires no additional setup or purchases on your part.

- ESRI maps are free and available over the Internet. This requires a stable, high-speed Internet connection.
- Mapping accuracy, resolution, and updates are dependent on ESRI. TPS cannot guarantee that all areas are up-to-date and provide your desired level of detail.

Advanced

This option leverages ArcGIS to provide more detailed and accurate maps. It also requires that your site purchase and set up additional system components before TPS installation. Tyler Public Safety does not purchase or set up these additional components.

- You must configure all services required to run advanced mapping. Tyler does not set up your ArcGIS Server system or related components.
- You must publish and host your own maps, either on a local server or the Internet, in conjunction with your GIS department. Each type of map and layer must be published individually.

However, with the advanced option there are additional benefits:

- You have greater control over map accuracy and the frequency of updates. New housing developments and construction work are more likely to appear on your maps.
- You can use your existing shape files. If you previously used shape files, you can host those from your ArcGIS Server.

Before Installation

Before TPS can install the Advanced mapping feature, you must utilize ArcGIS web services and have the following ready:

- A Standard or Advanced edition ArcGIS Server
- An Address Locater/Geocoder service with same spatial reference as the base map
- A Geometry service
- If hosting your own maps, Network Analysis Extension needs to be installed.

Additional

The following are also needed for adequate performance of TPS Solutions:

Display
- Workstations need a screen resolution of 1280x768 or greater.
- Mobile workstations need a screen resolution of 1024x768 or greater.
- Dispatch workstations need at least two monitors to function correctly.

Remote Workstations

Any workstations accessing the server with less than a wired 100 mbps full-duplex connection require a remote access solution such as Citrix XenApp or Microsoft Remote Desktop Services.

For best results, remote workstations should run Citrix or Remote Desktop Services over a permanent VPN tunnel.

Court Interface

If your PD and Court software are not on the same server, provide a secure and permanent connection for both servers in order to transfer data from PD to Court through web services. Communication will be made via port 80.

Printers

To print reports and forms, you need laser printers with a PCL5 or higher emulation.

Printer Type	Reports	Forms	Additional Criteria
Any Laser Printer	☑	☑	PCL 5 or above

To print labels for Inventory, you'll need a thermal printer.

Supported Printer	Zebra RW420 Thermal Printer

Unsupported Configurations

Tyler does not support:

- Proxy servers within the network environment where Tyler Public Safety software is installed.
- Cloned or imaged workstations for use with Tyler Public Safety software.

Virtual Environments

Tyler has limited support for virtual workstations. If you have or plan to have virtual workstations, please contact Tyler for consultation.

TYLER PUBLIC SAFETY SOLUTION DIAGRAM

The following depicts the configuration of the Tyler Public Safety Solution.
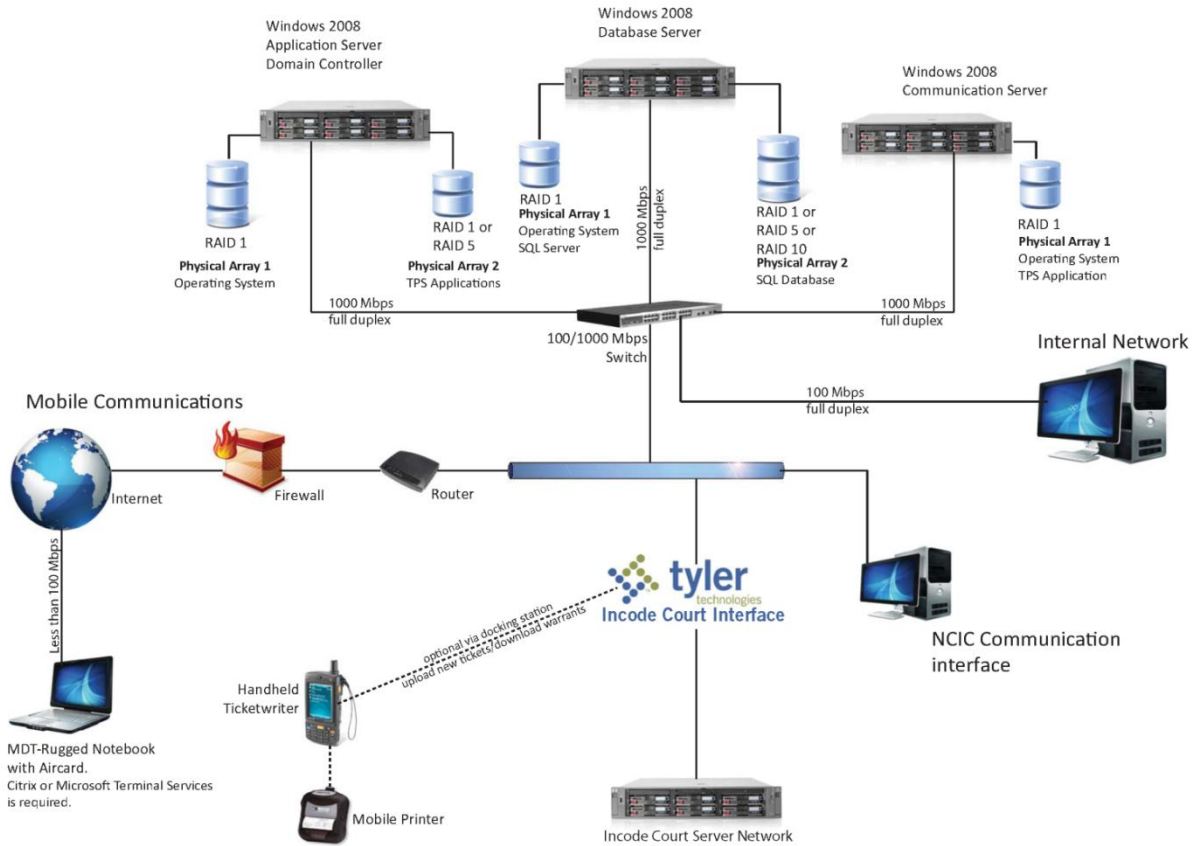
IPAD REQUIREMENTS

Tyler's Public Safety Solution is also designed to operate on iPads that meet the following requirements. iPads that do not meet these required specifications will not reliably or adequately perform and acceptable results cannot be guaranteed by Tyler.

