



Tab 1 COVER PAGE

CITY OF GAINESVILLE, FL

PROPOSAL FOR ENTERPRISE RESOURCE PLANNING  
(ERP) PRODUCT SOLUTION(S) AND  
IMPLEMENTATION SERVICES

JULY 6, 2018

Subject to restrictions on disclosure identified on following page



## RESTRICTIONS ON DISCLOSURE

This proposal from Tyler Technologies, Inc. (“Tyler”) contains proprietary and confidential information, including trade secrets, belonging to Tyler or Tyler’s partners. Tyler is submitting this proposal on the express condition that the following portions, if included, will not be duplicated, disclosed, or otherwise made available, except for internal evaluation purposes:

- Response to the Functional Requirements, or “Checklist”
- Line-item pricing (total proposed contract amount may be disclosed)
- Screen shots
- Customized Statement of Work/Implementation Plan

Each of these sections, if included, has separately been labeled “Proprietary and Confidential – Subject to Restrictions on Disclosure.”

To the extent disclosure of those portions is requested or ordered, Tyler requires written notice of the request or order. If disclosure is subject to Tyler’s permission, Tyler will grant that permission in writing, in Tyler’s sole discretion. If disclosure is subject to a court or other legal order, Tyler will take whatever action Tyler deems necessary to protect its proprietary and confidential information, and will assume all responsibility and liability associated with that action.

Tyler agrees that any portions not listed above and marked accordingly are to be made available for public disclosure, as required under applicable public records laws and procurement processes.

## TRADEMARKS DISCLAIMER

Because of the nature of this proposal, third-party hardware and software products may be mentioned by name. These names may be trademarked by the companies that manufacture the products. It is not Tyler’s intent to claim these names or trademarks as our own.

July 6, 2018



City of Gainesville  
Melanie Sowers  
Senior Buyer  
Procurement Division  
200 E University Ave., Room 339  
Gainesville, FL 32601

One Tyler Drive  
Yarmouth, ME 04096

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F: 207.781.2459

[www.tylertech.com](http://www.tylertech.com)

RE: Response to RFP

Dear Melanie Sowers:

Tyler Technologies, Inc. (Tyler Technologies) is pleased to respond to City of Gainesville's Request for Proposal dated Wednesday, May 23, 2018, for Enterprise Resource Planning (ERP) Product Solution(s) and Implementation Services. The attached proposal will detail our complete offering, including:

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

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

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

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

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

If you have any questions related to this proposal, please feel free to contact:

Tim Vickers, Sr. Account Executive  
919-744-5885  
[tim.vickers@tylertech.com](mailto:tim.vickers@tylertech.com)

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

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Abigail Diaz".

Abigail Diaz  
Chief Legal Officer, Tyler Technologies, Inc.

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## Tab 3 COMPANY INTRODUCTION

### Tab 3: Company Introduction

#### 3.1 COMPANY OVERVIEW

a) Provide a brief introduction to the Company, its history, and its areas of specialization.

Tyler Technologies, headquartered in Plano, Texas, is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector — cities, counties, schools and other government entities — to become more efficient, more accessible and more responsive to the needs of citizens. Tyler’s client base includes more than 15,000 local government offices and school districts throughout the U.S. and its territories, Canada, the Caribbean, the United Kingdom and other international locations. These mission-critical applications provide the public sector with the ability to streamline and automate operations resulting in improved productivity and reduced costs.



#### PUBLIC SECTOR FOCUS

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

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

#### City of Gainesville

Enterprise Resource Planning (ERP) Product Solution(s) and Implementation Services  
CMGR-180083-MS

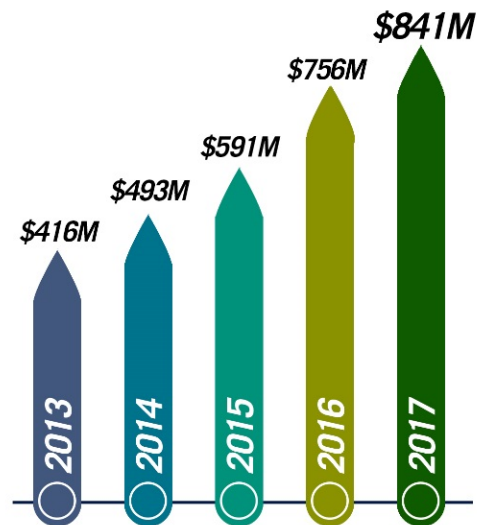
the public sector, the necessary resources to invest in its products, and the ability to deliver quality services.

## ABOUT TYLER TECHNOLOGIES

- Headquartered in Plano, Texas with 27 office locations across the U.S.
- Munis office located in Maine for nearly 40 years
- Publicly traded on the NYSE under the symbol “TYL”
- Founded in 1966
- Exclusively focused on local government since 1997
- Providing License Management software since 2001
- 15,000+ clients across every U.S. state, Canada, Puerto Rico and the United Kingdom
- 4,100+ employees
- Annual revenues of \$841 million (2017)
- Reinvestment of \$48M into Research & Development
- Scalable products with the smallest jurisdiction (Loving County, TX with a Population of 82) to the largest (Los Angeles County, CA with a population of 10.1M)

## FINANCIAL STABILITY

Tyler consistently maintains strong cash flow, low, or no debt, and quarter over quarter of revenue growth, and a total revenue for 2017 of \$841 million. While experiencing significant growth, an average of 13% year over year since 2002, Tyler has reinvested our revenue into an increase in staff, expanding territories, and reinvesting in the products with \$48 million into research and development for 2017. No other company has the size or experience to address the needs of local government across all major solutions areas. All of this leads to our having a footprint of market share that no other company can match. The size of our market wouldn't mean anything if we didn't have real partnerships with every client. Our client partnerships are the differentiator we are most proud of.



For additional revenue information please visit [www.tylertech.com](http://www.tylertech.com)



## INDUSTRY LEADERSHIP

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

Our commitment at Tyler is to ensure the highest level of client satisfaction through the efforts of Tyler's most valued resource: its people. We challenge our employees to pursue new initiatives aggressively and become industry leaders in their respective fields. Tyler employs more than 4,100 individuals, many of whom are seasoned professionals with unique and proprietary skills and years of industry experience. In fact, our employee turnover rate is very low—in recent years, about half of the industry average.

## COMPANY RECOGNITION

Tyler Technologies has earned the reputation as an industry leader based on our products and commitment to our clients. These factors, along with our financial strength and industry partnerships, have resulted in numerous accolades. "The recognition emphasizes Tyler's consistently strong growth, which is a direct result of our commitment to supporting our more than 15,000 clients and the development of best-in-class software and services to serve the needs of the public sector" said John S. Marr Jr., executive chairman of the board of Tyler Technologies.

## INNOVATIVE AND STRONG

- Dallas Business Journal ranked Tyler's Plano office #8 in its "North Texas Fastest-Growing Public Companies" list (2017)
- Forbes' "Most Innovative Growth Companies" list (2016, 2017)
- Forbes' "America's Best Small Companies" list (eight times)
- Barron's 400 Index ranking, a measure of the most promising companies in America (six times)
- Software Magazine's "Software 500" ranking of the world's largest software and service suppliers (seven times)
- Audit Integrity's "America's Most Trustworthy Companies" list (2007)

## EMPLOYER OF CHOICE

- "Best Places to Work in Maine" recognized Tyler's three Maine offices (nine times since 2007)
- Dallas Morning News' "Best in DFW: Top Workplaces" recognized Tyler's Plano, Texas, office (five times)

- Dayton Daily News' "Top Workplaces in the Dayton Metro Area" recognized Tyler's Moraine, Ohio, office
- Tyler's Lubbock, Texas, office named to the "Best of Lubbock" list by the Lubbock Avalanche-Journal (2016 and 2017)
- Detroit Free Press named Tyler's Troy, Michigan, office a top workplace (2017)
- Phoenix Business Journal named Tyler's Tempe, AZ, office on Best Places to Work list (2017)

## OUR EXPERIENCE

Tyler Technologies' Solutions offer the widest breadth of products in the industry, the latest technology available, and an integrated system that can operate in diverse offices throughout a jurisdiction. More importantly, Tyler's vision and skill in executing that vision is what ultimately leads to a successful implementation and long-term solution for our customers. Our experienced team consists of industry leaders that keep our team moving, and making sure we can give you the tools to succeed.

### 3.2 RESUMES OF KEY PERSONNEL

b) Provide contact name(s), titles, resumes of the proposed team member(s).

Tyler actively seeks the best talent to help us develop, implement and support our solutions for our clients. We recognize that our ability to hire the best candidates ultimately impacts our clients. We maintain a robust staff of exceptional people, some of whom may become candidates for the City's project team depending of their skillset, experience, location, and fit. Many of our employees have experience working for public sector agencies prior to joining Tyler. As a result, they bring value to Tyler's projects because they understand operations from unique cross-vantage points and move easily in the public-sector world. Others come to Tyler with equally unique and valuable skills, subsequently developing extensive public-sector industry experience through real world ERP implementation exposure before being assigned to large, complex projects like the City of Gainesville.

At Tyler, we believe in providing superior, experienced and focused management resources to our clients and are committed to doing so. Tyler's ERP public sector-focused staff of more than 370 Implementation Consultants and Project Managers have on average tenure 3.5 years for Implementation Consultants and 9.5 years for Project Managers. For subject matter expert positions, we select Implementation Consultants with a minimum of 5 + years of direct, germane experience to lead the discovery and design efforts.

Your primary point of contact throughout the project is the PMP certified Tyler Project Manager. The Tyler Project Manager will guide the project from start to finish, following our PMI-based methodology and work breakdown structure. The Tyler Project Manager will be onsite, building relationships and consensus with key City project members, while directing project activities,

including full oversight of the project, coordinating Tyler resources across departments, managing the budget and schedule, and maintaining effective risk and issue mitigation and management.

In reviewing and understanding your goals and requirements, we must provide a team best suited to deliver services capable of helping the City achieve its vision. We believe this is one of the most critical steps in preparing for success in the ERP life cycle and appreciate your patience as we make arrangements for the specific resources to be selected for your project once a timeline is communicated. This is not a casual decision and, in our opinion, requires more in-depth discussion to ensure the correct fit and expertise for the numerous assignments is allocated at the appropriate time.

In the provided representative resumes, each member has listed recent projects and work experience. The implementation team is structured to include several layers of resources for a well-developed implementation staff with experience working on similar client implementation projects. Our proposed project team includes a Full Time, Dedicated Project Manager, Financial Lead, Procure to Pay Lead, two (2) Financials Implementation Consultants, Payroll Lead, HR Lead, Conversions resources for Financials and HCM, Reporting Development resource, and a Change Management Lead.

#### REPRESENTATIVE PROJECT TEAM RESOURCES

<b>Name</b>	Annette H.	
<b>Title</b>	Project Manager	
<b>Education</b>	Doctorate in Business Administration (DBA) - Current Saint Leo University, Florida  Master's Degree in Project Management - 2011 DeVry University, Keller Graduate School of Management, Illinois  Master's Degree in Business Administration - 2010 DeVry University, Keller Graduate School of Management, Illinois  Bachelor's Degree in Science – Accounting - 2007 High Point University – North Carolina	
<b>Tenure</b>	11 Years	
<b>Previous Experience</b>	Implementation Consultant – Tyler Technologies – 3 years Staff Accountant — Food Lion	
<b>Reference Projects</b>	<i>Spartanburg County, SC – Overall Dedicated PM</i>	<i>Alexandria City Public Schools, VA– Project Manager</i>

	<i>Pasco County, FL-- Overall Dedicated PM</i>	<i>Sussex County, DE-- Project Manager</i>
	<i>City of Charlotte, NC – Functional Lead</i>	<i>Cobb County Public Health, GA– Project Manager</i>
	<i>City of Plant City, FL – Project Manager</i>	
<b>Name</b>	Rebecca U.	
<b>Title</b>	Project Manager	
<b>Education</b>	MASTER OF BUSINESS ADMINISTRATION – DECEMBER 1997 Southeastern Louisiana University, Hammond, LA	
	BACHELOR OF SCIENCE, ACCOUNTING – DECEMBER 1994 Southeastern Louisiana University, Hammond, LA	
<b>Tenure</b>	13 Years	
<b>Previous Experience</b>	Implementation Consultant – Tyler Technologies – 2 years Assistant Director of Human Resources & Payroll – Tangipahoa Parish School System – 10 years	
<b>Qualifications &amp; Technical Skills</b>	PMP Certification PMI-RMP Certification CERTIFIED LOUISIANA SCHOOL BUSINESS OFFICIAL – APRIL 1997 Louisiana Association of School Business Officials, LA CERTIFIED PUBLIC ACCOUNTANT – JANUARY 1996 Louisiana State Board of Certified Accountants, New Orleans, LA	
<b>Reference Projects</b>	<i>Pasco County School District, FL --Dedicated Overall ERP Implementation Project Manager</i>	<i>St. Bernard Parish School System, LA – Project Manager</i>
	<i>City of Baton Rouge &amp; Parish of East Baton Rouge, LA -- Dedicated Overall ERP Implementation Project Manager</i>	<i>Lafourche Parish School System, LA– Project Manager</i>
	<i>Jefferson County, AL-- Dedicated Overall ERP Implementation Project Manager</i>	<i>St. Louis County, MO– Project Manager</i>
		<i>Burke County, NC– Project Manager</i>
		<i>City of Davenport, IA– Project Manager</i>
		<i>Government of the United States Virgin Islands– Project Manager</i>
		<i>City of Asheville, NC– Project Manager</i>

<b>Name</b>	Rob S.	
<b>Title</b>	Implementation Consultant	
<b>Education</b>	DePauw University, Greencastle, IN	
<b>Home Office</b>	Raleigh, NC	
<b>Tenure</b>	19 Years	
<b>Previous Experience</b>	Implementation Consultant– Creative Compute Solutions– 2 years Implementation Consultant– A. L. Roark & Associates– 2 years	
<b>Qualifications &amp; Technical Skills</b>	PMP Certification Proficient in MS Office, MS Project, MS SharePoint.	
<b>Reference Projects</b>	<i>City of Miami Beach, FL</i>	<i>USVI</i>
	<i>City of Sunrise, FL</i>	<i>Cobb County Schools, GA</i>
	<i>Jefferson County, AL</i>	<i>City of Pinellas Park, FL</i>

<b>Name</b>	John F.	
<b>Title</b>	Implementation Consultant	
<b>Education</b>	Auburn University, Auburn, AL	
<b>Home Office</b>	Opelika, AL	
<b>Tenure</b>	6 Years	
<b>Previous Experience</b>	Senior Software Consultant– SunGard Public Sector– 4 years Information Technology Director– City of Opelika, AL– 24 years	
<b>Qualifications &amp; Technical Skills</b>	Proficient in MS Office	
<b>Reference Projects</b>	<i>Eastern Band Cherokee Indians</i>	<i>Columbia, MO</i>
	<i>Manassas, VA</i>	<i>Oklahoma County, OK</i>
	<i>Pinellas Park, FL</i>	<i>Hallandale Beach, FL</i>

<b>Name</b>	Priscilla P.	
<b>Title</b>	Implementation Consultant	
<b>Education</b>	Southeastern Louisiana University	
<b>Home Office</b>	Raleigh, NC	
<b>Tenure</b>	5 Years	
<b>Previous Experience</b>	Technical and Training Coordinator - Child Nutrition Services– Tangipahoa Parish School System– 12 years	
<b>Qualifications &amp; Technical Skills</b>	Proficient in MS Office	
<b>Reference Projects</b>	<i>City of Baton Rouge/Parish of East Baton Rouge, LA Troup County Schools, GA</i>	<i>Cumberland County, NC Brooks County Schools, GA Lebanon, TN Kannapolis, NC</i>

### 3.3 ORGANIZATIONAL CHART

Include an organizational chart beginning with your Company’s management team through CEO of your Company.

Please reference Company Organizational Chart on the following pages.

**Tyler Technologies**

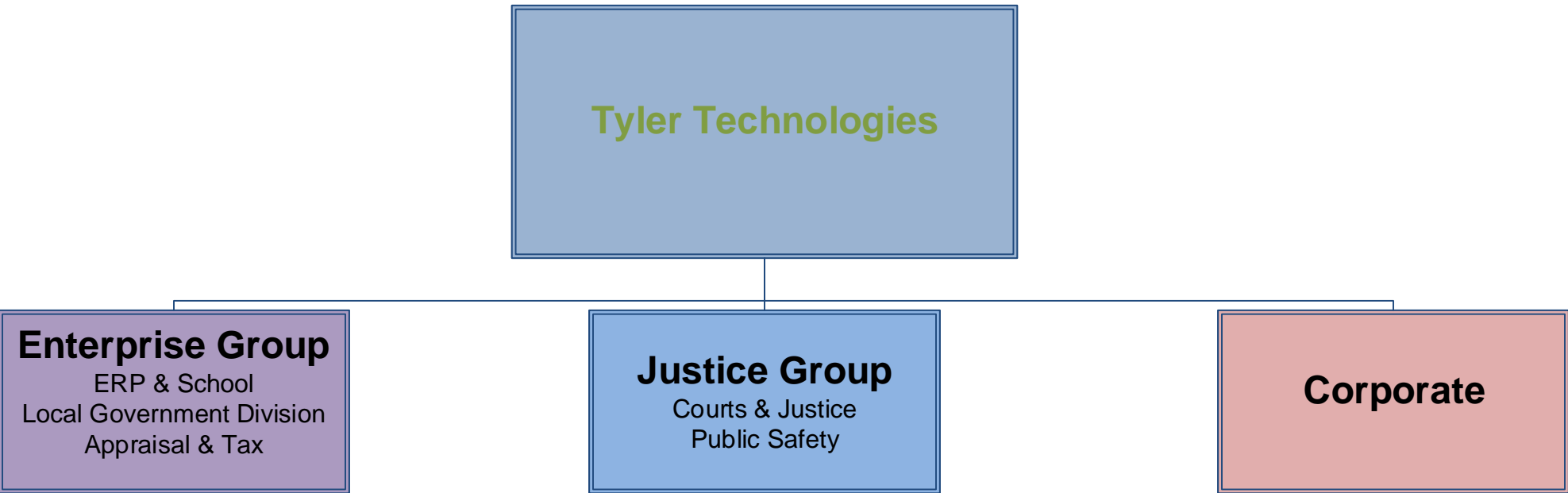
**Enterprise Group**

ERP & School  
Local Government Division  
Appraisal & Tax

**Justice Group**

Courts & Justice  
Public Safety

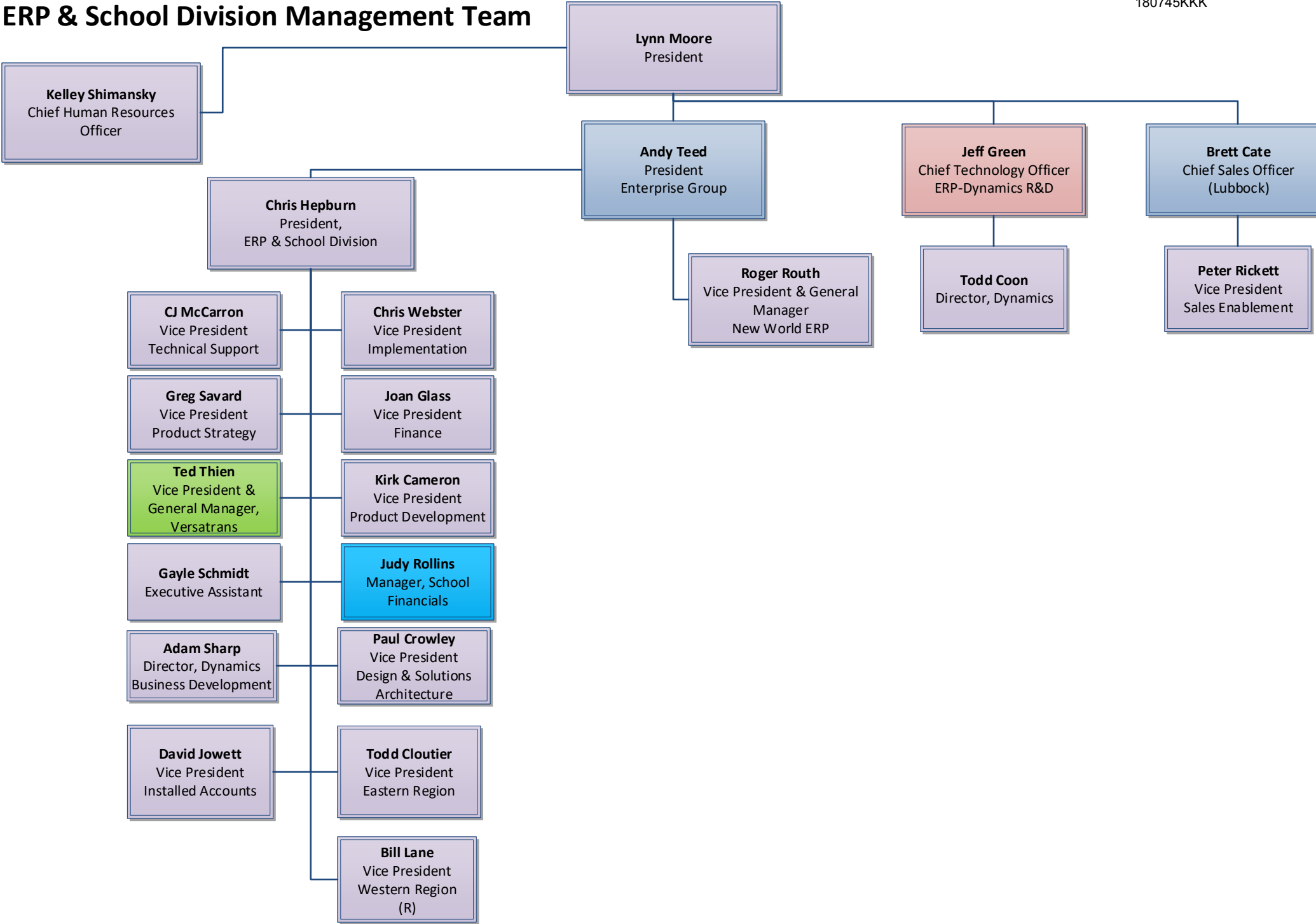
**Corporate**



# Enterprise Group

## ERP & School Division Management Team

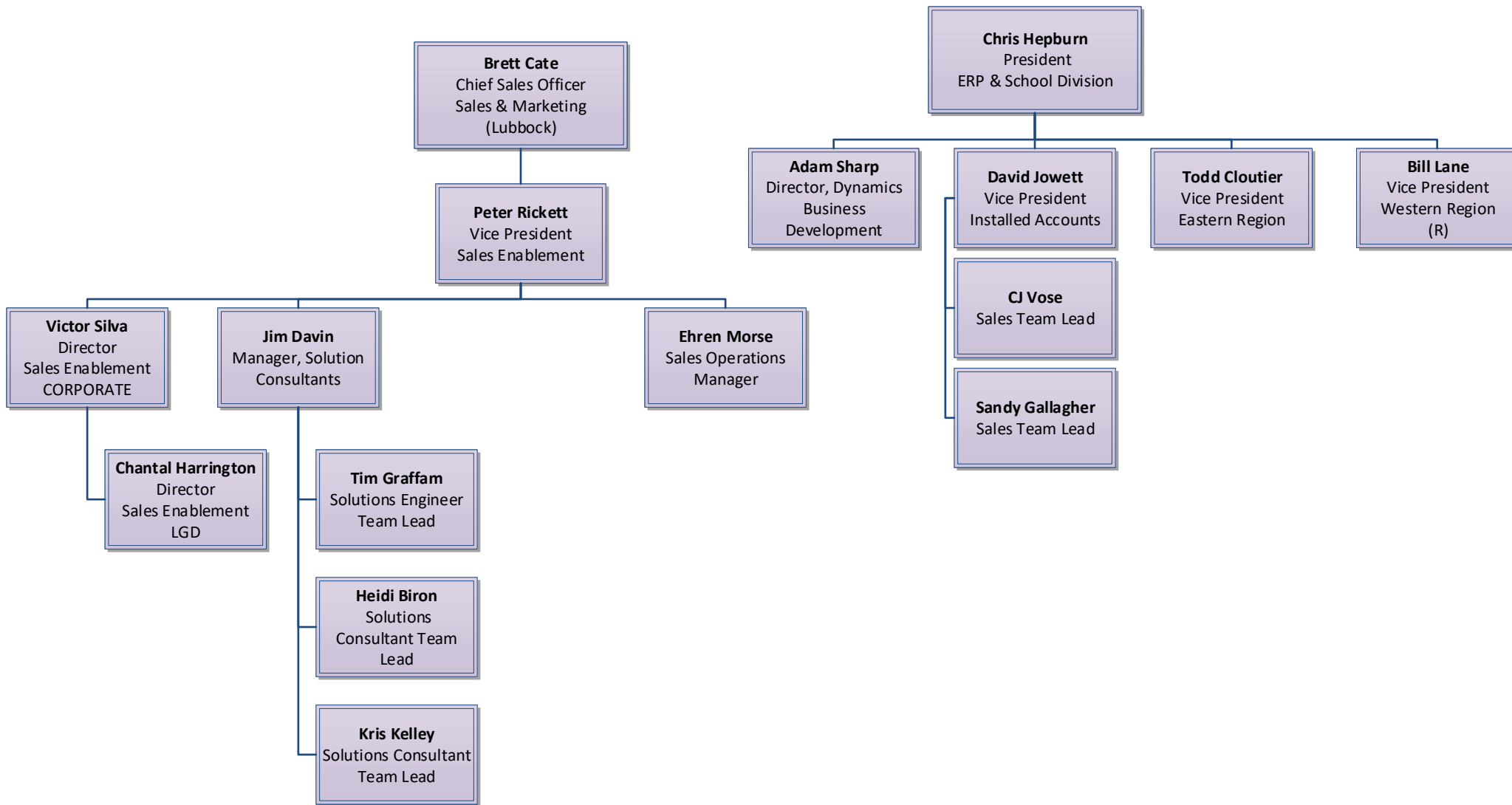
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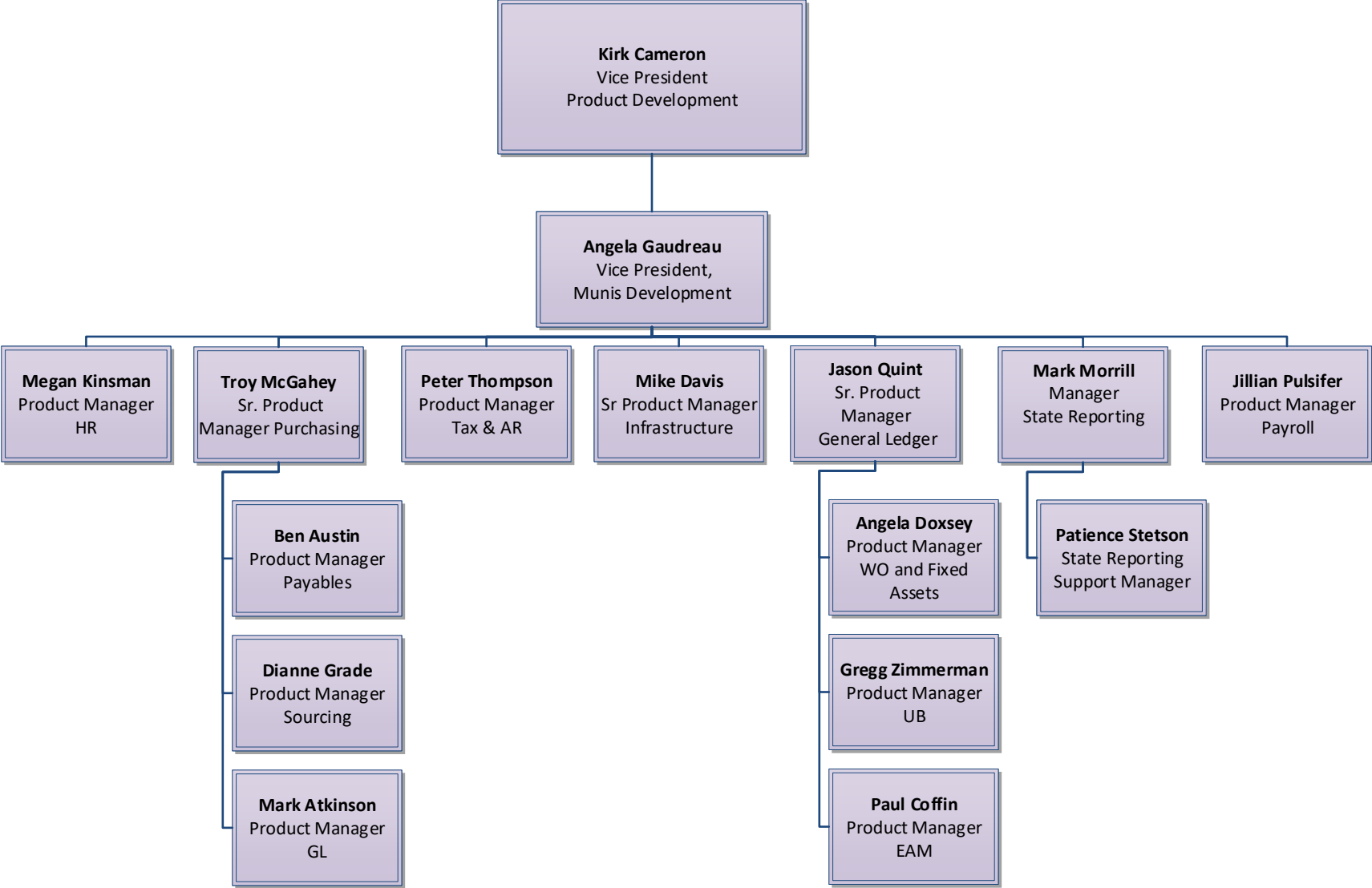




# ERP & School Division - Sales

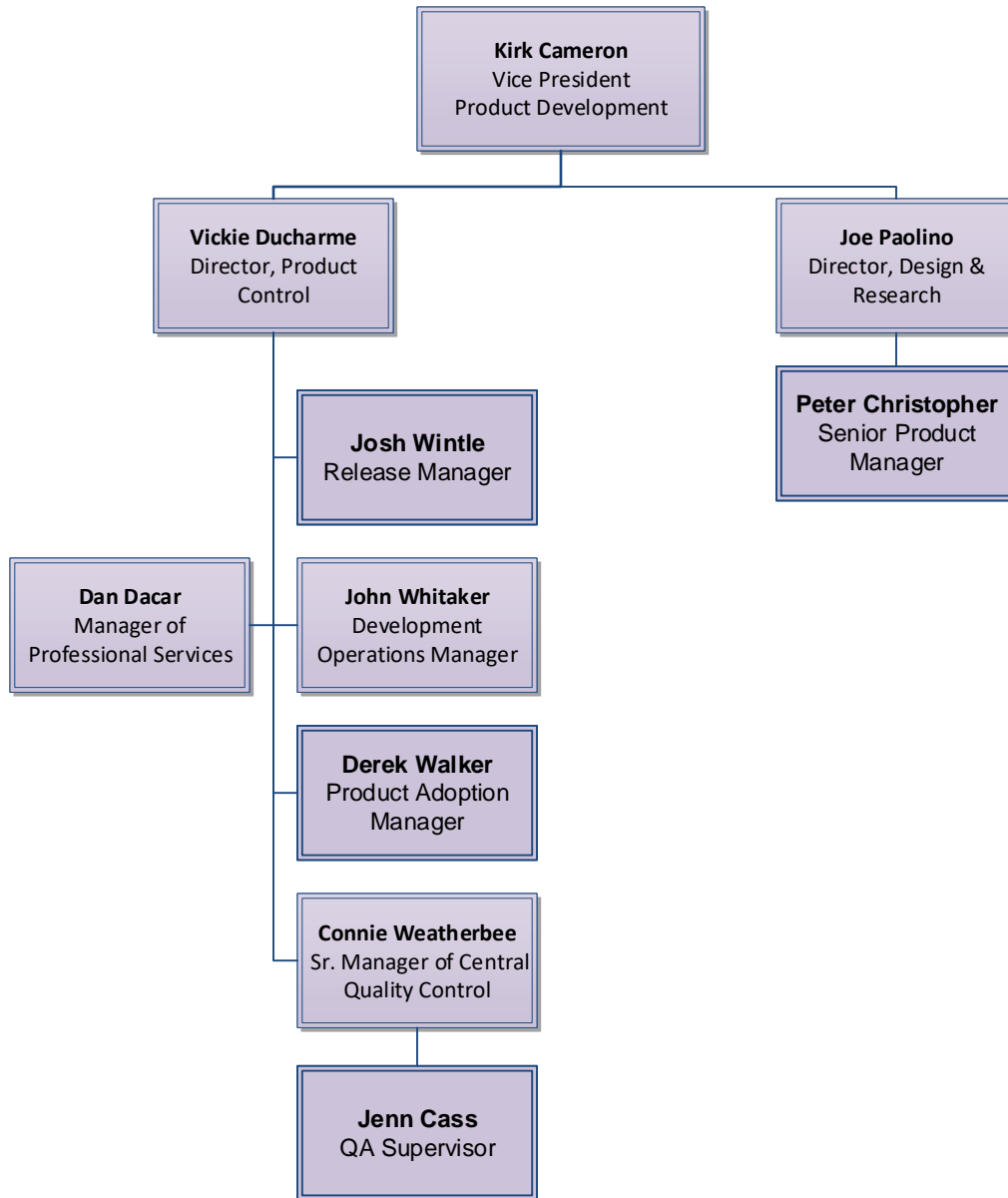
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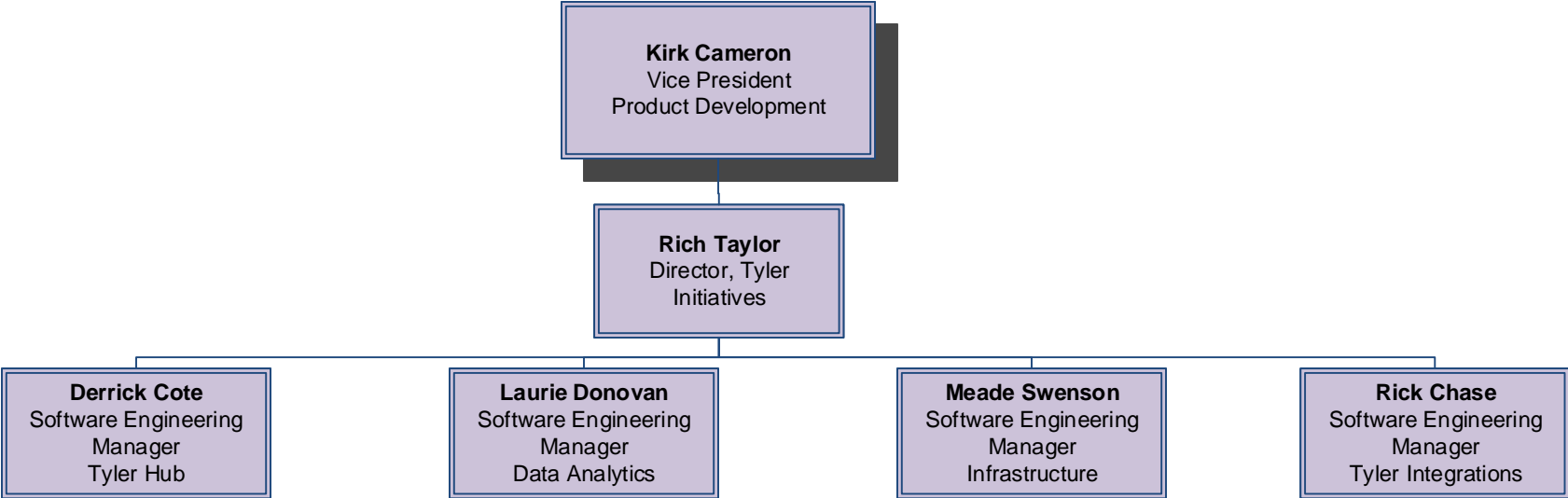