iPad Hardware Requirements

Component	Requirement
General PC	iPad 2 or higher (3G/4G enabled)[8]
Comm Server or Web Server	Must be accessible from the Internet (outside the PD Network via SSL)
Optional	Blue Tooth Keyboard
	Protective Case
	Mounts

[8] The iPad 2 (or higher) device must have 3G/4G. It cannot have Wifi only as our application takes advantage of GPS receivers built into the iPad.

iPad Software Requirements

Component	Requirement
TPS Public Safety Suite	iPad deployment requires that clients be running the latest version of the TPS product suite, Release 2012.1 or later.
TPS CAD Mapping	The TPS mapping solution, which can be offered as a site license, is required for the iPad application.
TPS Mobile CAD Client and Mobile AVL Client	Mobile CAD licenses are transferrable between devices and platforms. The iPad requires both Mapping and AVL; AVL is necessary to track units on the iPad application.
Business Class Internet	Needed to provide a static IP for the Comm/Web.
SSL Certificate	Secure Sockets Layer Certificate is purchased by Tyler every year, which includes support server-side software maintenance, purchase of the SSL Certificate to encrypt data between the iPad and server, delivery of new builds, and Subdomain Management.
Subdomain Management	Unique web address with DNS settings.
LETS	* Pending FBI Approval * This will require a Mobile Device Management Solution that satisfies the requirements set by the FBI.
RMS Access	User can access RMS via: • X2: Free App from the App Store for accessing Remote Desktop Session and using RMS.

- Jump: $15 App that allows Remote Desktop access and can be set to automatically open RMS to the login window, and not allow the user to utilize any other program.
- Windows 2008 RDS (Formerly Terminal Services)
- Citrix: Citrix server and license required but utilizes the Free Citrix Receiver App from the App Store.

To accommodate the use of the TPS iPad App:

1. An agency must obtain an Apple Enterprise Developer account from http://developer.apple.com.
2. Once complete, the agency adds Tyler Public Safety developer(s) to the account.
3. The Agency then contacts Tyler to have an access URL (https://exampleagency.com/ipad) setup specifically for the iPad connect, and a FIPS 140-2 compliant SSL Certificate created and installed on the Communication server.

NOTE: This requires a static, public IP address for the server with Port 443 open for secure connection. If the agency is not using a VPN connection, an exception for iPads to connect via port 443 must be made or a third party solution is necessary to allow access through the firewall.

TYLER PUBLIC SAFETY IPAD SOLUTION DIAGRAM

The following depicts the configuration of the Tyler Public Safety iPad Solution.

Tyler Public Safety
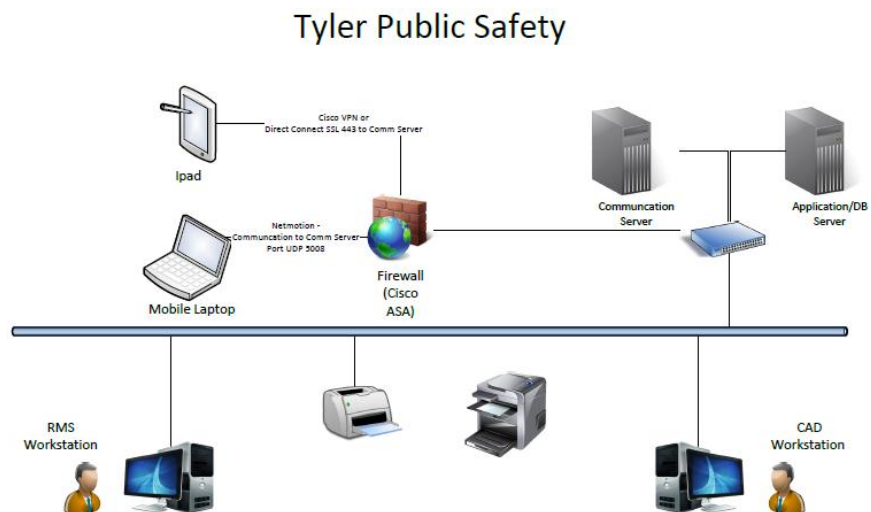
RECOMMENDED BACKUP PROCEDURES

Developing a consistent backup strategy is a vital part of any organization's business continuity plan. A good backup plan ensures that you do not lose the hard work and time you invested in data entry if a hardware failure or natural disaster occurs. A plan such as this is easy to develop and usually easy to implement. This section outlines the steps you should take to properly back up your TPS data.

Rotating Tapes

First, establish a good tape rotation for your backups. Tyler recommends that you use, at a minimum, the following 6-tape rotation:

Week 1				
M	T	W	Th	F1
Week 2				
M	T	W	Th	F2

This rotation is sufficient for most customers because it allows you to go back a few business days to find files. However, if you feel you need a little more protection, you can use a different set of tapes for Mon-Thurs of Week 2, and/or you can keep a Fri 3 and Fri 4 tape so that you have a month's worth of Friday backups. We also recommend that you periodically (monthly, quarterly, etc.) pull a tape permanently out of rotation to store off-site.

We do NOT recommend the use of differential or incremental backups.
Performing a full backup of the entire TPS folder every night will allow you to restore files without having to use a series of tapes to perform the restore. This turns a restore process into a much more manageable and less time-consuming process.

Backing Up Your SQL Database

Public Safety Customers all use a Microsoft SQL database that must be backed up. The default databases consist of at least PSData and may also include PSLogs, TLETS, Tyler_Configuration, and PSCOMMON. The PSData database houses all of your RMS and CAD records. If you are using Messaging or Mobile, you will also have the PSLogs Database. The TLETS database houses the NCIC queries and returns from the state NCIC system. Tyler_Configuration and PSCOMMON are managed services databases.

Database backup files are created on a nightly basis and placed in the PublicSafety_Backup folder on the Database server. This is a SQL backup that backs up the database without requiring users to exit the system. The file created is named PSData.bak. Following this pattern, if you have Messaging and NCIC there will be a PDLogs.bak and a TLETS.bak file. Third-party software may also be used (see the Pre-Installation Survey). The public safety database and transaction logs are in the PublicSafety_Database folder (.mdf and .ldf files). Backing up the .bak files gives a snapshot of the database at time of backup and only takes a few minutes to return to that period in time in case of

an issue. Third-party backup agents lend an additional layer of backups to your daily backup plan.

There are a few different methods for backing up your SQL database.

- **SQL Backup Function**: The Microsoft SQL Server 2008 Management Studio has built-in backup tools that can to cause SQL to dump the Tyler Public Safety database to a backup file in the SQL default backup folder while the SQL services are running. This location is:
  C:\Program Files\Microsoft SQL Server\MSSQL\Backup*
- **Third-Party Backup Agent**: This method requires that you have some sort of third-party backup program (e.g., Symantec Backup Exec, Brightstor ARC Serve, etc.) which uses a SQL backup agent. These special backup agents allow the Microsoft SQL databases to be backed up while they are online.
- **Script**: You can create a script that stops the Microsoft SQL Server service before a normal tape backup and restarts it after the tape backup is complete. This allows you to back up the .mdf and .ldf files (the database and transaction log, respectively) in the c:\Program Files\Microsoft SQL Server\MSSQL\data directory*. If you choose this route, TPS can assist you with creating this script at the time of the TPS software installation.

* The Microsoft SQL Server installation path may vary slightly per installation.

In addition, please be aware that Media files and user history files are not held in the database but rather in folders where the database links that information back to the RMS/CAD system. Both the Media and History files are located in the \TPS_media and \TPS_History folders and must be backed up in addition to any other backup procedures.

Watching for Signs of Failure

Monitor your backup status every morning. If there is a noticeable problem such as an error light blinking on your tape drive, a tape being ejected without your knowledge, or an error message displaying about your backup, please contact us or your IT staff so that the problem can be resolved quickly.

Accepting Responsibility

Having good backups of TPS data is your responsibility. However, Tyler Technologies offers additional services that can help monitor your local backups, transmit your data to off-site locations, and even provide access to your TPS software and data over the Internet in case of disaster or serious equipment failure at your site.

Statement of Work: Attachment D - Standard Interfaces

Crimeview Dashboard ICD (Interface Control Document)

Interface	Notes
Core Products and Version:	TPS RMS 2013.2 and later
Short Description:	An interface between TPS and Omega
Long Description:	This interface allows TPS RMS and CAD data to be displayed in multiple views within the Crimeview Dashboard inside the RMS frame. The views will return data for only the last 3 years + 1 month.
Tyler System(s) Involved and Version(s):	TPS RMS and CAD data.
Third Party Products:	Omega

Information Exchanged:	ODBC connection from Omega to the backend database.
	
	1. Incident
	   a. Agency
	   b. Case Number
	   c. Charge Description
	   d. Charge Code
	   e. UCR Number
	   f. NIBR Number
	   g. Address
	   h. Apartment Number
	   i. District
	   j. Zone
	   k. City
	   l. Postal Code
	   m. Date of Occurrence
	   n. Date Reported
	   o. Case Status
	   p. Premise Description
	   q. Premise Code
	   r. Weapon(s) Description
	   s. Alcohol involved
	   t. Officer Involved
	2. Warrants
	   a. Agency
	   b. Warrant Number
	   c. Wanted Person's Full Name

       d.   Wanted Person's Alias (if any)

       e.   Charge Description

       f.   Charge Code

       g.   Warrant Type

       h.   Warrant Status

       i.   Warrant Issue Date

       j.   Address

       k.   Apartment Number

       l.   District

       m. Zone

       n.   City

       o.   Postal Code

       p.   Gender of Wanted Person

       q.   Race of Wanted Person

       r.   Ethnicity of Wanted Person

       s.   Age of Wanted Person

       t.   Date of Birth of Wanted Person

       u.   Height of Wanted Person

       v.   Weight of Wanted Person

       w. Hair Color of Wanted Person

       x.   Eye Color of Wanted Person

       y.   Scars, Marks, Tattoo information of Wanted Person

       z.   License info of Wanted Person

3.   Field Interview

       a.   Agency

       b.   Field Interview Number

       c.   Full Name

       d.   Alias (if any)

       e.   Date of Contact

       f.   Address

       g.   Apartment

       h.   District

       i.   Zone

       j.   City

       k.   Postal Code

       l.   Race

       m. Ethnicity

       n.   Gender

       o.   Age

       p.   Date of Birth

       q.   Height

       r.   Weight

       s.   Hair Color

       t.   Eye Color

       u.   Scars, Marks, Tattoo Information

       v.   License Information

       w. Gang Name

x. Case Number
y. Officer
z. Comments
4. Arrests
a. Agency
b. Arrest Number
c. Case Number
d. Full Name of Arrestee
e. Alias (if any)
f. Charge Description
g. Charge Code
h. UCR
i. NIBR
j. Arrest Date
k. Arrest Address
l. Apartment
m. District
n. Zone
o. City
p. Postal Code
q. Arrest Type
r. Gender
s. Race
t. Ethnicity
u. Height
v. Weight
w. Hair Color
x. Eye Color
y. Age
z. Date of Birth
aa. Scars, Marks, Tattoos
bb. License Information
cc. Home Address of Arrestee
dd. Officer
5. Calls
a. Agency
b. Call Number
c. Call Type
d. Call Date
e. Address
f. Apartment
g. Common Name
h. District
i. Zone
j. City
k. Postal Code
l. Call Priority
m. Call Disposition

	n. Call Source
	      o. Shift
	      p. Primary Unit Information
	      q. Officer
	      r. Remarks
	6. Accidents
	      a. Agency
	      b. Accident Number
	      c. Collision Description
	      d. Collision Code
	      e. Accident Date
	      f. Address
	      g. Apartment
	      h. Intersection
	      i. District
	      j. Zone
	      k. City
	      l. Postal Code
	      m. Injury
	      n. Fatality
	      o. Alcohol involved
	      p. Hit and Run
	      q. Weather Conditions
	      r. Traffic Conditions
	      s. Officer
	7. Code Information
	      a. Code Type
	      b. Code Description
	      c. Code Number
	      d. Code Type Description