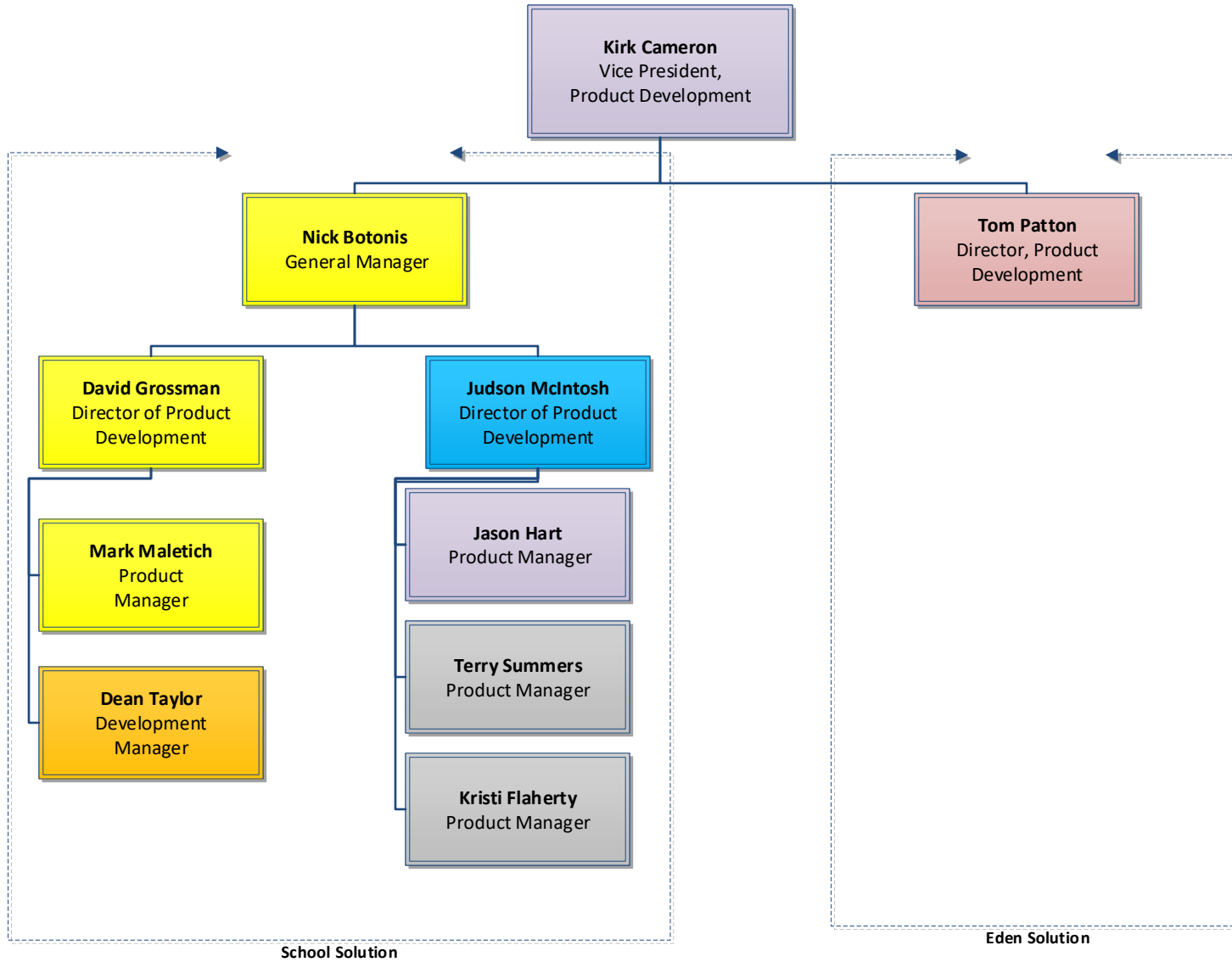
# ERP & School Development – Munis Solution

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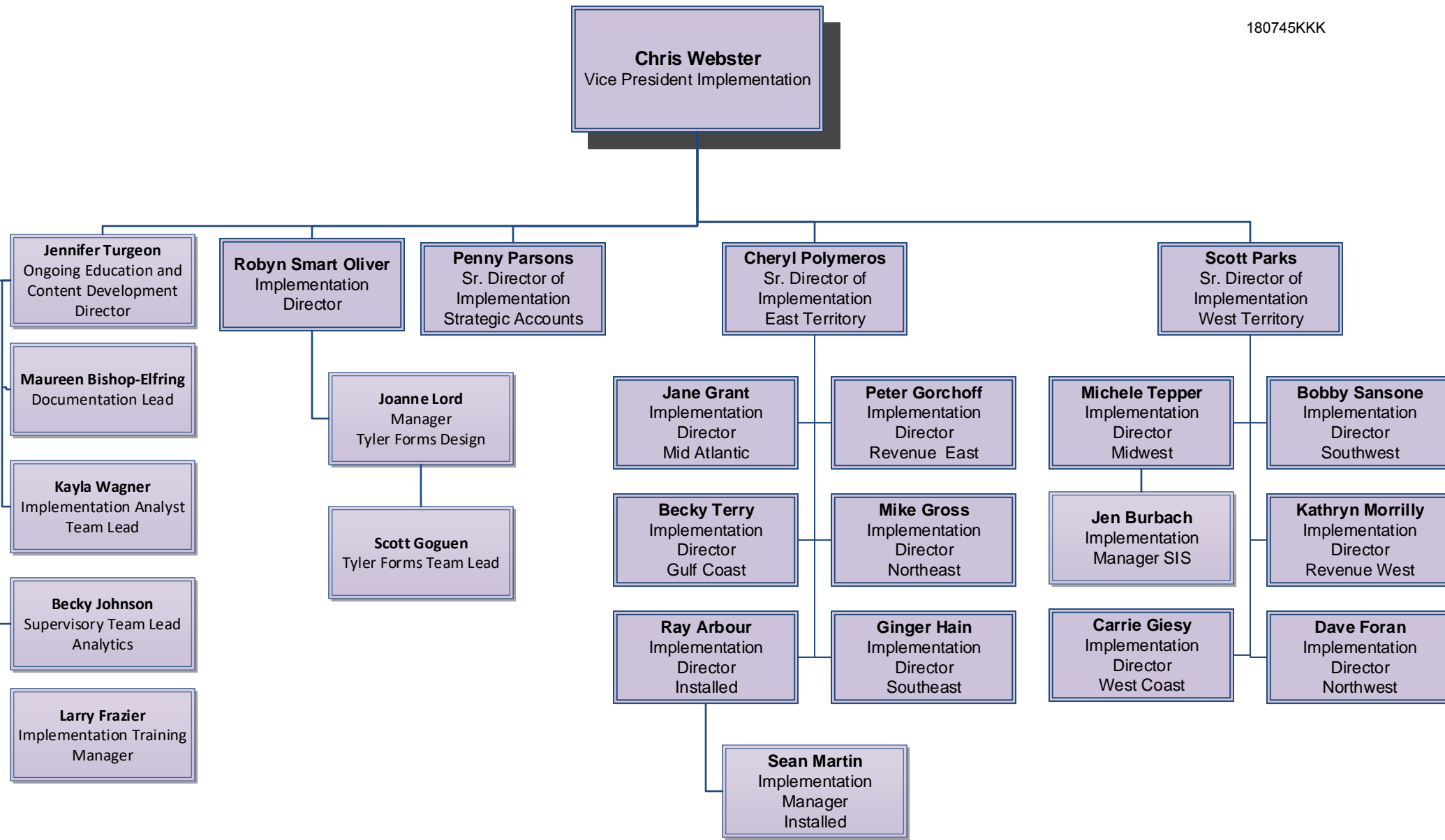
# ERP & School Development – Tyler Initiatives