Data Format(s):	SQL
External System Interface:	Direct Connection to Database
Third Party Interface Details:	Omega will access views created by Tyler on the client database to provide statistical and mapped detail to the users for different modules within the TPS suite. The views will return data for only the last 3 years + 1 month.
No. Data Elements:	143
Data Flow:	Data will be queried directly from the TPS database by Omega for use in the Crimeview Dashboard via an ODBC connection.
Data Flow Details:	The data will be queried directly from the custom views in the TPS database created for Omega to use in the Crimeview Dashboard via an ODBC connection and using user credentials that provide

	view only access to those views. The views will return data for only the last 3 years + 1 month. A filter has been added to all the views to accommodate the last 3 years +1 month of data.
Data Exchange Frequency:	Data can be queried at any time.
Data Exchange Frequency Details:	Because this is a direct connection to the TPS database by Omega, the data can be queried at any time. No set schedule of data exchange is required.
Transport(s):	
Platform:	Microsoft Windows, VB6, SQL, Web (HTML), .Net, Silverlight
Other Technical Specifications:	NA
Tyler Responsibilities:	Tyler will provide the custom views for Omega to use in the Crimeview Dashboard, and will create the user credentials for access to the database by Omega. *NOTE: The views will return data for only the last 3 years + 1 month. A filter has been added to all the views to accommodate the last 3 years +1 month of data.
Client and 3rd-Party Responsibilities:	Omega will create and ODBC connection directly to the TPS database using the provided user credentials in order to access the custom views.
Links:	

DL/ID Card Scanner ICD
Tyler Mobile CAD LETS, Mobile Citations, RMS, and CAD - Driver's License / ID Card Scanner Interface

Interface	Notes
Core Products and Version:	TPS Mobile CAD LETS, RMS, CAD, Mobile Citations
Short Description:	Hardware Interface for Magnetic Stripe and 2D barcode Scanners to TPS
Long Description:	The interface allows the 2D Barcode, 1D Barcode, and Magnetic Stripe based scanners listed below to transmit data scanned from Driver's Licenses and Identification Cards to the TPS software.
Tyler System(s) Involved and Version(s):	1. TPS Keyboardwedge.exe serial port conversion software.
Third Party Products:	E-Seek Model 250 and Model 260 Combination 2D barcode, 1D barcode, and Magnetic Stripe Scanner.
Information Exchanged:	AAMVA information made available by the scan of the DL / ID card.
Data Format(s):	AAMVA Format
External System Interface:	NA
Third Party Interface Details:	NA

No. Data Elements:	The number of data elements retrieved will vary depending on:
	
	1. The type of scan performed.
	    a. 1D Barcode
	    b. 2D Barcode
	    c. Magnetic Stripe
	2. and on the AAMVA information stored by the issuing state and available to be parsed on the DL / ID Card.

Data Flow:	Mobile CAD Flow option 1 1. From Mobile LETS, user clicks Scan DL button, then scans the DL. 2. Information is runt through LETS automatically and simultaneously checked against Name Master in RMS.

     a. If no match is found in RMS, a new Name Master record is created.

     b. If a match is found, the current Name Master information is used.

  3. Information is then queued for use in Mobile Citations.

Mobile CAD Flow Option 2

  1. From Mobile Citations, user clicks Scan DL.

  2. User will be presented with the Queued DL window if any DL information is queued for use.

     a. If a previously queued DL is the one needed, the user may select it, and continue writing the citation.

     b. If the DL is not yet Queued, the user will be presented with

        i. The Queued DL window if other DLs have been added to the Queue.

        ii. The Scan window if no DLs are currently queued.

     c. The user can scan the DL from Mobile Citations.

  3. The citation information will be parsed, and Name Master will be searched for a Match.

     a. If no match is found, the user can save the information to Name Master.

     b. IF a match is found the user can use that information for the citation.

RMS Flow

  1. From the Query window, if Name Master is selected as the query type, the user will see a Scan DL button appear.

  2. User will click the Scan DL button and will be presented with the Name lookup and a DL Scan entry box in front of it.

  3. The user may now scan a DL.

RMS / CAD flow

  1. The user can alternatively open the Name Master Lookup.

  2. Below the DL field, the user will see a Scan DL button.

  3. Clicking the button will reveal an entry box.

  4. The user can now scan a DL.

Data Flow Details:	Keyboardwedge.exe should be setup on each workstation where the TPS software will be used for scanning DL / ID Cards. It should be set to start automatically with Windows.
Data Exchange Frequency:	Each time a DL / ID is scanned.

Data Exchange Frequency Details:	NA
Transport(s):	NA
Platform:	.NET, VB6, MS Windows
Other Technical Specifications:	Keyboardwedge.exe setup: 1. Start the keyboardwedge.exe software. 2. Plug-in the scanner device to a USB port on the machine where the keyboardwedge.exe software is running. 3. A dialog will pop-up to tell you it has detected a new serial device on a COM port. It will ask if you would like to begin redirection. 4. Click 'Yes'. 5. You will see the Serial Port value on the left of the Keyboardwedge.exe window autofill with the COM port number from the pop-up dialog, and a message in the window will state that redirection has started. 6. To test the scanning device you connected, you may now scan a DL or ID card. The results will appear in the Keyboardwedge.exe window. 7. You may now close the Keyboardwedge.exe window, and begin using the scan dl functionality in the TPS software on this machine. Note: When Keyboardwedge.exe is set to auto-start with Windows, the user can simply plug-in (connect) the scanning device to the machine, and the pop-up dialog will come up automatically when the device is detected. It will then ask if it should redirect the COM port traffic. Clicking 'Yes' will enable the scanner for use with TPS software.
Tyler Responsibilities:	With approved hardware, Client will be able to work with Tyler Support/Implementation to set up 3 of the hardware devices. It is Tyler's responsibility to ensure that the Keyboardwedge.exe software is installed.
Client and 3rd-Party Responsibilities:	It is the client's responsibility to ensure that Keyboardwedge.exe is set to start when Windows starts. Client is responsible for setting up all remaining workstations beyond those which Tyler used for training of setup. Note: If client acquires hardware that is not supported by Tyler, then the client will be responsible for ensuring that the hardware will interact appropriately. Tyler will not test or make changes

	for non-supported hardware.
Links:	E-Seek http://www.e-seek.com/

E911 Interface – Interface Control Documentation

Interface	Notes
Core Products and Version:	TPS CAD 2013.1 and Later
Short Description:	An interface between TPS CAD and 911 Systems
Long Description:	This interface receives information from 911 systems. The interface allows for the setup, mapping, and configuration of 911 data fields being sent by the 911 systems over RS232 port connections for ANI / ALI formatted data.
Tyler System(s) Involved and Version(s):	CAD, TPS 911 Interface, TPS 911 Configuration Utility
Third Party Products:	911 Data Switch / Server
Information Exchanged:	One way direct receive of data from the 911 system: 1. Time Call Received a. Date / Time: YYYY-MM-DD HH:MM:SS.mmm 2. Station ID: ID of 911 Station 3. Name of Person Phone is associated with. 4. Address the Phone is associated with. 5. Phone Number a. XXX-XXX-XXXX 6. Disposition ID (Disposition of the 911 Call) 7. Disposition Change User ID (ID of the user who changed disposition of the 911 call) 8. Time of Disposition of 911 Call a. Date / Time: YYYY-MM-DD HH:MM:SS.mmm 9. Longitude (if available) a. ***Note*** Can be longitude of a cellular signal tower, and is not guaranteed to be the position of the calling device. 10. Latitude (if available) a. ***Note*** Can be latitude of a cellular signal tower, and is not guaranteed to be the position of the calling device. 11. Elevation (if available) a. ***Note*** Can be elevation of a cellular signal tower, and is not guaranteed to be the position of the calling device.

12. Raw Message Data
13. Call Class – Type of number (Business, Residential, Cellular / Mobile)
14. Address Part 2 (Apt, Suite, Bldg, etc)
15. City and State phone is associated with.

Format of Data Exchanged:	ASCII Text Data via RS232 Port
External System Interface:	RS232 Port Connection to 911 Switch / Server
Third Party Interface Details:	911 Software is used for routing 911 Calls, collecting, and providing information on the call, caller, call location, and type of phone service.
No. Data Elements:	15
Data Flow:	Data is transferred from the 911 system to TPS CAD.
Data Flow Details:	ASCII text data is transferred in parsed text format from the 911 system to TPS CAD over a RS232 port connection from the 911 Switch / Server to TPS CAD via a workstation, or directly to the TPS Server.
Data Exchange Frequency:	As often as 911 Calls are received.
Data Exchange Frequency Details:	The data is transferred into TPS CAD from the 911 system as frequently as 911 calls are received by the call center.
Transport(s):	NA
Platform:	Windows / *Nix
Other Technical Specifications:	NA
Tyler Responsibilities:	Tyler will configure the TPS 911 interface using the Tyler 911 Configuration Utility.
Client and 3rd-Party Responsibilities:	3rd party will ensure that data is being transferred properly in a TPS consumable format over an accessible RS232 Port with settings as follows: • Baud Rate: 9600 bps • Bits: 8 • Parity: N (none) • Stop Bits: 1

	9600 8N1 Client will ensure that a machine capable of running Tyler Public Safety software, and equipped with an RS232 Comm Port is available for the connection of the 911 Vendor Switch and transfer of data. Client will ensure that all 911 systems are up and running properly before Tyler begins setting up the TPS 911 Interface.
Links:	NA

Mobile Citations ICD

TPS RMS – Mobile Citation Module

Interface	Notes
Core Product and Module:	1. TPS RMS 2. Mobile Citation
Document Purpose:	Specifically define what is included, relating to a printed citations, with the purchase of Mobile Citations Module.
Description:	Included with the purchase of the Mobile Citations Module will be two (2) citation print configurations of the agency's choosing, from these types: Traffic, Non-Traffic, Warning. Below are the criteria which constitute the two (2) citation print configurations included in the base price of TPS Mobile Citations Module: 1. If an agency is in a state that mandates a state traffic citation and state warning citation be utilized, the state citation and warning citation will constitute that agency's 2 citation print configurations. 2. If that same agency would like a Non-Traffic citation print configuration, there will be an extra charge for this citation. This charge will be based upon the amount of design and development work required to provide the citation. 3. If the agency chooses one of our "base citations" that would need minimal modification, the fee associated would be less than a completely custom designed citation. 4. If the agency will accept one of our "base" citations, and want us to design a custom citation as well, the cost associated with an additional citation will be based on the custom citation.
Tyler Public Safety Responsibilities:	Tyler Public Safety will deliver two (2) citation print configurations with the purchase of TPS Mobile Citations Module.
Project Management Responsibilities:	The Tyler Project Manager will work with the client to determine the number of citations that TPS will deliver. Project Management will advise the client that TPS will deliver (2) citation print configurations based on the Description criteria above.

	Project Management will determine if a 3rd citation print configuration is needed, and if so, then Project Management will work with Product Management to determine pricing.
	
	Project Management will enter a Local JIRA tracking # for the (2) two citation print configurations that are included:
	• Create a new issue in Local JIRA
	• Project Type will be "Tyler Public Safety":
	• Issue Type will be: " Project Deliverables"
	• Project Management will:
	• Include the Summary and Description
	• Set Priority to Major
	• Set Assignee to Nellie De Los Santos
	• Set the Due Date (Due date will be the expected "Training Date" for the client.
	• Attach the (2) citations to the issue
	
	Should a client request a 3rd citation print configuration, Project Management will:
	• Create a separate Local JIRA # and follow the steps above but in addition:
	   o Will note that this is a 3rd citation request
	   o Will add a description that this needs a LOE (level of effort) quote
	   o Will enter the date for LOE Estimate Due

Product Management Responsibilities:	Product Management will: • Review the Local JIRA # and move this to the BA Backlog workflow • Assign the JIRA # to the Business Analyst • Business Analyst will contact the client, design the solution and reassign to Dev for delivery ***NOTE: Expected delivery may be up to 12 weeks <u>after</u> Project Management submits the traffic citation in Local JIRA, and is contingent on the client maintaining timely contact and communication, in finalizing the design. • If this is a quote, the BA will review, design and obtain the LOE number of hours from Development Product Management will send the price to the Project Management team and then await approval to build
Client Responsibilities:	The Client will need to provide a copy of their chosen citations to their TPS Project Manager. The Client will partner with the Business Analyst for review and sign off of the design prior to development of the citations, followed by delivery to the client site.