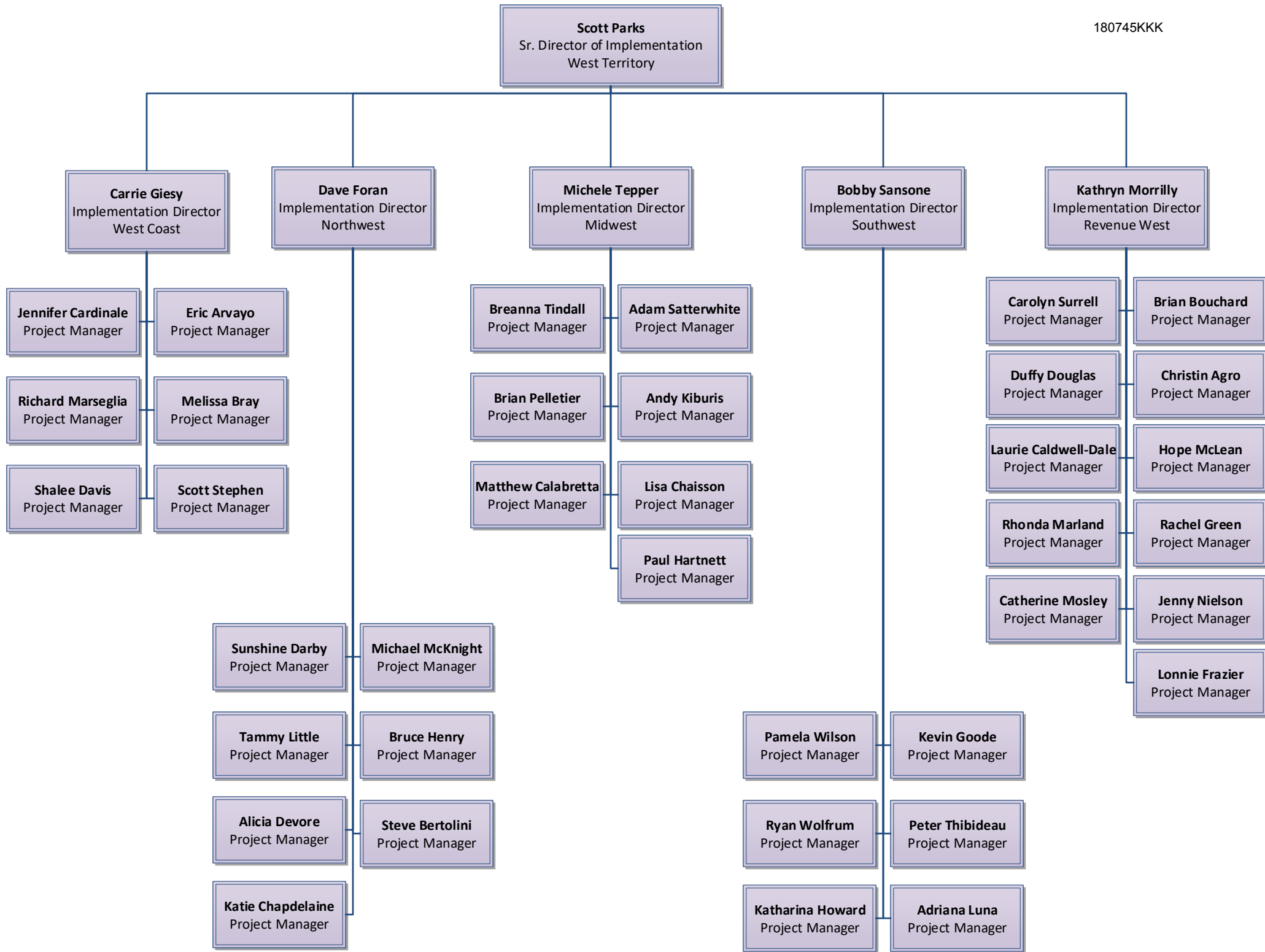




# ERP & School Product Strategy – Munis Solution







**Scott Parks**  
Sr. Director of Implementation  
West Territory

**Carrie Giesy**  
Implementation Director  
West Coast

**Dave Foran**  
Implementation Director  
Northwest

**Michele Tepper**  
Implementation Director  
Midwest

**Bobby Sansone**  
Implementation Director  
Southwest

**Kathryn Morrilly**  
Implementation Director  
Revenue West

**Jennifer Cardinale**  
Project Manager

**Eric Arvayo**  
Project Manager

**Richard Marseglia**  
Project Manager

**Melissa Bray**  
Project Manager

**Shalee Davis**  
Project Manager

**Scott Stephen**  
Project Manager

**Sunshine Darby**  
Project Manager

**Michael McKnight**  
Project Manager

**Tammy Little**  
Project Manager

**Bruce Henry**  
Project Manager

**Alicia Devore**  
Project Manager

**Steve Bertolini**  
Project Manager

**Katie Chapdelaine**  
Project Manager

**Breanna Tindall**  
Project Manager

**Adam Satterwhite**  
Project Manager

**Brian Pelletier**  
Project Manager

**Andy Kiburis**  
Project Manager

**Matthew Calabretta**  
Project Manager

**Lisa Chaisson**  
Project Manager

**Paul Hartnett**  
Project Manager

**Pamela Wilson**  
Project Manager

**Kevin Goode**  
Project Manager

**Ryan Wolfrum**  
Project Manager

**Peter Thibideau**  
Project Manager

**Katharina Howard**  
Project Manager

**Adriana Luna**  
Project Manager

**Carolyn Surrell**  
Project Manager

**Brian Bouchard**  
Project Manager

**Duffy Douglas**  
Project Manager

**Christin Agro**  
Project Manager

**Laurie Caldwell-Dale**  
Project Manager

**Hope McLean**  
Project Manager

**Rhonda Marland**  
Project Manager

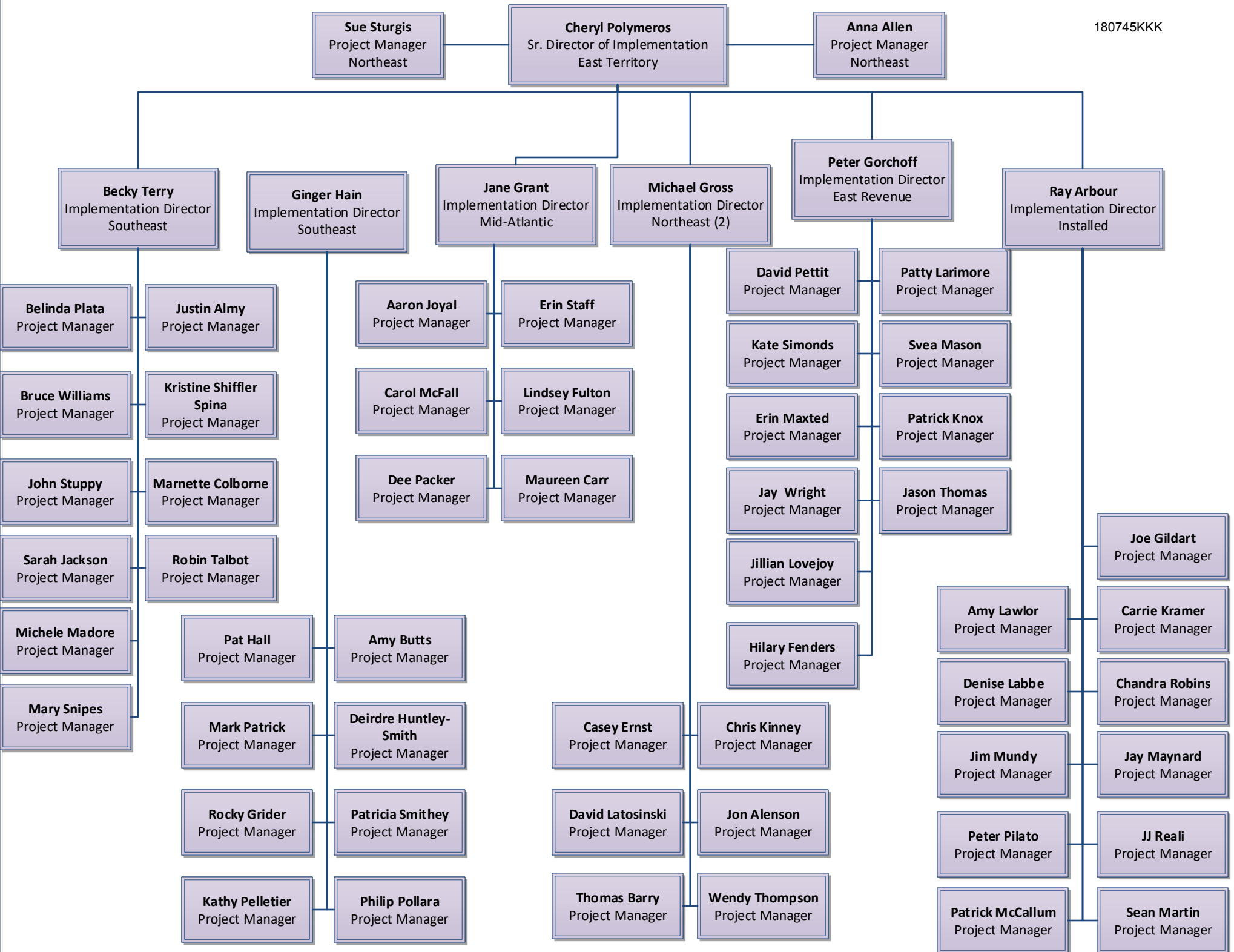
**Rachel Green**  
Project Manager

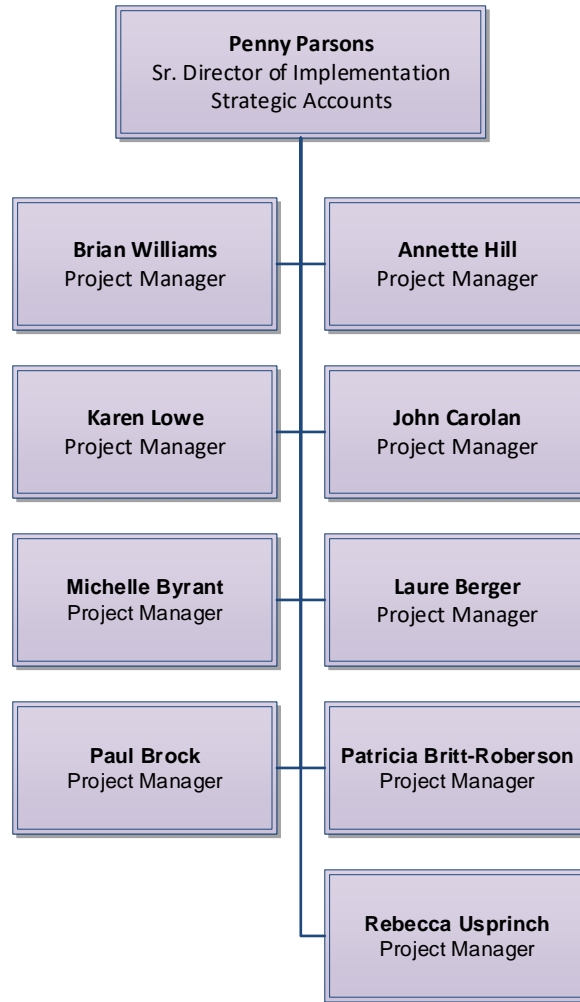
**Catherine Mosley**  
Project Manager

**Jenny Nielson**  
Project Manager

**Lonnie Frazier**  
Project Manager







# ERP & School Technical Support - Munis & School Solutions

**CJ McCarron**  
Vice President  
Technical Support

**Greg Gilbert**  
Program Manager

**Patty Leino**  
Senior Support Service  
Manager

**Steven Jones**  
Senior Support  
Software Manager –  
UB/Tax

**Adam Scheuchzer**  
Dr. Technical Services

**Sonja Johnson**  
Sr. Software Support  
Manager – Payroll/HR  
& Financials

**Peggy Wintle**  
Software Support  
Manager, Utility Billing

**Josh Hinds**  
Forms & Reporting  
Software Support  
Manager

**Ben King**  
Senior Technical  
Services Manager

**Ed Haggerty**  
Software Support  
Manager, HR

**Parker Lachance**  
Software Support  
Manager, Tax

**Ben Higgins**  
Technology  
Integration Manager

**Greg Miller**  
Technical Services  
Manager

**Holly LaRou**  
Software Support  
Manager, Financial  
Equip

**Zach Bartlett**  
Technical Services  
Manager

**Tracy Silva**  
Software Support  
Manager, Payroll

**Jared Rackliff**  
Technical Services  
Team Lead

**Evan Smith**  
Software Support  
Manager, Financial  
General Ledger

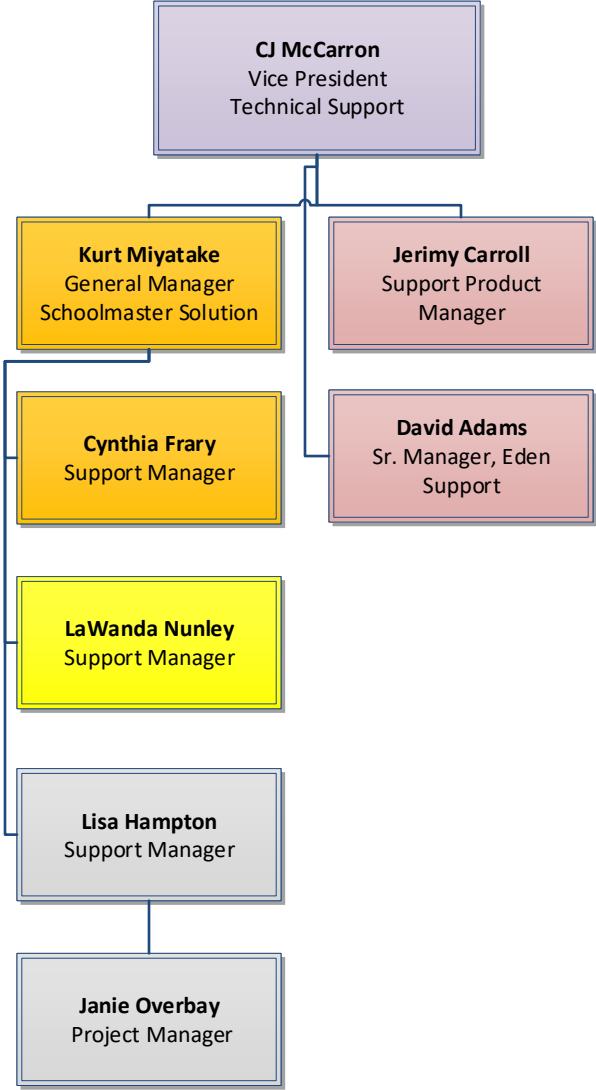
**Brianna Young**  
Technical Services  
Team Lead

**Brian Gilman**  
Software Support  
Manager, Financial  
Purchasing

**Dean Wilber**  
Deployment Manager

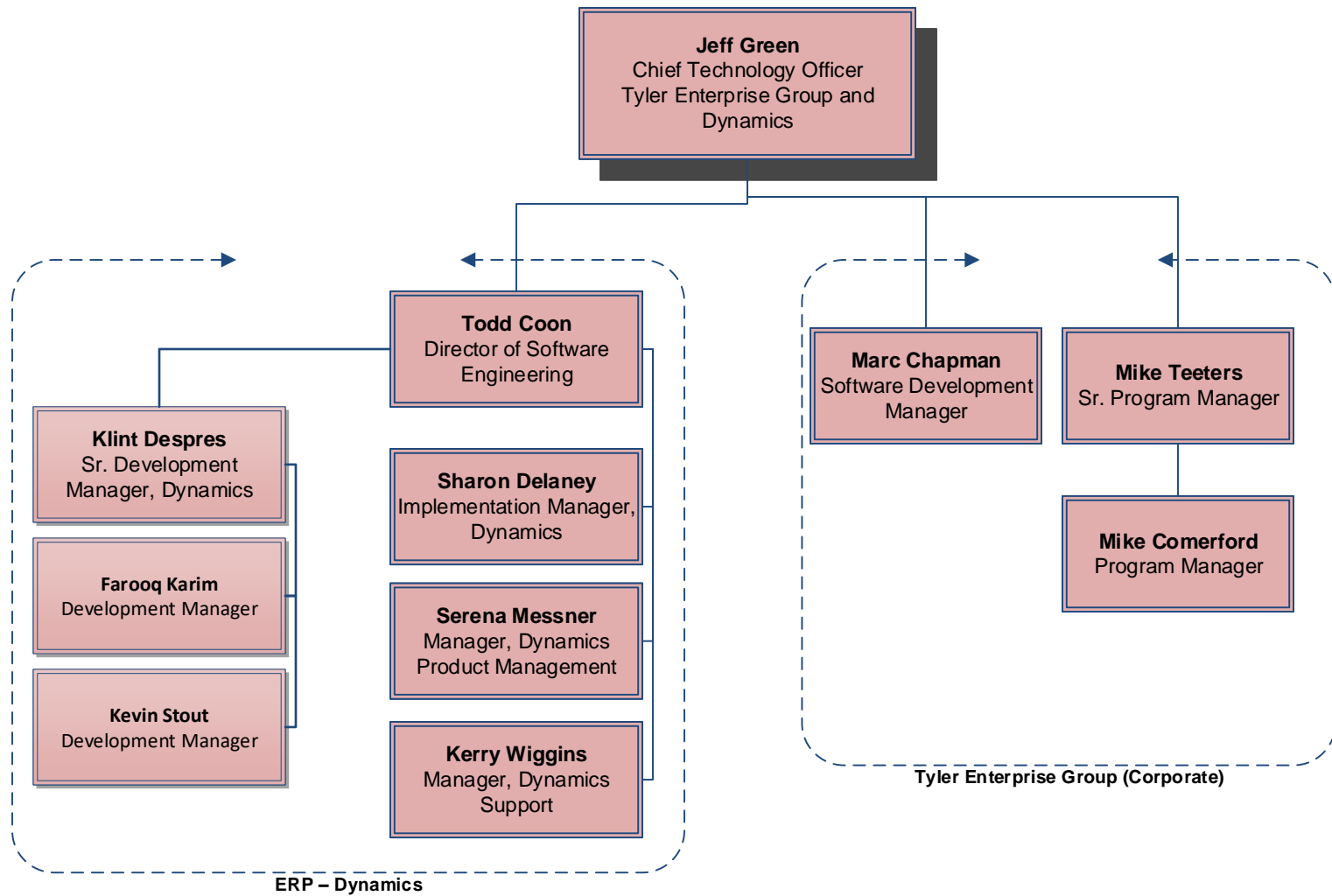
**Kevin Marsden**  
Software Support  
Team Lead

**Amanda Buxton**  
Deployment Team  
Lead

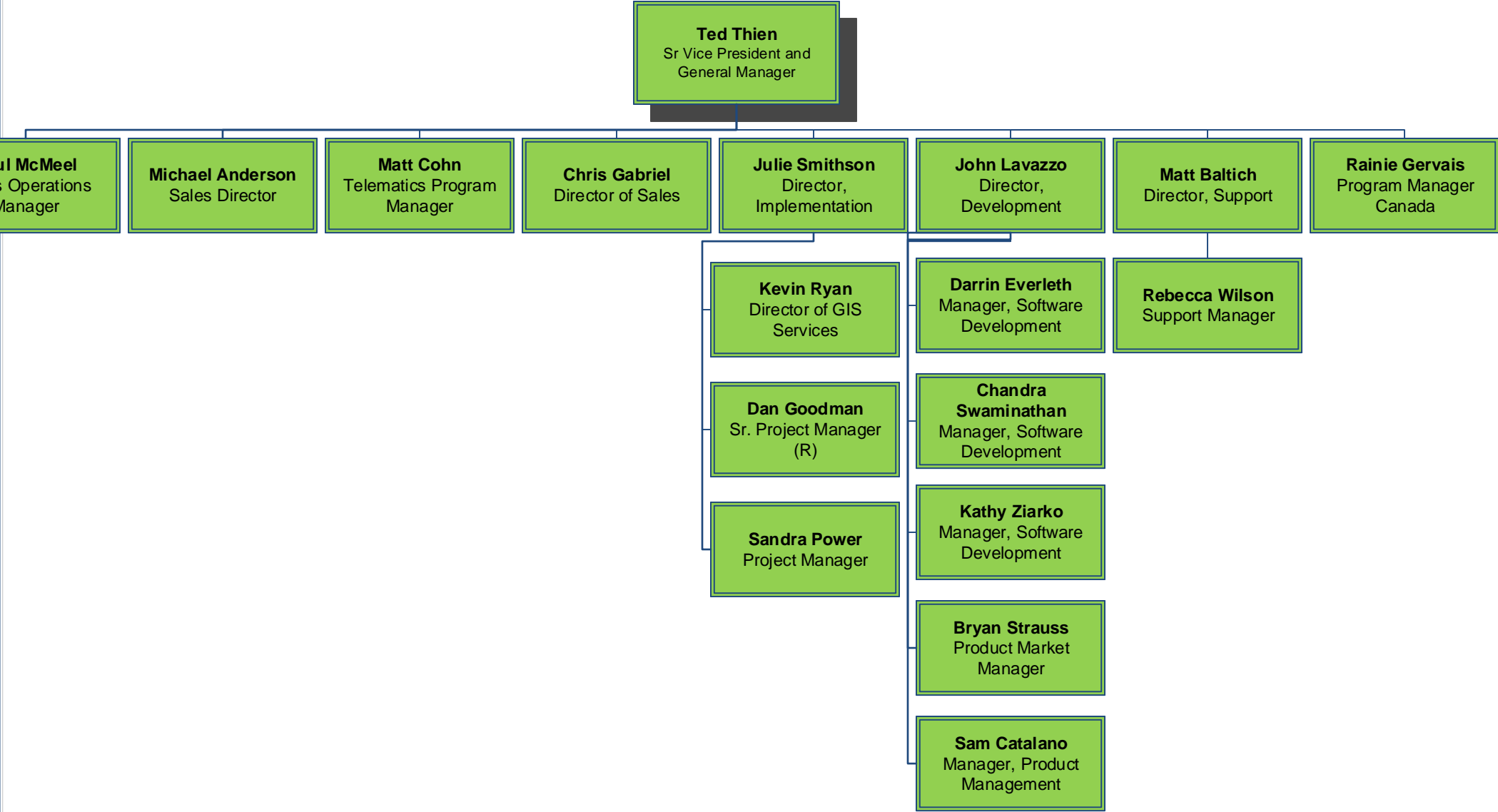


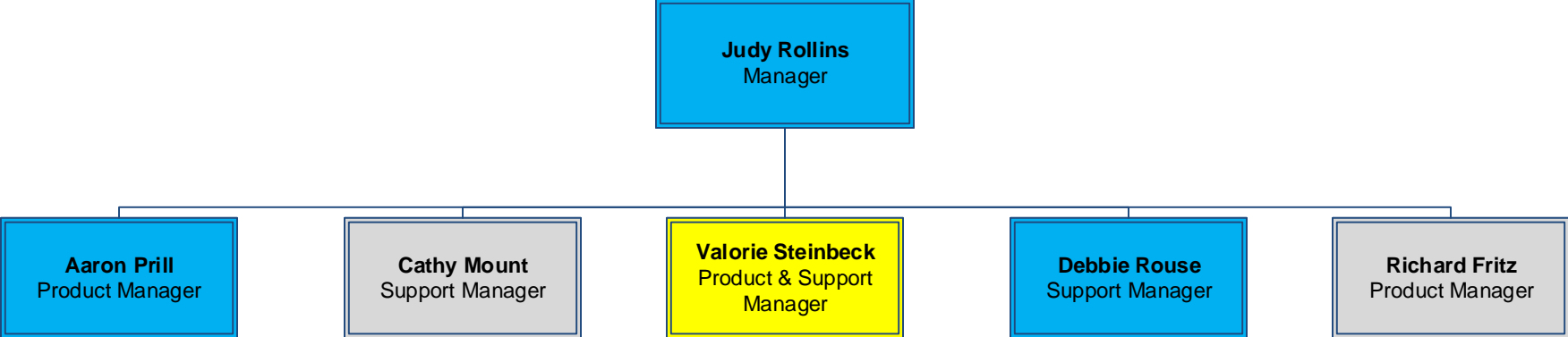
# Dynamics Development & Enterprise Development

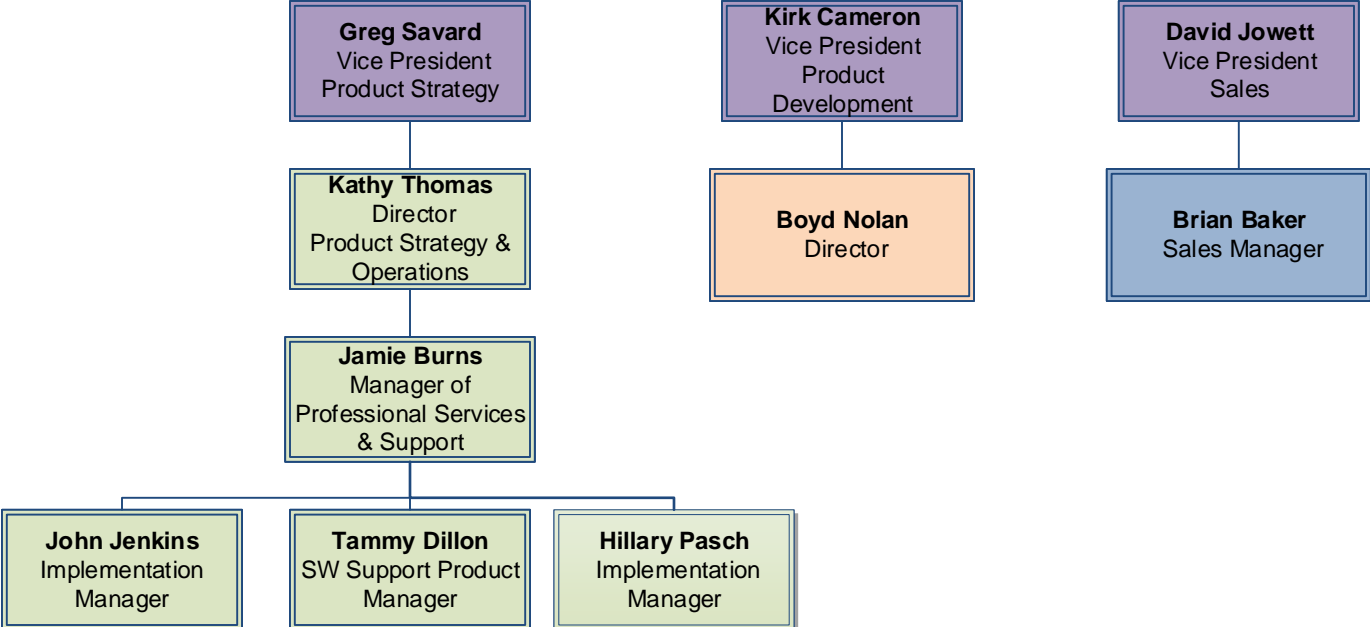
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# ERP & School – Transportation Solutions

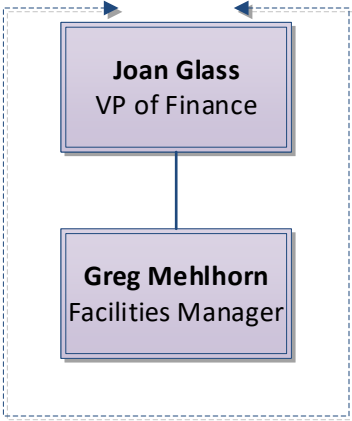




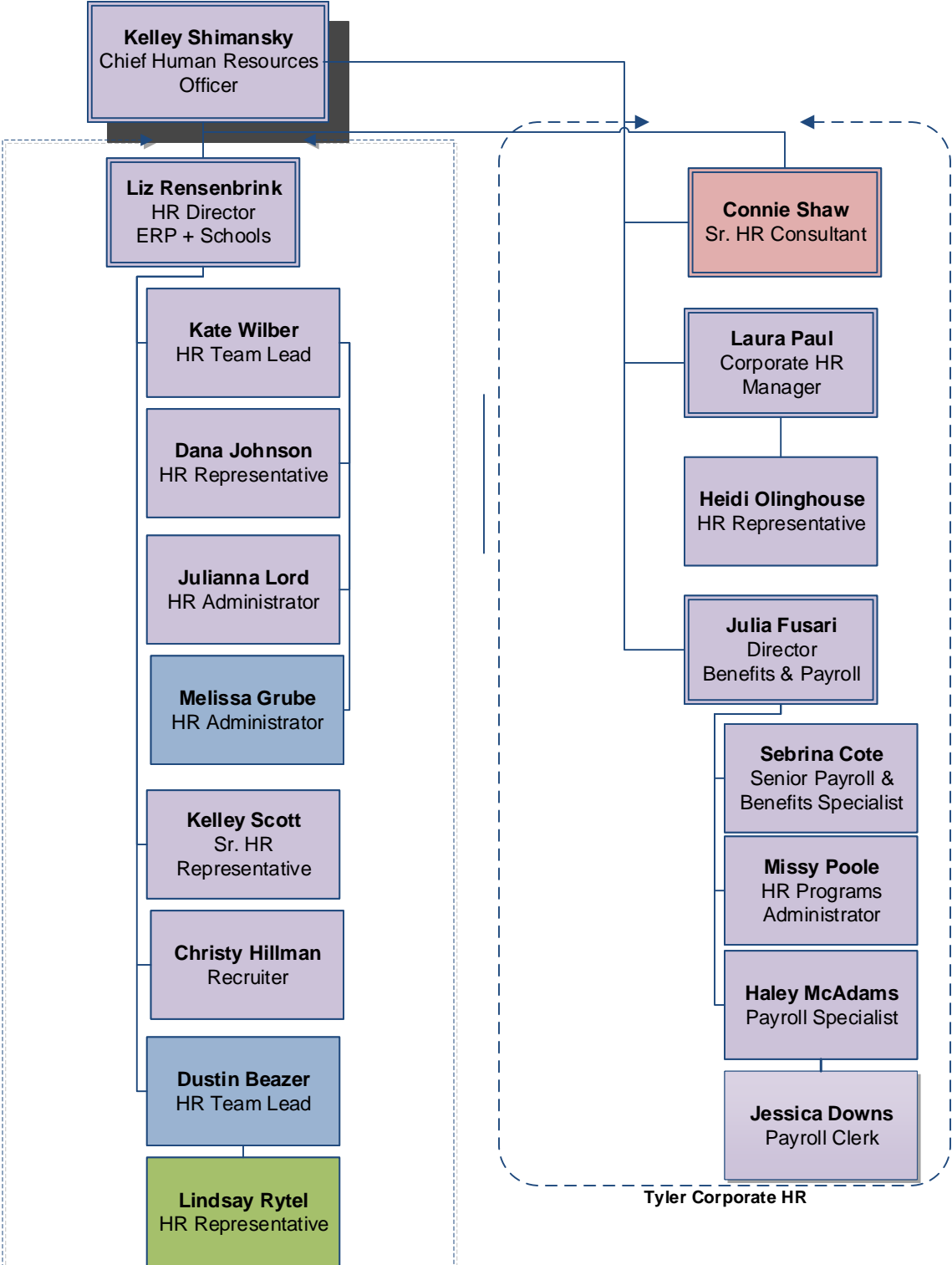




# ERP & School - Administration



ERP Finance and Admin



ERP and Schools HR

Tyler Corporate HR

### 3.4 PROJECTS OF SIMILAR SCOPE

c) Provide information about experience with similar current or former projects, including but not limited to Florida.