NIBRS Code Table ICD

TPS RMS – NIBR Code Table

Interface	Notes
Core Product and Module:	1. TPS RMS 2. NIBR
Document Purpose:	Specifically define options and responsibilities related to NIBRS/UCR/Offense code table import for a new client.
Description:	The NIBRS code table includes the code table for NIBRS, UCR and offense codes. Additionally this code table maps the offense to the appropriate NIBRS and UCR codes for state and FBI reporting of both Incident Based and Summary UCR. 1. Import the existing base TPS code table for that client's state. This would be the most recent data that TPS currently has available. This option is only available if we have other, current clients in that state. (No assurance that this is the most up to date codes). (No cost to the client) 2. Import data provided by the client in a consumable format. Specified format information attached to this document. This option allows the client to include any municipal or county codes, to do their own NIBR/UCR code mapping and insure that they receive the most up to date data. (No cost to the client) 3. Contract with Tyler Public Safety to research and obtain the most up to date state codes, map the codes to the appropriate NIBR/UCR code and put into a consumable format for import. (Extra Client cost)
Tyler Public Safety Responsibilities:	Tyler Public Safety will import one (1) NIBRS Code Table for initial set-up of TPS RMS.
Project Management Responsibilities:	The Tyler Project Manager will work with the client to determine which of the above code table options the client would like to utilize. Project Management will advise the client that TPS will import one (1) NIBRS Code Table with delivery of TPS RMS. If the client chooses to import the existing base TPS code table for that client's state Project Management will enter a Local JIRA tracking # advising Product Management of the client's choice. • Create a new issue in Local JIRA

- Project Type will be "Tyler Public Safety":
- Issue Type will be: " Project Deliverables"
- Project Management will:
- Include the Summary and Description
- Set Priority to Major
- Set Assignee to Nellie De Los Santos
- Set the Due Date (Due date will be the expected "Training Date" for the client.
- Add a comment stating the client wishes to use our existing code table for "x" State.

If the client chooses to have Tyler Public Safety import data provided by the client in a consumable format, Project Management will enter a Local JIRA tracking # attaching the code table provided by the client in the consumable format.
- Create a new issue in Local JIRA
- Project Type will be "Tyler Public Safety":
- Issue Type will be: " Project Deliverables"
- Project Management will:
- Include the Summary and Description
- Set Priority to Major
- Set Assignee to Nellie De Los Santos
- Set the Due Date (Due date will be the expected "Training Date" for the client.
- Attach the code table provided by the client in the consumable format.

Should a client request Tyler Public Safety to research and obtain the most up to date state codes, map the codes to the appropriate NIBR/UCR code and put into a consumable format for import Project Management will enter a Local JIRA Tracking # and include:
- Create a new issue in Local JIRA
- Project Type will be "Tyler Public Safety":
- Issue Type will be: " Project Deliverables"
- Project Management will:
- Include the Summary and Description
- Set Priority to Major
- Set Assignee to Nellie De Los Santos
- Set the Due Date (Due date will be the expected "Training Date" for the client.
- Additionally Project Management will:
  - Note that the client wishes for Tyler Public Safety to research and obtain the most up to date state codes, map the codes to the appropriate NIBR/UCR code and put into a consumable format for import into the NIBRS code table.

	o Add a description that this needs a LOE (level of effort) quote o Enter the date for LOE Estimate Due

Product Management Responsibilities:	Product Management will:
	• Review the Local JIRA # and
	    o If the client choses to use Tyler Public Safety's existing base advise Dev
	    o If the client chose to provide their code table in a consumable format for import send the code table provided to Dev
	
	• If this is a quote, The Product Manager will assign to a BA.
	    o The BA will review and estimate the LOE Number of hours
	    o Product Management will send the price to the Project Management team and then await approval to proceed

Client Responsibilities:	If the Client chooses to provide their own code table data, the client will need to provide a copy their code table, in the specified format, to their TPS Project Manager. Specified format information attached to this document. If the Client chooses to have Tyler Public Safety research and obtain the most up to date state codes, map the codes to the appropriate NIBR/UCR code and put into a consumable format for import, the client will partner with the Business Analyst for review and sign off of the code table prior to development importing the information, for delivery to the client site. The Client is responsible for the accuracy and maintenance of all code table data.

TPS RMS – NIBR Code Table Format and Data Requirements

Format:	The preferred format is an Excel spreadsheet. However, we will also accept a CSV or any other format that can be directly imported into Excel.
Data Requirements:	Spread sheet will need to include the following: a. Description (Offense description) b. Statute c. Violation Abbreviation d. NIBR Code e. UCR Code f. NCIC Code g. State Code h. Citation Fine Amount i. Offense Type (Offense, Traffic, City, County) j. Offense Class (Felony, Misdemeanor) k. Citable Offense (Y, N) l. Speed Offense (Y, N) m. Export Offense to handheld (Y, N)

Odyssey - Warrants/Arrests – Interface Control Document

Interface	Notes
Core Products and Version:	TPS to Odyssey Interface
Short Description:	The TPS to Odyssey warrants/arrest interfaces pushes warrant and arrest information to the Odyssey system.
Long Description:	A TPS Web Service is used to push Warrant data to Odyssey when the records in TPS reflect a status of "Ready to Send" and the Warrant record is saved. Odyssey will in turn send a message, and the TPS system will store the message into the TPS database for viewing.
Tyler System(s) Involved and Version(s):	1. TPS RMS 2. TPS Web Service
Third Party Products:	
Information Exchanged:	**Warrant Transferred Fields to Odyssey:**

Warrant Transferred Fields to Odyssey:

RMS Field Name	Odyssey Field Name (if different)
Warrant Number	
Warrant Type	
Warrant Status	
Warrant Prepared on Date	Status Date
Violation Date	Charge Offense Date
Violation IBR Code	Code, Degree, Statute, Desc
Violation Fine Amount	
Bond Amount	
Bond Type	
Name (see Person Master transferred for complete list)	
Agency	

Arrest Transferred Fields to Odyssey:

RMS Field Name	Odyssey Field Name (if different)
Name (see Person Master transferred for complete list)	
Arresting Officer (see Officer	

transferred for list)	
Agency	
Arrest Date	Jail Date
Arrest Time	Jail Time
Emergency Contact Name	First Name, Last Name
Emergency Contact Address	Address1, City, State, Zip
Emergency Contact Phone	
Armed With	Firearm
Narrative	
Hold Reason	
Violation IBR Code	Code, Degree, Statute, Desc
Bond Amount	Primary Bond Amount
Bond Type	
(odyssey mapped code)	Cell Assignment
Arrest Date (or UDF if avail)	Cell Date
Arrest Time (or UDF if avail)	Cell Time

Person Master Fields Transferred to Odyssey:

RMS Field Name	Odyssey Field Name (if different)
First Name	
Middle Name	
Last Name	
Suffix Name	
Prefix Name	Title
DOB	
SSN	
Sex	Gender
Race	
Ethnicity	
Driver's License Number	
Driver's License State	
Street Description	Street Name
Block Number	Street Number
Direction	Pre Direction
Apartment Number	Unit Number
City	
Zip	
State	
Address String	Non Standard Address Line 1

	Officer Fields Transferred to Odyssey: **There are no actual fields transferred, only mapped officers pulled from the Odyssey database**
Data Format(s):	Web Service
External System Interface:	NA
Third Party Interface Details:	NA
No. Data Elements:	
Data Flow:	TPS Web Service that pushes Warrant/Arrest data to Odyssey, triggered when the records reflect a status of "Ready to Send" and the Warrant/Arrest record is saved.
Data Flow Details:	Triggered when the records reflect a status of "Ready to Send" and the warrant/arrest record is saved.
Data Exchange Frequency:	Upon Warrant/Arrest record save
Data Exchange Frequency Details:	Running as a service.
Transport(s):	
Platform:	
Other Technical Specifications:	
Tyler Responsibilities:	Tyler (Public Safety Division) will install CAD, Dispatch and RMS modules including: • Names • Vehicles • Addresses • Impounds • Citations • Agencies • Codes • Users • User Security Tyler (Public Safety Division) will configure the Odyssey Interface. Tyler (Public Safety Division) will set-up and configure the TPS Code Mapping Utility

	Tyler (Odyssey Division) will install, license and configure Odyssey, Odyssey Integration API and the Odyssey LE interface
Client and 3rd-Party Responsibilities:	1. Future code mapping using the TP Code Mapping Utility 2. Error or exception corrections (often due to officer Code Mapping issues)
Links:	NA

Transite ICD
Transcite Scene PD and Easy Street Draw
Scene PD and Easy Street Draw are diagramming software that meets the specialized drawing requirements of crime scene and crash scene diagramming. The program uses "drag and drop" technology for a large library of "intelligent" objects that make the job of diagramming quick, easy and accurate.

Interface	Notes
Core Products and Version:	1. TPS RMS 2. Transcite Scene PD 3. Transcite Easy Street Draw
Short Description:	Provide a method of diagraming for TPS RMS accident reports that is accessible from TPS RMS Accident Module and will print as part of the final accident report.
Long Description:	This interface provides for the diagraming of accident reports and is accessible through the TPS RMS Accident Report Module UI. Additionally, the diagram will print as part of the accident report. The User will select the "diagram" button from within the TPS RMS Accident Module UI and the Transcite Scene PD or Easy Street Draw Software is launched. Upon save the diagram is stored in a Base64 encoded string, utilizing Trancite's SDK, in TPS RMS database. The string is then translated back into an image on the Accident report or when it is opened for editing.
Tyler System(s) Involved and Version(s):	1. TPS RMS
Third Party Products:	1. Transcite Scene PD 2. Transcite Easy Street Draw 3. Transcite SDK
Information Exchanged:	None
Data Format(s):	Base64 encoded string
External System Interface:	NA
Third Party Interface Details:	Diagramming is completed within the Transcite Scene PD or Easy Street Draw software and then saved to TPS RMS database in a Base64 encoded string, utilizing Transcite's SDK.

No. Data Elements:	0
Data Flow:	Transcite's diagramming software will be launched from TPS RMS Accident Module. Diagramming will be completed in Transcite's software and saved in TPS RMS database
Data Flow Details:	Upon save of a diagram in Transcite software it will be stored in TPS RMS database in a Base64 encoded string.
Data Exchange Frequency:	Upon diagram save.
Data Exchange Frequency Details:	One diagram per accident report.
Transport(s):	Transcite SDK
Platform:	
Other Technical Specifications:	
Tyler Responsibilities:	Tyler will configure TPS RMS Accident Module to launch Transcite's software, to store the image as a Base64 encoded string in TPS RMS database upon save, to load from string when opened for editing and to print the image on the accident report.
Client and 3rd-Party Responsibilities:	Client will be responsible for the purchase and/or license of Transcite Scene PD or Easy Street software. Transcite will be responsible for supplying the SDK.
Links:	http://www.trancite.com/

Public Safety Conversion Summary

This document should be used as a summary of what is included in the standard conversion for the Public Safety product. This is a summary description; for a complete description refer to the Tyler Technologies Public Safety Conversion Specification document available upon request.

Client Responsibilities
- Provide data in standard format
- Provide data definition if not provided in standard format
- Provide screen shots
- Review the conversion prior to training and go live
- Sign off on 32 records per converted module prior to go live

Data Converted
The Standard Base Conversion for Public Safety includes the following:
1. Master Files
   a. Name master- includes mug shots if provided by the client in .jpg format, or imbedded within the name record in a readable format.
      i. Optionally, conversions can create new name master alerts from converted data for an additional charge; if alerts already exist in the legacy system, conversions will convert them for free or the client can pay the additional charge to have new ones created.
   b. Address master
      i. If a client chooses to import a fresh set of addresses or streets into TPS instead of using the converted ones, conversions is not responsible for doing a cross reference from the converted data to the new data loaded into TPS.
   c. Vehicle master
2. Arrests
   a. General information on arrestee
   b. Offense information
      i. If a client chooses to import a fresh set of offenses into TPS instead of using the converted ones, conversions is not responsible for doing a cross reference from the converted data to the new data loaded into TPS.
   c. Arrestee's employer information
   d. Contact information (nearest relative)
   e. Arrestee's vehicle information
   f. Items taken from arrestee for safekeeping
   g. Arrest narratives
   h. Arrest mug shots if provided by the client in .jpg format, or imbedded within the name record in a readable format.
3. Incidents

a. General information on the incident location, status, officers involved, dates and complainant
   i. The client can do a cross reference for the "Close Type" field if requested during scheduled client review and before a conversion goes live. Otherwise, any legacy data for this field must be converted as a User Defined Field.
b. Victims' names, addresses and victim details
c. Offenses and offense details
   i. If a client chooses to import a fresh set of offenses into TPS instead of using the converted ones, conversions is not responsible for doing a cross reference from the converted data to the new data loaded into TPS.
   ii. If the client's source data for offence locations are text fields and not integer IBR codes, conversions is not responsible for doing a cross reference to fill this field. However, if the client wants this field filled, we can provide a method for the client to do the cross reference.
d. Subjects and subject types
e. Victim subject relationships
f. Incident property includes status, category, description, loss and recovered values and dates, drug types and measure, owner, and disposition of property
   i. Incident property status codes, in most cases, will need a cross reference to be filled if codes that are non-standard to TPS are inserted. Conversions will provide a method for the client to cross reference this field if applicable.
g. Vehicle plate, year, make, model, style
h. Incident narratives
i. Incident media shots if provided by the client in .jpg format, or imbedded within the incident record in a readable format.
j. Incident synopses