Provide current and former client reference names and key contact information. This list must include the name, address, telephone, and email address of the client contract administrator.

Detail which specific area your strengths were with each listed reference.

Services Date Project: 5/17 – 5/18 Core Financials, Payroll/HR – Phase 2 Planning

Amount \$: Tyler Technologies Does Not Disclose Contract Costs – Contact the Client for Details

Project Client Name: **City of Clearwater, FL**

Project Location: 100 South Myrtle Avenue

City, State, Zip: Clearwater, FL 33756

Client Contact Name: Ms. Billie Kirkpatrick

Phone Number: (727) 562-5669

Fax Number: N/A

Email: Billie.kirkpatrick@myClearwater.com

Services Date Project: 1/2015 – 1/2016 Core Financials, 1/2016 – 10/2016 Payroll/HR

Amount \$: Tyler Technologies Does Not Disclose Contract Costs – Contact the Client for Details

Project Client Name: **City of Mobile, AL**

Project Location: 205 Government St.

City, State, Zip: Mobile, AL 36602

Client Contact Name: Sue Farni, Executive Director, Information Technology, ERP Project Manager

Phone Number: (251) 208-7830

Fax Number: N/A

Email: sue@cityofmobile.org

Services Date Project: 4/2016 – 10/2017 Core Financials, Payroll/HR – Currently

Amount \$: Tyler Technologies Does Not Disclose Contract Costs – Contact the Client for Details

Project Client Name: **City of Sunrise, FL**

Project Location: 10770 West Oakland Park

City, State, Zip: Sunrise, FL 33351

Client Contact Name: Hector Perez, Assistant IT Director

Phone Number: 954-746-3443

Fax Number: N/A

Email: hperez@sunrisefl.gov

#### City of Gainesville

Enterprise Resource Planning (ERP) Product Solution(s) and Implementation Services  
CMGR-180083-MS

Services Date Project: 3/2014 – 4/2015 Core Financials, 2/2015 – 10/2015 Payroll/HR  
Amount \$: Tyler Technologies Does Not Disclose Contract Costs – Contact the Client for Details  
Project Client Name: **Horry County, SC**  
Project Location: 103 Elm Street  
City, State, Zip: Myrtle Beach, SC 29526  
Client Contact Name: John Bodner, Project Manager  
Phone Number: (843) 915-7372  
Fax Number: N/A  
Email: bodnerj@horrycounty.org

Services Date Project: 5/2015 – 4/2016 Core Financials, Payroll/HR 4/2016 – 1/2017  
Amount \$: Tyler Technologies Does Not Disclose Contract Costs – Contact the Client for Details  
Project Client Name: **City of Pinellas Park, FL**  
Project Location: 5141-78th Avenue North  
City, State, Zip: Pinellas Park, FL 33781  
Client Contact Name: Dan Speaker, IT Administrator  
Phone Number: (727) 369-0650  
Fax Number: N/A  
Email: dspeaker@pinellas-park.com

Disclose any conflicts of interest or limitations that may exist should the Company be selected to provide services to the City.

There are no conflicts of interest or limitations.

## Tab 4 EXECUTIVE SUMMARY

### Tab 4: Executive Summary (2 pages)

Tyler Technologies, Inc. is pleased to offer this response to the City of Gainesville for the requested (ERP) Enterprise Resource Planning solution. We believe that Tyler is uniquely positioned to offer our industry leading solution that provides a fully integrated system that increases efficiencies. With Tyler, you can feel confident we understand your needs and have the proven ability to delivery and implement our quality products and services on time and on budget. We pride ourselves on enabling and empowering users to become more efficient, productive and responsive.

Please consider the following points when comparing Tyler Technologies with other solutions:

**Evergreen Development Philosophy** – Tyler’s Evergreen Development Philosophy maintains an “evolution, not revolution” approach to delivering new technologies. This means that we integrate new technologies incrementally to avoid disruption to our installed client base. We embrace a proven, successful approach to the practical application of technology that advances the functionality and technology of our Tyler Munis software modules. Our upgrades are non-disruptive; they do not require a data conversion, new hardware, and retraining or re-licensing fees. All releases of the Tyler Munis software modules are delivered to our clients through their annual support agreement – continuously keeping Tyler Technologies functionality competitive and technologically flexible. This enables emerging development tools to be incorporated into the general release of the system through our routine release management process.

**Integration** – In Munis, all modules share a common database that allows for all data to be accessible. Users have the ability to ‘drill down’ from summary information to detail, or ‘drill across’ to related information in other applications. This allows for continuous monitoring of processes to achieve more efficiency. For example, Accounts Payable is fully integrated with Munis General Ledger, Fixed Assets, and Purchase Order Receiving of payments of inventory items received.

Additional integration features include Tyler Content Manager, which allows for electronic management and seamless incorporation of paper documents into the Munis process. This allows for easy capture, storage, and retrieval of attachments to Munis records. Tyler Content Manager allows for documents to be made available from anywhere, this allows access to the information for users who need it, is cost effective and good for the environment.

**User-friendly reporting capabilities** – Tyler provides more than just traditional paper-based reports for accessing and using critical information. It is designed to provide you with the information you need in the format you want – instantly. The Role-Tailored Dashboard provides an easy-to-use, simplified way of finding, accessing and sharing information by aggregating the data you deem important into one or more customizable views. Web parts display information from different parts of Munis and other web-based tools. Each user can personalize his or her dashboard views, tailoring it to the information that’s critical for their role.

Throughout Munis you will find Command Centers and Central Screens that are tailored to specific functional areas such as purchasing or budgeting. These tools are designed to provide one-click access to relevant data from multiple application screens. They provide efficient access to information—everything you need is easily available from a single screen. Central screens are for the user who needs inquiry and operation access.

Tyler Reporting Services meets the City of Gainesville need for reports and queries in formats unique to you, and helps provide the right information to the right person at the right time. Reporting Services allows clients to access and report information stored in any of their Munis data files. The database views and models are easy to use, incorporate security and permissions set within Munis, and are an efficient way to connect to the database.

**Workflow**—Munis Workflow helps automate essential processes, such as the flow of approvals, notifications and tasks. Workflow includes template business rules right out of the box that require no coding or programming. The City of Gainesville can tailor the rules to work for your organization by defining: each task structure, user performing task, order the tasks are performed, and how approvals or re-routing is handled. Benefits of Workflow include: ensuring tasks are carried out by the right people, gaining easier access to data, reducing paper and printing costs, and reducing required staff training of processes.

**Tyler's industry-leading technology**—primarily HTML5 in combination with leading Microsoft technology tools, and the browser-based deployment of Munis on the Microsoft stack of technologies—provide the most advanced yet scalable ERP solution.

**Tyler's products**, in combination with technologically advanced mobile applications and dynamic, Tyler-proprietary functionality not found in competitor software, are effectively meeting the need for an intuitive user-centric focus, citizen/staff/stakeholder transparency, significant ROI, and increased software sophistication.

What's more, the City of Gainesville will experience the difference between a Solution Vendor and a Solution *Partner* with Tyler. That's because as a Tyler client you'll enjoy significant "supporting services" as an integral part of your total software contract—services that aren't available from Tyler's competitors.

When securing a new ERP solution, it's important in selecting the vendor who best understands the way the public sector needs to operate. That vendor is Tyler. In fact, helping clients successfully overcome their current issues and meet their future goals is why Tyler is the leader in the public-sector ERP market. In summary, it is our goal to make your transition to your new ERP solution a manageable and successful one!

We've served municipalities like the City of Gainesville across Florida and the Nation for more than thirty-five years—and that means you'll enjoy Tyler's dedication to, and experience with, local government organizations of all sizes and from every corner of the U.S. We're here for the long haul, through the ever-evolving challenges of managing your city—now, and well into the foreseeable future.

## Tab 5 ORGANIZATIONAL MINIMUM QUALIFICATIONS

Tab 5: Organizational Minimum Qualifications - see Section 3.1.1

### 3.1.1 Organization Minimum Qualifications

A. Provide Company Financial Stability Report to include:

- Bonding Capability up to \$250,000
- Credit Rating or Financial Statements

2017 Annual Report

Please reference the 2017 Annual Report provided with this proposal response.

### B. Bank Reference

Wells Fargo  
1445 Ross Ave  
Suite 300  
Dallas, TX 75202  
Tina Conner  
214-740-1544

## Tab 6 QUALIFICATIONS – ITN SPECIFIC MINIMUM QUALIFICATIONS

Tab 6: ITN Specific Minimum Qualifications – see Section 3.1.2

### 6.1 ADDITIONAL INFORMATION

Provide any additional information that should be considered in this evaluation. The Respondent may present creative approaches that would be pertinent to this ITN.

#### 6.1.1 GENERAL SERVER REQUIREMENTS

COMPONENT	REQUIREMENT
<b>General Requirements</b>	Servers / VM's dedicated to Tyler products Microsoft Windows Certified Server (nationally recognized brand) External backup solution Gigabit Ethernet RAID storage Dedicated partitions for OS, Tyler applications, and databases
<b>Operating System</b>	Microsoft Windows Server 2012 R2 or 2016 Standard
<b>Database Software</b>	Microsoft SQL Server 2012, 2014, 2016, 2017 Standard or Enterprise [1]
<b>Additional System Software</b>	Microsoft components including Microsoft VCSASP, Visual C++ Runtime Libraries Java Runtime Environment (JRE), Java Development Kit (JDK) [2]
<b>Network Environment</b>	Microsoft Active Directory Domain and DNS services
<b>GIS Environment [3]</b>	Esri ArcGIS for Server 10+ or ArcGIS Online

[1] All Tyler applications except iasWorld. SQL Server Enterprise Edition is only required for clients who wish to use advanced RDBMS functionality including SQL AlwaysOn Availability Groups for high-availability, and SQL Server TDE for at-rest data encryption.

[2] JRE required on TCM and ExecuTime application servers only. JDK required on TCM application servers only.

[3] Dedicated GIS environment is required for use with Munis MapLink or EnerGov only. Installation and maintenance of GIS environment is the responsibility of the client.

#### Munis – Up to 100 Users

The following server infrastructure is required for a Tyler implementation sized up to 100 concurrent Munis users.

	# of Servers	CPU Cores	Memory (GB)	Storage (GB)
<b>Database, Munis Application Server</b>	1	4	48	750
<b>Tyler Infrastructure Server</b>	1	4	24	200
<b>Content Management Server</b>	1	4	32	200

External Web Server	1	1	12	150
<b>TOTAL RESOURCES</b>	<b>4</b>	<b>13</b>	<b>116</b>	<b>1300</b>

### Munis – p to 250 Users

The following server infrastructure is required for a Tyler implementation sized up to 250 concurrent Munis users.

	1			

## 6.1.2 SOLUTION OVERVIEW

Tyler considers screenshots of the functionality to be confidential.

### MUNIS OVERVIEW

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

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

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

### *Software That Delivers Client Success*

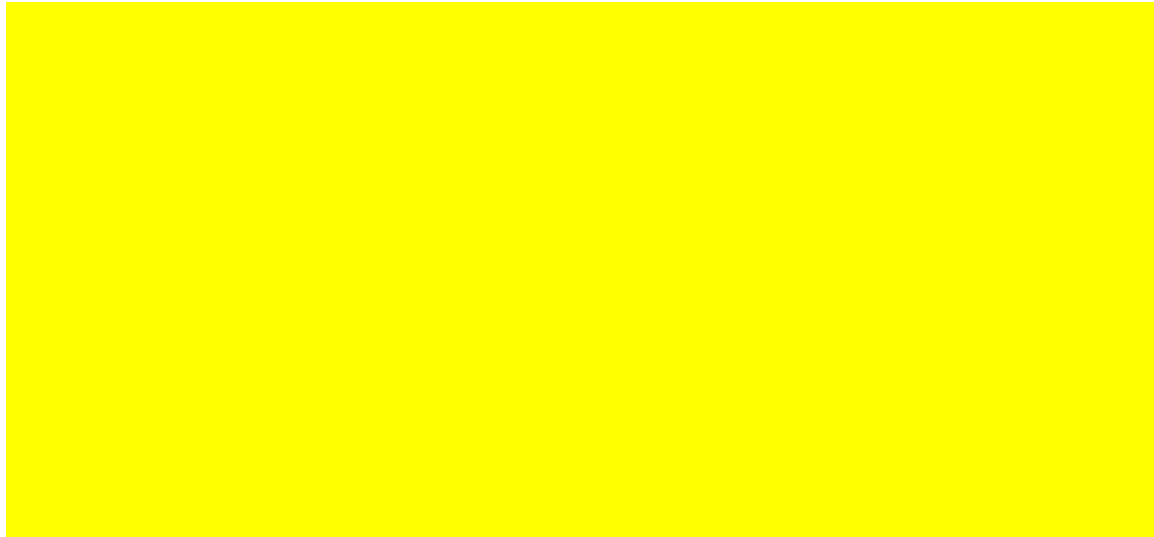
Our commitment to the total client experience means that we invest heavily in a user-centric design process. We continually maximize end-user productivity by listening to our clients and assessing what



is important to their business. We involve them in usability testing conducted by analysts certified by Human Factors International to ensure that Munis works the way they do.

### *Command Centers and Central Programs*

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



*Example of a Munis HR Command Center*



*Example of a Munis General Ledger Account Central Program*

### Wizards

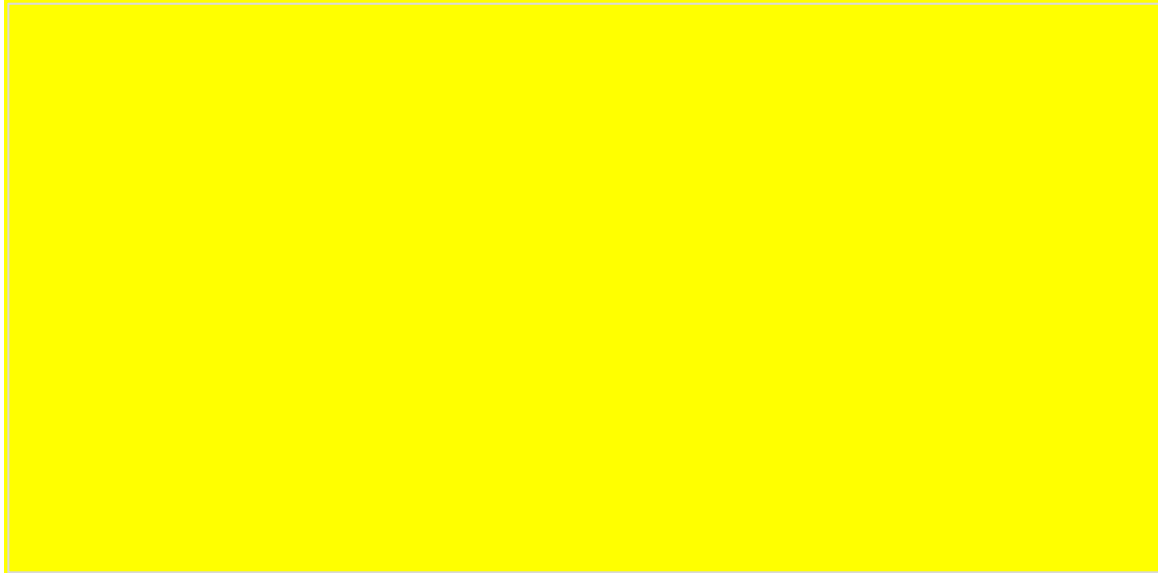
Built-in wizards—including those for employee on-boarding, budget projections, and W-2 creation—make infrequently performed tasks a breeze. Easy-to follow directions walk users through each step, from verifying information to final submission, and a progress bar at the top of the screen shows where you are in the process. What’s more, integrated, context-sensitive online Help for everything from local screen assistance to important definitions and government links is available on every screen.



*Example of a Munis Employee Change Wizard*

## Workflow

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



**Example of a Requisition Approval chain in Munis Workflow**

## Integration with Microsoft

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

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

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

## Content Management

Tyler Content Manager includes all the critical components of an enterprise content management suite — back file scanning, indexing and redaction, optical character recognition, web interface, micrographics conversion, disaster recovery, and highly secure off-site document storage. It also

works with third-party applications, using Batch Print Capture to print multiple documents directly into Tyler Content Manager.

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

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

### *Munis Analytics and Reporting*

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

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

Munis also offers full bi-directional integration between your Munis database and Microsoft Excel, providing a user-friendly, multi-dimensional view of your data across many platforms allowing you to analyze and report on trends, track key performance indicators, create charts and graphs, generate reports and more. Embedded hyperlinks point to the originating record stored in Munis for fast access to detailed information.

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

### *Business Intelligence*

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

## *Munis TylerForms*

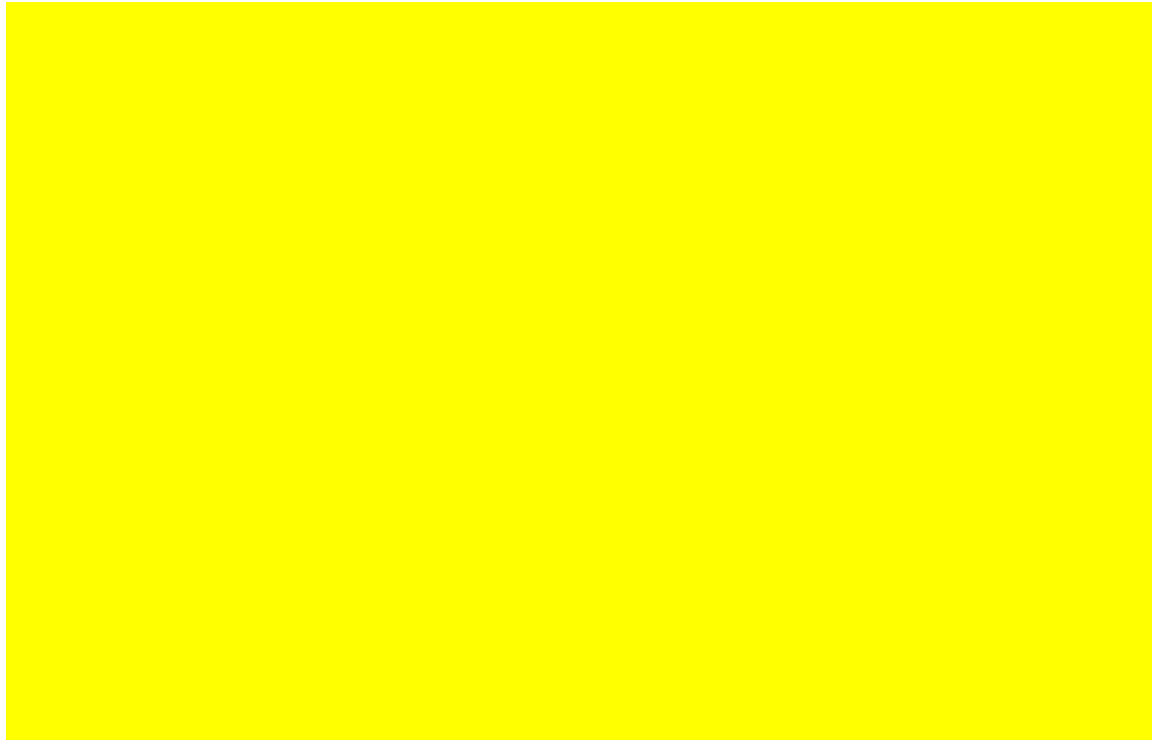
TylerForms provides flexible form delivery across your organization with output options such as print, e-mail and archive. Utilize its template form designs to print purchase orders, invoices, checks, work orders, tax documents and much more. The advanced processor eliminates the need for preprinted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

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

## *Mobile Applications*

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

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



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

### 6.1.3 MUNIS FINANCIAL OVERVIEW

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

#### BENEFITS OF Munis FUND ACCOUNTING AND BUDGETING

State & Local Government & Schools	Finance Administrators	Finance Employees	Citizens
<ul style="list-style-type: none"> <li>Reduces overall financial costs through a strategic management of resources</li> <li>Increases</li> </ul>	<ul style="list-style-type: none"> <li>Increases organization-wide visibility into budget compliance &amp; financial status</li> <li>Provides real-time insight into</li> </ul>	<ul style="list-style-type: none"> <li>Reduces redundant data entry &amp; creates a “single version of the truth”</li> <li>Improves productivity, efficiency &amp; responsiveness to</li> </ul>	<ul style="list-style-type: none"> <li>Improves understanding of state &amp; local government mission and goals</li> <li>Increases satisfaction in state &amp; local government</li> </ul>

#### organization flexibility to address business & legislative changes

- Ensures accountability, transparency, & compliance with local, state, & federal requirements
- Enables collaboration across organization boundaries

#### business processes for strategic decision making

- Reduces planning and budgeting cycle times
- Optimizes cash flow through performance measurement, analysis & forecasting

#### citizens

- Decreases process time & enhances workflow for day-to-day tasks

#### programs & services

- Provides transparency into state & local government operations & processes

## MUNIS GENERAL LEDGER

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

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

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

- Dozens of ready-to-use reports which allow the user to sort and summarize by their chart of account segments with hyperlinks which allow the user to drill down to the data
- Customizable report templates with user definable columns and saved find and sort options
- A built-in Scheduler tool which automates the processing and distribution of standard reports Users can schedule reports to be generated as they wish on a daily, weekly, or monthly basis
- Flexible reporting for multi-year funds and grants, as well as staggered fiscal years

- Excel data cubes allow the average user (with not a lot of IT experience) to start in Excel and create ad-hoc reports to retrieve and analyze any segment level across multiple years
- Optional customizable report generation through Tyler Reporting Services where IT or a Munis TRS representative builds the report to the exact specifications required by the end user



#### *Example of GL Account Central*

### TYLER CAFR STATEMENT BUILDER

The CAFR Statement Builder simplifies development of the financial statements presented in the Comprehensive Annual Financial Report (CAFR). This easy-to-use tool allows you to upload your financial data, prepare adjusting entries, equity classifications, and generate statements and schedules. The Governmental Accounting Standards Board (GASB) defines the reporting model which is embedded in the CAFR Statement Builder. When GASB requirements change, the CAFR Statement Builder is updated, so you can rest assured that your statements will be in compliance. The CAFR Statement Builder increases efficiency, minimizes errors, and simplifies reporting. Highlights include:

- Intuitive user-interface to get you quickly into building your statements
- Customized account coding, templates and reconciliation notes carry forward year after year
- Statement drill downs provide a complete audit trail
- Microsoft Excel reporting engine increases flexibility
- Optional cloud-based data hosting service available to reduce hardware investments and IT maintenance burden



## MUNIS CAPITAL ASSETS

Munis Capital Assets manages record-keeping of all capital assets such as land, buildings, machinery and equipment, construction in progress, and infrastructure. Asset information can automatically flow from purchasing. Simplify record maintenance and reporting by tying an unlimited number of individual assets to master assets, and track items transferred, missing, not in use, or due for maintenance or replacement. Munis Capital Assets also calculates depreciation by selective methods such as straight line, composite rate, 6-month convention and reports on the depreciation schedule. For a complete 360-degree process, Munis Capital Assets provides a complete set of financial statements that fully reflects your organization's investments. Integration with other Munis programs provides additional benefits:

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

## MUNIS BUDGETING

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

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

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

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

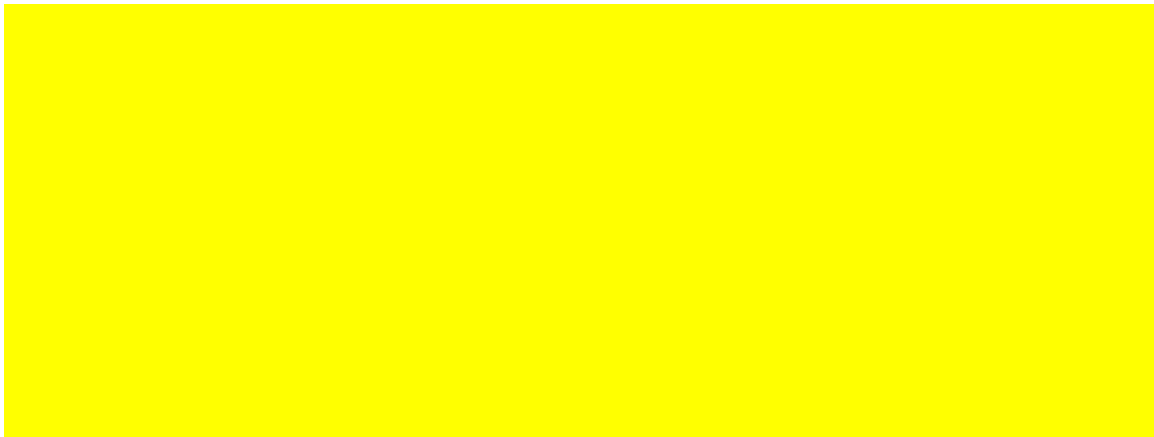


#### *Munis: Budget Preparation using Excel*

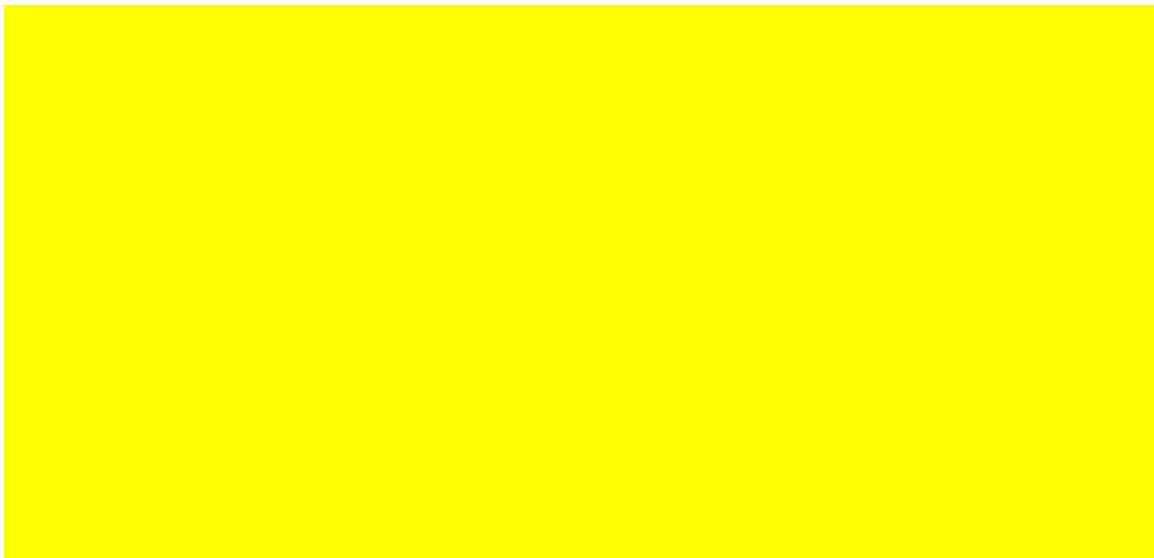
## MUNIS PROJECT AND GRANT ACCOUNTING

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

- Control of revenue allocation by defining the rules and priorities of sources that will fund each project
- Real-time tracking of funding received for grants
- Project cubes for a multi-dimensional look at data sets
- Milestone tracking with familiar Gantt Charts
- Automatic creation of a project from a grant
- Workflow to streamline approvals and notifications, monitor efficiency and provide audit history
- Grant Manager tool to show available budget, funding received, yearly, quarterly, and monthly expenditures, along with drill down capabilities to individual transactions



*Project Central: Dashboard divides projects according to phase.*



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

## MUNIS CASH MANAGEMENT

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

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

## MUNIS PROCUREMENT

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

### BENEFITS OF Munis PROCUREMENT

#### State & Local Government & Schools

- Reduces financial costs— paper, administrative, warehouse, supply & third-party
- Allows organizations to utilize budgets more effectively
- Ensures accountability,

#### Procurement Administrators

- Increases organization-wide visibility into procurement expenditures, minimizing risk
- Provides real-time insight into business processes for strategic decision-making

#### Procurement Employees

- Eliminates unnecessary paperwork & reduces data entry time & errors
- Decreases “req to check” process time & Procurement Administrative Lead Time (PALT), reducing time & costs

#### Employees - Requestors

- Provides easy access to products or services when needed
- Improves understanding and ability to conform to internal business rules, policies & contracts
- Increases access to answers regarding

- |  |   |   |   |
|--|---|---|---|
| <p>auditability, &amp; compliance with local, state &amp; federal requirements</p> <ul style="list-style-type: none"> <li>• Increases the public's confidence in state and local government</li> </ul> | <ul style="list-style-type: none"> <li>• Simplifies the management of &amp; eliminates redundant supplier relationships</li> <li>• Improves communication with employees &amp; vendors</li> </ul> | <ul style="list-style-type: none"> <li>• Improves customer service by ensuring the right product is procured at the right time at the best value</li> </ul> | <p>product availability &amp; reimbursement</p> |
|--|---|---|---|



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

## MUNIS PURCHASING

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

- Customizable Requisition Screens provide only essential information, enabling other non-finance staff to enter requisitions with ease

- Requisitions can be created directly from a vendor's online shopping cart using the e-Procurement solution
- Workflow rules -- based on dollar amount, commodity code and/or chart of account segments --route requisitions for approval and then to a buyer to be sourced
- Preset procurement rules are referenced to determine whether phone quotes or formal bids required—the latter can be auto-created from the requisition
- Supports blanket purchase orders
- Once awarded, the requisition is updated with the chosen vendor information, converted to a purchase order, printed and sent to a vendor via mail, fax or email; an image of the purchase order is auto-archived to Tyler Content Manager
- Changes can be submitted via a PO change order, and then routed through Workflow for approvals
- Updates to general ledger are automatically performed with no interaction from end users
- Interface with e-Procurement, P-Cards and Tyler Content Management offers significant savings by streamlining approval process, reducing paperwork, storage and costs
- Purchasing is integrated with Munis Inventory, Work Orders, Payroll, Capital Assets, General Ledger, e-Procurements, Contract Management and Budgeting

## MUNIS INVENTORY

Munis Inventory tracks inventory such as office supplies and public works equipment across an organization and in multiple locations, eliminating unnecessary purchases and wasteful spending. When used with Munis Purchasing one can choose the item cost method, select by average (over all lots received), or FIFO (first in, first out) or buy items in bulk and issue them to departmental users as needed. Munis Inventory automates all inventory accounting including on-hand balances, month-to-date (MTD) and year-to-date (YTD) values. Other benefits include:

- Auto notifications indicate when inventory levels are low in multiple locations, and prompts reordering
- Schedules pick tickets and routes to maximize delivery efficiency
- Integrates with hand-held devices (BMI) to conveniently scan products and track inventory movement (Hand-held devices, purchased separately)
- Integrates with Work Orders, Purchasing and Human Resources (to track asset assignment by employee)
- Users can request inventory items through decentralized requisition process

### **Munis Inventory**

## MUNIS CONTRACT MANAGEMENT

Munis Contract Management supports the entire lifecycle of a contract from inception to expiration. Create and approve contracts, including multi-year contracts, for purchases—and encumber the appropriate funds in advance. Allocate contracts by account or account segment and define milestones and key dates that trigger optional Munis Dashboard alerts to notify appropriate staff. Track and withhold contract sliding scale retainage based off percentage complete. Also provides ability to track other activity such as pending payments, open purchase orders and requisitions and contract change orders. Contract Management is fully integrated with General Ledger, Purchasing and Accounts Payable. Other benefits include:

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

## MUNIS BID MANAGEMENT

Munis Bid Management provides structure and framework to effectively manage the bid process and to analyze and compare vendor responses to bids. Create an unlimited number of bids for items

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

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

**Request for Bids**

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

[Bid on this Request](#)

**Bid Information**

Bid Number: 910

Description: AMUSEMENT, DECORATIONS, ENTERTAINMENT, TOYS, ETC.

Date Issued: 12/31/2007 12:00 PM

Type: Requestion

Additional Description

Federal ID

**Important Dates**

Meeting Date for Vendors

Bids Due By

Bid Opening

Expected Award Date

**Bid Addendas**

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

Commodities for Bid: 1

Commodity Code	Description	Quantity Needed	UOM
03763	RECYCLED DECORATIONS, GAMES AN	1.00	EACH

[Make a Bid](#)

Home

Vendor Self Service

1999

**Bids**

My Bids

New Search

Return to Results

Checks

Insurance

Purchase Orders

## MUNIS ACCOUNTS PAYABLE

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

Accounts Payable also incorporates a Web-based card management program that imports transaction details incurred on purchasing cards (P-Cards). It can split individual transactions to multiple accounting codes and create accounts payable invoices. Purchase card administrators can



monitor card transactions in real time, and create and analyze custom reports to improve spend tracking and anticipate problems with a transaction before they occur. Other benefits include:

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

## MUNIS EPROCUREMENT

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

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

For vendors that cannot support Punch-Out catalogs, you use hosted catalogs in Munis. In this way, you can view, import and purchase a vendor's items via the Munis Items program.