When purchased Option 1 for conversion of Public Safety data includes the following:
Accidents (Unique by state, different information is required by each state) If it is a state that has never been converted before it takes more time to develop. Listed below are items that might be included depending on the state format required.
1. General accident details, date, time, # vehicles, # injuries, accident type, location (road or intersection), EMS information
   a. The "Acc. Type" field will need a cross reference if filled with codes that are non-standard to TPS. Conversions will provide a method for the client to cross reference this field if applicable.
2. Units Information
   a. Vehicle description
   b. Driver/Pedestrian/Vehicle owner descriptions
   c. Factors such as vehicle maneuvers, traffic control, contributing factors
   d. Commercial vehicle information
3. Conditions/damage other than vehicles
   a. Weather, light, and surface conditions
   b. Road defects and character
4. Occupants of vehicles
   a. Seat position
   b. Ejection

c. Safety equipment
5. Witness information
6. Citations given
7. Remarks from investigator
8. Accident diagrams (Diagrams can only be converted to display on the accident report if they are provident in Easy Street Draw or Scene PD) any other diagrams can be converted as regular media if they are provided in .jpg or .bmp or a standard graphic image. Images built by third party proprietary software must be converted to .jpg or .bmp by the legacy vendor.
9. Accident Images (as stated above media must be provided in .jpg or .bmp or a standard graphic image.)

When purchased Option 2 for conversion of Public Safety data includes the following: **Warrants**
1. General Information on warrantee, warrant status, bond, disposition.
2. Violations, dispositions, pleas
   a. If a client chooses to import a fresh set of offenses into TPS instead of using the converted ones, conversions is not responsible for doing a cross reference from the converted data to the new data loaded into TPS.
3. Associated vehicle
4. Media images if provided in standard format

When purchased Option 3 for conversion of Public Safety data includes the following: **Calls for Service**
1. Caller/location/call type/priority/dispatcher information
2. Vehicle information/Wrecker detail
3. Officer assignment detail
4. Subject detail
5. Media images if provided in standard format

When purchased Option 4 for conversion of Public Safety data includes the following: **Citations**
1. General citation information
2. Violation detail
   a. If a client chooses to import a fresh set of offenses into TPS instead of using the converted ones, conversions is not responsible for doing a cross reference from the converted data to the new data loaded into TPS.
3. Court status, date, and notes

When purchased Option 5 for conversion of Public Safety data includes the following: **Pawn Tickets**
1. Property master File
2. Pawn ticket information and comments
3. Detail item descriptions

When purchased Option 6 for conversion of Public Safety data includes the following: **Property Room**
1. Property master File
2. Property details by case
3. Custody (check-in and check-out information)
4. Property id and location

When purchased Option 7 for conversion of Public Safety data includes the following: **Jail**
1. General information
2. Offense information
   a. If a client chooses to import a fresh set of offenses into TPS instead of using the converted ones, conversions is not responsible for doing a cross reference from the converted data to the new data loaded into TPS.

3. Employer information
4. Contact information
5. Release information

When purchased Option 8 for conversion of Public Safety data includes the following: **Intelligence**
1. General information
2. Transactions
3. Vehicle information

When purchased Option 9 for conversion of Public Safety data includes the following: **Field Interview Cards**
1. General information

When purchased Option 10 for conversion of Public Safety data includes the follow: **Sex Offender**

1. General Information

When purchased Option 11 for conversion of Public Safety data includes the follow: **House Watch**

1. General Information

When purchased Option 12 for conversion of Public Safety data includes the follow: **Impounds**

1. General Information

When purchased Option 13 for conversion of Public Safety data includes the follow: **Bicycle Registration**

1. General Information

When purchased Option 14 for conversion of Public Safety data includes the follow: **Pet Registration**

1. General Information

When purchased Option 15 for conversion of Public Safety data includes the follow: **Alarm Permits**

1. General Information

When purchased Option 16 for conversion of Public Safety data includes the follow: **Personnel Records**

1. General Information
2. Note: A personnel conversion does not include department property or training data; these items must be ordered separately.

When purchased Option 17 for conversion of Public Safety data includes the follow: **Proximity Restrictions**

1. General Information

When purchased Option 18 for conversion of Public Safety data includes the follow: **TPS Rolodex**

1. General Information

Data Extract

The standard conversion includes converting from a single source of data, if data is stored in multiple databases OR databases and additional files custom conversion services may be required. The data will need to be provided in <u>one</u> of the following formats:

- Microsoft SQL Server database
- Microsoft Access database
- Delimited ASCII text file(s)); pipe delimited is preferred
- Excel spreadsheets - with flat data, not grouped like a report
- Media must be in .jpg or .bmp format or imbedded in a record in a readable format that can be tested prior to Tyler committing to conversion. Images built by third party proprietary software must be converted to .jpg or .bmp by the legacy vendor.

The screen shots and balancing reports need to be provided to Tyler at the same time as the data, if not an additional data pull may be required which may result in a delay in schedule.

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

The following are a few examples of items that are not included in the standard conversion.

- Cross referencing data-such as combining multiple vehicle models into one
- Converting records with counts of less than 250
- Running more than 3 iterations of converted data
- Data cleaning-including but not limited to name clean up, data fixes
- Converting from multiple sources of data
- Tyler assisting in data extraction from legacy system
- Tyler defining file layout if it is not provided
- Changing configuration after sign off
- Media in a nonstandard format
- Narratives in a nonstandard format
- Converting fields with counts less than 0.5% of valid data in the table unless data is required by state