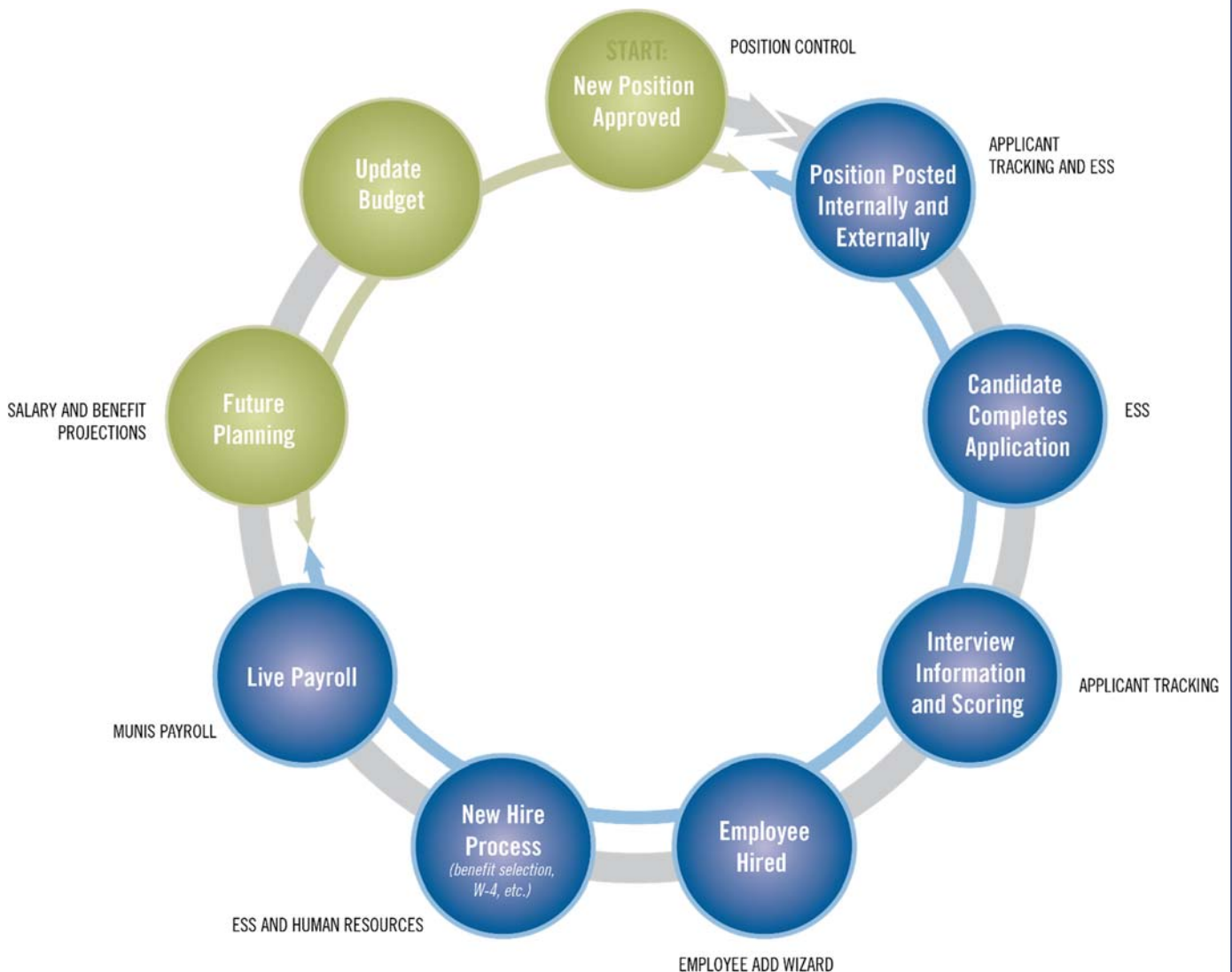
The eProcurement process translates to both soft and hard-cost savings for your organization:

- Web-based process — save staff time to prepare and distribute bid information
- Meets green initiatives — save paper and shipping materials

- Vendor response — reduce staff time responding to questions and requests for information
- Vendor 24/7 access — view and submit bid information online
- Vendor Punch-Out catalogues — establish an unlimited number

### MUNIS HUMAN CAPITAL MANAGEMENT

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



## BENEFITS OF Munis HUMAN CAPITAL MANAGEMENT

### Local Government & Schools

- Reduce costs & do more with existing resources
- Achieve organizational goals & objectives
- Enhance workforce performance & increase agency adaptability

### Human Resources

- Strategic rather than administrative role
- Manage workforce from a single source
- Lower HR costs & deliver better services
- Address workforce demands

### Managers

- Better-informed decision making
- Actively plan for business change
- Find & retain the right talent
- Reduce paperwork & overhead costs

### Employees

- Online enrollment in benefits & instant access to pay and paid time off history
- Greater control over personal information and career paths
- Instant answers to HR questions



### HR Central

## MUNIS PAYROLL

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

Website. Changes made by the employee, such as accrual requests and benefit selections, are transmitted directly to the payroll system for approval and will then reflect in employee pay. Other benefits include:

- Generates retro pay for scenarios such as extended contract negotiations or delayed promotion or salary increase decisions
- Enables direct deposits and positive pay validation
- Supports mass pay changes, “pay bands”, step increases, and retro-pay calculations
- Supports a wide range of calculation and accrual types
- Supports daily time and attendance entry, including entry from Employee Self Service, once approved the information is automatically moved into Payroll without re-keying information
- Integrates with Munis General Ledger for increased efficiency and time savings
- Integrates with Munis Budgeting for salary and benefits projections
- Integrates with General Billing for extra duty pay and COBRA/insurance billing
- Integrates with Munis Accounts Payable for vendor payments
- Integrates with any third-party time-tracking systems for streamlined payroll processing
- Integrates with Employee Expense reimbursement
- Integrates with GoDocs, Tyler Forms and Tyler Content Manager for seamless document management, output options (i.e., emailing direct deposit advices) and data storage



## MUNIS RECRUITING

Munis Recruiting streamlines the entire application review and hiring process. Users can create custom job application forms to post online with unlimited customized conditions for each position. Candidates and recruiters can easily manage attachments such as resumes, references, certifications, writing samples and which are immediately and securely accessible by the HR department. Reports can be generated for the top scoring candidates to compare skills and qualifications. Interview results, certifications, skills, training, education and work history references can all be tracked to identify the best candidate. Our Hiring Central and Applicant Central programs make management and analysis of applicants easy from a single screen. Once a candidate is chosen to be hired onboarding tasks can be managed and applicant data automatically populates the Human Resources

Management and Payroll module so no rekeying of information is required. Simply use the Employee Add Wizard and draw from all the data stored in Recruiting. Other benefits include:

- Applicants are able to self-schedule interviews, pre-employment tests, pre-employment orientation, and training through ESS
- Easily score applicants using an intuitive interface and tie scoring results to automatic applicant status changes
- Ability to post job openings on website, sort by job type or location, and limit access to internal applicants only, if so desired.
- Allows candidates to create one online profile for streamlining the application process for multiple positions
- Workflow helps manage all requests for new job openings as they travel through the approval process
- Employee Tasks program allows for customized employee onboarding tasks to be established and managed

## MUNIS HUMAN RESOURCES AND TALENT MANAGEMENT

Munis Human Resources and Talent Management centralizes all employment data for an organization -- from an organized hierarchy of jobs with position controls, pay and benefits scales to a confidential repository for employee information such as education, wages, promotions, benefit elections and performance evaluations. It provides all the tools needed by an HR department. Munis Human Resources and Talent Management solutions integrate enterprise employee data, from hire to retire. This means your compensation, retention, training and development plans work together to promote your goals.

Munis HR helps streamline workflow and processes. Confidential employee information is centralized and accessible only to those with designated access. Munis Workflow allows you to set up business rules for personnel actions including inquiries, leave, termination, civil service, attendance, reinstatement, and so forth. Full integration with Munis Recruiting, Payroll and Budget eliminates duplicate data entry. Integration with ESS provides an employees' enterprise wide the ability to easily access info, initiate requests, collect benefit information and more.

Our Talent Management solutions provide staff and management with tools that enhance succession planning and career development processes. Supervisors can better track staff certifications and skills and evaluate employee performance to align employee goals with strategic organization goals. They can analyze their talent to decide who best to target for leadership positions. Employees can utilize career planning tools to help structure their career track and robust training program can be development to enrich and strengthen personnel.

Other advantages include:

- Advanced position and budget control:

- Forecast future salary and benefit costs, including step and contract increases, and simulate changes to positions during a specified time period
- Identify valid and authorized positions, both filled and vacant
- Restrict the addition of new employees to a valid and authorized position
- Provide a history of employees who have held a certain position, for turnover and analysis
- Identify and allow updates to budget and FTE allocations
- Provide current year budget/actual/projected figures, by position
- Automatically create job postings in Applicant Tracking module from position control information
- Integration with Employee Self Service allows employees to use their password protected account to access updated sick and vacation accruals
- Track an employee's full employment history including certifications, training, promotions and raises
- Integrates Tyler Content Manager for document management of all HR related documents (i.e. resume, grievance letters, certifications)
- Supports a paperless online benefits enrollment process using Employee Self Service
- Supports a paperless onboarding process using the On-Boarding Codes program and Personnel Actions. You can create different On-Boarding Code Steps, Subject Text, and Body Header. Emails can be sent to employees, to a group of new employees or they can be sent based on the On-Boarding Code chosen when hiring a new employee in the Personnel Actions program.



## MUNIS EMPLOYEE EXPENSE REIMBURSEMENT

Munis Employee Expense Reimbursement is an easy-to-use application that fully integrates with Munis General Ledger, Payroll and Accounts Payable for complete electronic expense report filing—thereby increasing office efficiency, saving employees’ time, and reducing paper trails. Once expense types are defined, Munis Employee Expense Reimbursement offers many time saving system defaults such as: quick expense report creation, system-generated travel requests, invoice reimbursement numbers and general ledger account codes. For ease of use, your office can create an unlimited number of expense claim form templates; determine whether employees submit reports before or after expenses are incurred; and decide whether to reimburse through payroll or by cutting an AP check. When submitting expense reports, employees simply log into the application—anytime and from anywhere over the Internet—and enter his or her employee number. The system automatically populates the expense report fields with data pulled from Munis Payroll, and the employee simply fills out the remaining required fields and submits. The claim is automatically entered into the workflow process, where it can be preset to direct expense reports to different approvers based on user-defined account codes, amount and department codes. Other benefits include:

- Minimizes time-consuming documentation process
- Eliminates messy paper receipt storage
- Reduces service issues by letting employees file reports and check on pending or past requests using Employee Self Service
- Allows management to quickly review expenses by type, employee, time frame or other category using a range of reporting options

## MUNIS RISK MANAGEMENT

Munis Risk Management allows an organization to manage risks such as job-related injuries and property damage with the tools necessary to effectively track, manage and pay property and causality claims. Risk Management enables you to handle these claims quickly and easily, from initial claim to related expenditures. Other benefits include:

- Easily maintain data, track claim activity and record expenses with recoveries and estimated costs via integration with Munis Procurement and Accounts Payables
- Links claims to employee records via integration with Munis Human Resources Management
- Evaluate injury-related compensation via integration with Munis Payroll
- Powerful analysis via interface with Microsoft Excel

## MUNIS EMPLOYEE SELF SERVICE

Munis Employee Self Service improves employee access to key information and services, and reduces staff time spent responding to routine requests. Employees are able to update personal information, request leave, or check compensation quickly, confidentially, and securely over the Web from any



computer, and at any time that's convenient for them. Employees log in using a unique username to view and update information. Accurate is assured because Employee Self Service extracts information from the Munis database and is reflected in real-time. Employee Self Service reduces Human Resources workload by allowing employees to:

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

## MUNIS CITIZEN SERVICES & REVENUE

From community development and clerks' offices to utilities and tax billing and collections departments, Tyler's Citizen Services and Revenue solutions help you deliver all the critical citizen services that the public wants. This dynamic suite of applications helps to streamline a broad range of revenue and development services, such as issuing permits and licenses, tax collection, general billing, parking tickets, and animal licenses. Tyler's outward facing applications empower citizens to

help themselves – to report potholes, to request municipal email and text alerts, process payments online and much more.

## BENEFITS OF Munis FUND ACCOUNTING AND BUDGETING

### Local Governments

- Enables a paperless organization
- Streamlines processes
- Accelerates revenue collection
- Increases citizen payment compliance and revenue collection amount

### Employees

- Reduces time spent on repetitive inquiries or requests
- Increases insight into data for better decision making
- Enhances the ability to process payments from multiple channels
- Improves productivity, efficiency and responsiveness to citizens

### Citizens

- Improves understanding of state and local government mission and goals
- Provides transparency into how government uses generated revenue
- Increases citizen satisfaction of state and local government services

### Local Governments

- Enables a paperless organization
- Streamlines processes
- Accelerates revenue collection
- Increases citizen payment compliance and revenue collection amount

## MUNIS ACCOUNTS RECEIVABLE

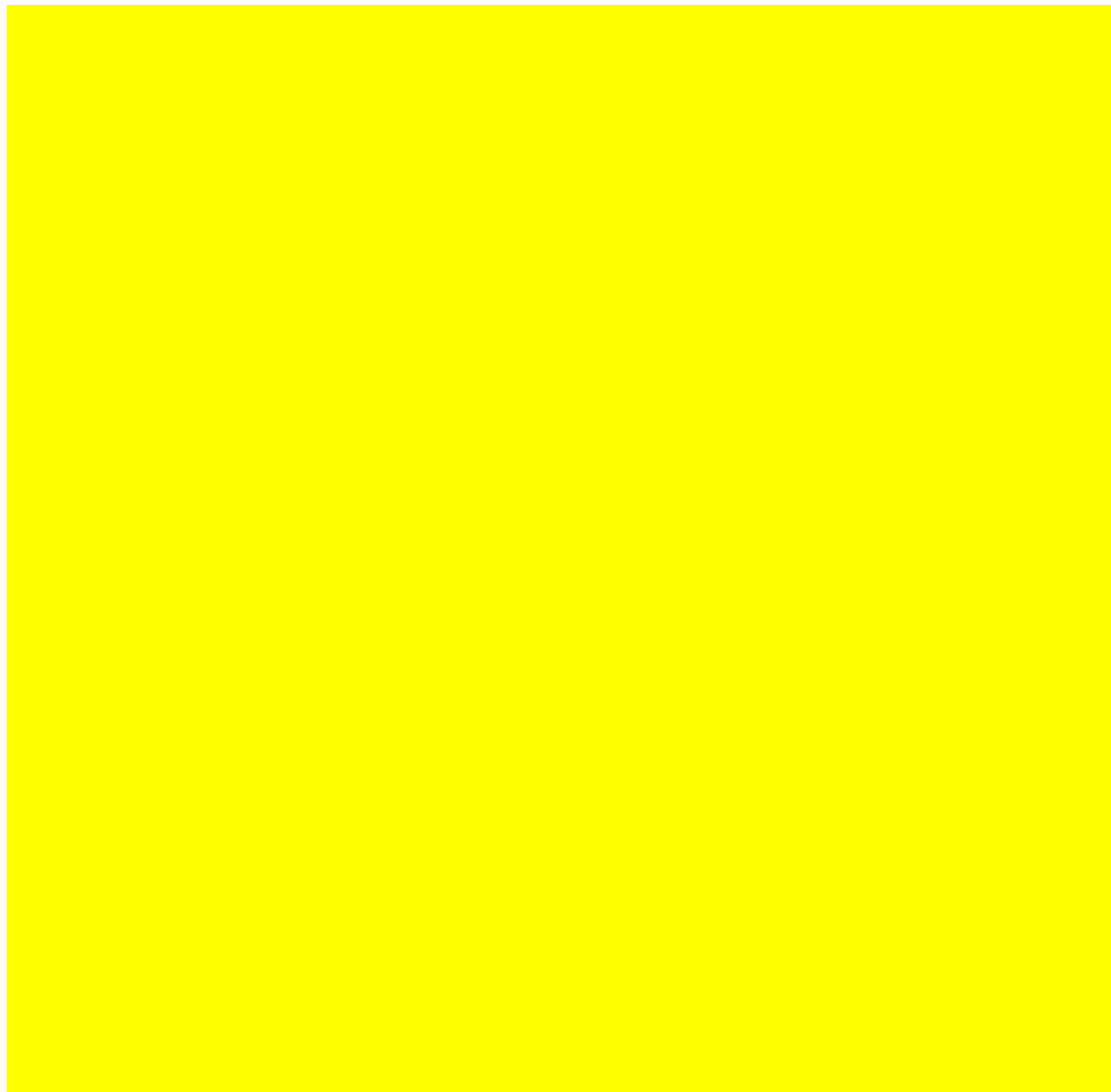
Munis Accounts Receivable provides two major functions: collections of miscellaneous cash and the collection of billed receivables. Processing over-the-counter or mailed payments for non-billed items such as licenses, permits, and registrations is easy using Munis AR, and you have the option to print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

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

## MUNIS CITIZEN SELF SERVICE

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

- A secure log in for access to real-time account information for a full range of bills and services
- Ability to pay invoices online as individual bills or combined using the shopping cart feature
- Opportunity to request services such as filling potholes, and Utility Billing Service Requests
- Efficient 24/7 self-service without leaving home or the office
- Reduction of customer service workload



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

## MUNIS GENERAL BILLING

Munis General Billing creates invoices and bills for miscellaneous charges, such as facility rentals, hangar fees, tuition, vandalism and false alarm billing. It eliminates handwritten bills and manual calculations, totals invoice lines and provides accurate payment information. General Billing works with Munis Payment Entry (Accounts Receivable), Work Orders, General Ledger, and provides accurate and up-to-the-minute accountability. Other benefits include:

- Can aggregate services provided such as multiple days billed monthly
- Supports automatic interdepartmental billing

- Manages escalating fees associated with multiple incidents
- Provides loan tracking and amortization for HUD housing
- Integrates with Grant Management for reimbursement requests
- Integrates with Payroll for extra duty pay and COBRA billing
- Integrates with Work Orders for billing repairs and other services

## TYLER DISASTER RECOVERY (OPTIONAL)

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

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

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

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

### How It Works

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

- The Disaster Recovery team helps you identify critical business processes and users, define and document recovery procedures, printing solutions, etc.
- Tyler provides disaster recovery services for your Tyler applications, including: off-site backup, recovery server, alternate processing location & remote access
- A database export is transferred every night to a server in Maine using a network efficient 'sync' process that enables the transfer to be completed in minutes, even for extremely large databases

- In the event of a disaster your live database is loaded into a Tyler application environment on the Recovery Server and your critical users are setup to access that server
- You can access your Tyler Disaster Recovery Environment using an SSL (Secure Sockets Layer) VPN client from any remote location with an Internet connection, or come to one of our offices and utilize our facilities.

### Backup Process

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

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

### Disaster Declaration

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

### Post-Disaster Services

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

## TYLER SYSTEMS MANAGEMENT SERVICES

Tyler Systems Management service provides operating system and database administration services, such as installations, upgrades, routine maintenance, and database tuning. These services are available to all customers on a contract basis

Tyler Systems Management staff is trained specifically for Tyler products and the range of technology standards critical to Tyler applications. We know you rely on your system data and by partnering with Tyler Systems Management Services you effectively broaden the available range of technical experts available to ensure smooth day-to-day operations. Tyler Systems Management specializes in Microsoft Operating Systems (server and workstation), SQL database engines and network

configuration. Tyler Systems Management experts excel at bridging the gap between proprietary Tyler technology products and integrated third-party standards.

- Cost Effective. Price is often a fraction of the cost of hiring/training in-house personnel.
- Reliability and Performance. Proactive server analysis and regular maintenance reduces downtime and ensures reliable and consistent performance.
- Better Utilize Internal Personnel. Frees your staff to focus on other higher value tasks in your organization.
- Extended Support Hours. Monday — Friday: 8:00am-9:00pm EST.
- Weekend Support for Live Upgrades. Available on the second Saturday of every month to minimize or eliminate production downtime.

#### **Server Support**

- Server tuning
- New user setup & Active Directory integration
- Printer installation & configuration
- Service pack & security patch installations
- Microsoft IIS configuration & troubleshooting
- Microsoft SharePoint Foundation configuration and troubleshooting for Tyler's Role-Tailored Dashboard

#### **Database Software Support**

- Database administration
- Software upgrade & installation assistance
- Data recovery
- Database tuning
- Database refreshes, imports and exports
- Database mirroring and high availability solutions

#### **PC Support**

- Windows OS
- Macintosh OS
- Client installations
- Microsoft Business Intelligence Development Studio installations

## Installation Services

- Free Tyler application release upgrades (e.g. Munis, Dashboard, Content Manager, Self Service, Cashiering, CAFR Statement Builder, Tyler Pulse, Tyler Reporting Services, Tyler Incident Management)
- Free server transfers available every two years

## System Maintenance

- Tyler Systems Management Check Script. With installation of the Tyler Systems Management check script we monitor vital information on your Tyler servers (disk space, database backups, server uptime and database engine availability and disk integrity via Microsoft Check Disk). If the check script detects a problem it automatically opens a Priority 1 support call for Tyler to address.
- General System Maintenance:
  - Operating system review and maintenance (O/S patches & service packs)
  - File system cleanup
  - Database refreshes
  - Printer & user cleanup
  - Database analysis
  - Database backup verifications

## Remote system administration training

- System review and analysis
- Adding printers and users
- Printing custom forms, duplex printing, tray selection
- Database refreshes
- LDAP Synchronization
- What and how to backup critical data
- Client installation, configuration and troubleshooting

## TYLER SAAS (SOFTWARE AS A SERVICE)

### Overview

With the Tyler Software as a Service (SaaS) solution, we will host and manage the Tyler applications from our facilities. We will provide the ongoing support, maintenance, and upgrades of the applications, hardware, and operating system. You receive clear and concise documentation, defining all aspects of the relationship. You will receive a Contract (Commitment to Partner), a Statement of Work (clearly defines Scope, Roles, and Responsibilities of both partners), and a Service Level Agreement (Measurable Expectations of Performance).



## Features

The Tyler SaaS model is reliable, available and secure. There are no code changes to the client or server without proper notification. It offers complete hardware redundancy with no single point of failure. In addition, it utilizes data encryption in transit and Virtual Private Networks (VPN) to transmit all data.

- **System Administration.** Tyler performs daily administrative tasks. We address the installation, upgrade, support and file maintenance of the Tyler application and database servers, operating system, database and application files.
- **Security Administration.** Tyler provides secure data transmission paths from each client workstation to the Tyler servers. User Ids, passwords and application access rights for the VPN and the Tyler application are administered by Tyler with the client's final approval.
- **Hardware Performance Maintenance.** Tyler supplies and maintains all necessary hardware required to provide workstation access to the Tyler applications at standard industry performance levels. All repairs, upgrades, and replacements to server hardware are the responsibility of Tyler.
- **Disaster Recovery & Fault Tolerance.** Tyler backs up all system & data files and stores them in a secure off-site location. We have fully redundant telecommunications access, electrical power, and required hardware to provide access to the Tyler applications in the event of a disaster or component failure.

## Benefits

- **Easy Budgeting.** The lease is a set fee, flattening the peaks and valleys associated with the acquisition of software and services. Leasing dramatically lowers initial costs. It provides a consistent quarterly fee that can be easily budgeted for the duration of the agreement.
- **No Secondary Operational Fees.** No additional fees, such as maintenance and support are required.
- **Expandable.** Additional Tyler applications are easily added, as needed.
- **IT Management Reports.** Tyler supplies monthly management reports containing detailed information regarding access, usage, performance and availability for all hosted applications

## Tyler Data Center

The Tyler SaaS data centers are built with no single point of hardware failure. SQL servers and our CISCO UCS equipment are setup for load balancing. Firewalls, VPN management, routers, and storage are all setup in a highly available configuration. Multiple ISPs are present with diverse paths to the Internet.

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

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

## 6.1.4 EXCEPTIONS TO THE RFP

City of Gainesville, Florida

Invitation to Negotiate

Enterprise Resource Planning (ERP) Product Solutions and Implementation Services

Bid # CMGR-180083-MS

Tyler Statement Regarding Exceptions to the Aforementioned Procurement Document(s)

Tyler's Proposal is based on the delivery of the requested software and services according to Tyler's standard implementation methodology and Tyler's standard contract(s). That methodology, and that contract(s), have been refined and enhanced over Tyler's many years of operation in the public sector information technology market. Tyler's submission of its Proposal does not constitute a waiver of Tyler's right to negotiate any and all terms to the mutual satisfaction of the parties.

Tyler will consider its implementation methodology and its contract(s) to be the starting point for those negotiations unless expressly stated otherwise in its Proposal. Tyler's standard contract(s) are included for your reference. To the extent you request to incorporate your bid documents and our proposal documents into the contract package, we will agree to do so as long as the order of priority is (a) the final, negotiated contract; (b) our proposal documentation; and (c) your bid documentation.

Tyler is providing the following "exceptions" to your ITN terms and conditions for your review. This representative list does not negate any of the expectations Tyler has stated above.

- Proposal Certification (2.9, p. 8): Tyler's proposal is based on the information provided in your ITN and our experience.
- Applicable Laws & Standards (2.10, p. 8) (Exhibit 6, 1.15): The agreement resulting from this procurement will be governed by Florida state law. We agree to comply with applicable laws and mutually agreed to customer protocols. We reserve the right to discuss in good faith which laws you consider applicable, and to identify those in the contract. Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 18. We have attained, and will maintain, SOC 1 and SOC 2 compliance, or its equivalent, for so long as you are timely paying for SaaS Services. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), we will provide you with a summary of our compliance report(s) or its equivalent. Every year thereafter, for so long as the NDA is in effect and in which you make a written request, we will provide that same information
- Insurance (2.18, p. 10): Tyler has provided its Evidence of Insurance certificate. Tyler's insurance program is established at a corporate level and is not subject to change on an individual customer basis. We agree to secure our insurance from a carrier with a minimum AM Best rating of A-VII. Tyler's insurer evidences Tyler's insurance coverage using a standard Acord form. The coverage limits set forth on our certificate of insurance do not apply separately. We agree to Cyber Liability

coverage minimums of \$5,000,000 per claim and in the aggregate. Certificates of insurance listing the customer as certificate holder are available upon request after a contract is signed. Tyler is well-positioned financially to satisfy its deductibles. At your request during contract negotiations, we will add language to the insurance provision that adds you as an additional insured to our commercial general liability and auto liability policy for claims arising out of or relating to the contract, which automatically affords you the same status under our excess/umbrella liability policy. A Certificate of Insurance reflecting that status may be provided at your request after the contract is executed. Our carrier has issued blanket endorsements regarding additional insured status; we do not issue separate endorsements specific to each customer. We agree that our insurance is primary for claims under our CGL or auto policies that arise out of or relate to the contract and are between us and you. If required, If you require it in the contract, we will agree to provide you with notice of cancellation, non-renewal or reduction in our insurance coverages below the minimum requirements set forth in the contract within thirty (30) days thereof. Renewal certificates of insurance will be provided as close as practicable to the date the applicable policy or policies is/are renewed.

- Source Code Escrow (3.1.2(l), p. 11): Tyler maintains an escrow agreement with a third party under which we place the source code for each major release of the Tyler Software. You may be added as a beneficiary to the escrow agreement by completing a standard beneficiary enrollment form and paying the applicable annual beneficiary fee. You will be responsible for maintaining your ongoing status as a beneficiary, including payment of the then-current annual beneficiary fees. Release of source code for the Tyler Software is strictly governed by the terms of the escrow agreement. Access to source code for any Third-Party Software proposed is at the discretion of the Third Party Software vendor.
- Pricing (7.3, p. 19): Unless expressly indicated otherwise, our Proposal contains estimates of the amount of services and associated expenses needed, based on our understanding of the size and scope of your project. The actual amount of services and expenses depends on such factors as your level of involvement in the project and the speed of knowledge transfer. If required, we will provide a not-to-exceed quote once the scope of services has been finalized. Unless noted otherwise, our services rates do not include travel expenses, which are separately estimated. Unless expressly indicated otherwise, the fees we have quoted do not include any taxes.
- Termination (Exhibit 6, 1.1-1.7): The Client may terminate a contract resulting from this agreement for any or no reason with thirty (30) days advance written notice. Terminations for cause shall be subject to the terms of the dispute resolution process set forth in Tyler's standard contract. In the event of any termination, the Client will make payment to Tyler for all undisputed products, services and expenses delivered or incurred through the effective date of termination. Payment for disputed products, services and expenses, and the Client's remedies, will be determined through the mutually agreed dispute resolution process.
- Ownership (Exhibit 6, 1.8) (Exhibit 7, generally): We do not agree to work for hire provisions or assignment of ownership rights under any agreement resulting from this procurement. Tyler retains all intellectual property and confidentiality rights in and to our proprietary and/or confidential

information and deliverables. We reserve the right to protest the public disclosure of our confidential business information/trade secrets but will comply with applicable public records laws.

- Indemnification (Exhibit 6, 1.8 (c&d) (Exhibit 6, 1.17): Tyler shall defend, indemnify and hold harmless the Client from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including reasonable attorney's fees and costs) for personal injury or property damage arising from Tyler's negligence or willful misconduct; Tyler's breach of its Confidentiality obligations under the agreement; or Tyler's violation of a law applicable to Tyler's performance under the contract. The Client must notify Tyler promptly in writing of the claim and give Tyler sole control over its defense or settlement. The Client agrees to provide Tyler with reasonable assistance, cooperation, and information in defending the claim at Tyler's expense. Tyler will defend, indemnify, and hold harmless the Client from third-party claims that the Tyler software and/or documentation infringes an intellectual property right in accordance with Section H(1) of Tyler's standard contract.
- Payments and Withholdings (Exhibit 6, 1.10): Tyler's standard payment terms are set forth in the Invoicing and Payment Policy (Exhibit B) to the standard Tyler contract. Payment is due within forty-five days of invoicing. Withholding is only permitted for fees of items not conforming to contract requirements.
- Warranties (Exhibit 6, 1.11) (Exhibit 6, 1.19): For as long as the Client has a current Maintenance Agreement in place, Tyler warrants that the Tyler software will substantially conform to the functional descriptions of the Tyler software contained in Tyler's Proposal, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current documentation. Tyler passes through to its clients all warranties received on third party products and does not independently warrant them. Tyler does not agree that the Client is entitled to a refund of previously paid fees in the event of a termination for a reason other than Tyler's material breach. In the event of a termination because of Tyler's material breach, whether the Client is entitled to a refund of previously paid fees shall be determined according to the dispute resolution process set forth in the standard Tyler contract. Tyler does not agree to liability for cover costs, substitute goods, substitute services, or the like. To the fullest extent permitted by applicable law, Tyler disclaims all implied warranties.
- Payment to Subcontractors (Exhibit 6, 1.12): Payment to subcontractors will conform to applicable law and the agreement between subcontractor and Tyler.
- Changes in Work (Exhibit 6, 1.13): Any change to contract obligations will be subject to mutual agreement of the parties.
- Liability (Exhibit 6, 1.17): EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN A CONTRACT BETWEEN TYLER AND CLIENT, TYLER'S LIABILITY FOR DAMAGES ARISING OUT OF THE CONTRACT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO CLIENT'S ACTUAL DIRECT DAMAGES, NOT TO EXCEED (A) PRIOR TO FORMAL TRANSITION TO MAINTENANCE AND SUPPORT, THE TOTAL ONE-TIME FEES SET FORTH IN

THE INVESTMENT SUMMARY; OR (B) AFTER FORMAL TRANSITION TO MAINTENANCE AND SUPPORT, THE THEN-CURRENT ANNUAL MAINTENANCE AND SUPPORT FEE. THE PRICES SET FORTH IN THE CONTRACT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO TYLER'S INDEMNIFICATION OBLIGATIONS.

- Data Breach Responsibilities (Exhibit 6, 1.18): Notice of Data Breach will conform to applicable Florida law. Tyler reserves the right to negotiate, in good faith, contact and cooperation requirements applicable to responses to data breach requirements.
- Dispute Resolution (Exhibit 6, 1.22): Handling of disputes will be determined through the mutually agreed dispute resolution process and, failing that, the parties may pursue such remedies as are available under applicable law. Tyler reserves the right to appoint a designee for its CEO for the purposes of dispute resolution. Tyler prefers responsibility for court costs and attorney's fees be determined by a court of competent jurisdiction.
- Time of Essence (Exhibit 6, 1.28): Tyler does not agree to "time being made of the essence." Tyler will begin and perform services in accordance with the mutually agreed upon implementation plan schedule.

## 6.2 ITN SPECIFIC QUALIFICATIONS

### 3.1.2 ITN Specific Qualifications

To be considered responsible to perform the work, proposer must have the following qualifications. Please limit your responses to Yes, No, or N/A and provided ALL requested documentation.

A. Must have no less than two (2) years' experience in providing ERP solution(s) for governmental entities and must have successfully implemented ERP solution(s) for no less than three (3) government municipalities. For details, please complete Exhibit G.

Yes

B. Must be able to be supported on multiple operating systems and browsers

Yes

C. Must be able to supply ERP products incorporating robust and verifiable security features

Yes

D. Must provide and implement data migration services

Yes

E. Must provide and implement interface and integration services

Yes

F. Must provide and conduct training services

Yes

G. The service implementer must be able to provide key implementation services on-site at the City through use of an on-site implementation team. Proposers must provide experienced and qualified professionals with in-depth knowledge of ERP product(s) and service implementation. Include profiles of the proposed implementation team(s) in Tab 3, Company Introduction.

Yes

H. The service implementer must be a certified partner of the product manufacturer. Provide documentation in Tab 11, Certifications and Qualifications.

N/A

#### I. Must support all the source codes for customization and enhancements.

Tyler maintains an escrow agreement with a third party under which we place the source code for each major release of the Tyler Software. You may be added as a beneficiary to the escrow agreement by completing a standard beneficiary enrollment form and paying the applicable annual beneficiary fee. You will be responsible for maintaining your ongoing status as a beneficiary, including payment of the then-current annual beneficiary fees. Release of source code for the Tyler Software is strictly governed by the terms of the escrow agreement. Access to source code for any Third Party Software proposed is at the discretion of the Third Party Software vendor.

#### J. Must disclose any and all complaints or pending actions, legal or otherwise, against the Respondent within the last two (2) years

The City reserves the right to determine whether a Proposer has the ability, capacity, and resources necessary to perform in full any contract resulting from this ITN. The City may request from Proposers any information it deems necessary to evaluate such Proposer's qualifications and/or its capacity to deliver the products and/or services sought hereunder. The City may reject any Proposer's submittal for which such requested documentation has not been provided.

There have been no legal actions against Tyler's ERP and School Division, the division from which the proposed software and services originate, during the previous two years, and none are currently pending. In the interest of full disclosure, the following litigations are currently pending against Tyler:

- **Class Actions in the Western District of Tennessee:** On January 9, 2017, a lawsuit was filed against Tyler, Shelby County, Tennessee, and various Shelby County officials in a federal district court in Tennessee. That lawsuit was consolidated with a November 2016 lawsuit that had been filed against the Shelby County Sheriff alone. The consolidated complaint, filed March 24, 2017, alleges that Shelby County and officials in the County unlawfully detained certain inmates in the County jail. Tyler implemented its Odyssey case management system in Shelby County courts, but the lawsuit tries to claim that Tyler's software was somehow connected to the allegedly unlawful detentions in the County jail. On October 31, 2017, another class action lawsuit, alleging almost identical facts and claims against the same group of defendants, was filed by a second set of plaintiffs' lawyers on behalf of a second set of alleged class action plaintiffs. Tyler has moved to dismiss the claim against it in the first-filed suit, and successfully moved for the second-filed suit be consolidated with the first Tyler is confident that all of the allegations against it are without merit.
- **Vision Appraisal Technology Holdings, LLC v. Tyler Technologies, Inc.:** On November 3, 2017, Vision sued Tyler in a Massachusetts Superior Court. Vision claims Tyler violated a non-disclosure agreement relating to Tyler's appraisal services business by hiring employees who had been employed by Vision. Tyler disputes Vision's claims, and looks forward to a vigorous defense.
- **Muranelli v. Town of Ossining et al. (State of New York):** An individual property owner sued the Town of Ossining, NY and the Town's Assessor for the 2016 assessment of the individual's real

property seeking declaratory relief based on an alleged error in that assessment. The property owner served Tyler with the lawsuit in April 2018, apparently because Tyler performed a revaluation for the Town; however, there is no claim against Tyler and the relief sought cannot be provided by Tyler. For at least those reasons, Tyler is confident in its position.



## Tab 7 PROJECT SCOPE – FUNCTIONAL REQUIREMENTS

Tab 7: Functional Requirements – Please attach Exhibit 1. Please include this Excel document on your electronic format version (unlocked).

### 7.1 FUNCTIONAL REQUIREMENTS

#### 4.1 Functional Requirements

##### Exhibit 1, Functional Requirements

Requirements have been gathered in the core areas and consolidated into a standard format delineating the needs for each functional area.

\*Note: the exhibit includes proposer response sheets (requirements proposer response sheet, third party information sheet). City desires to receive one package solution which may be best-of-breed with integration. If the best-of-breed solution(s) includes third party proposer, please describe that partnership, the partner organization, and how the solution(s) will be integrated in your proposal.

#### NOTES AND ASSUMPTIONS

##### *Tyler Reporting Services*

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

##### *Interfaces / Customizations*

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

##### *Custom Modifications*

Custom modifications, if quoted with a specific dollar value, are priced based upon the total proposed software package and the requirements set forth in the RFP. To the extent system components and/or requirements change, pricing for custom modifications may also change. If a custom modification is identified without a price, that identification is provided as an alert that the functionality is not available “out of the box,” and additional information is required from the customer before Tyler can price the modification. During the contract negotiation process, Tyler expects to work with the customer to identify the custom modifications that will be considered within the project scope, and to finalize the associated price. Those modifications will be delivered during the project on the schedule the parties mutually agree to during the contracting and/or project planning processes. Any custom modifications that the customer requests post-contracting will be

subject to an amendment or change order, which will address at least the pricing and schedule impacts of adding the subject modification to the original project scope and schedule.

### *Future Functionality*

Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.

#### 7.1.1 EXHIBIT 1 / FUNCTIONAL REQUIREMENTS (CONFIDENTIAL)

Please reference Exhibit 1 / Functional Requirements on the electronic copy of this proposal response.

## Tab 8 PROJECT SCOPE – TECHNICAL REQUIREMENTS

Tab 8: Technical Requirements – see Section 4.2

### 8.1 TECHNICAL REQUIREMENTS

#### 4.2 Technical Requirements

Proposers are requested to provide a high-level overview in response to the information requested below. If the proposal is selected to go to the next phase, the opportunity will be given to elaborate on the answers provided in the initial proposal.

Limit the response overviews to a maximum of 5 bullet points per statement (each bullet point should be limited to a maximum of 25 words)

#### 8.1.1 DATA & SECURITY

##### 4.2.1 Data & Security

1. Provide an overview of the data conversion/migration tools and methods.

- Tyler has a complete data conversion service and department that can write custom data conversion programs to convert history records from a legacy system.

2. Provide an overview of the data encryption provided by your proposed solution.

- In transit data: SSL and VPN supported. At rest data: Provided by SQL Server TDE (on-premises) or Array level encryption (SaaS).

3. Provide an overview of the role-based security capabilities of the proposed solution.

- Munis features a comprehensive Role Based Access Control (RBAC) security model for centrally granting access to the system across all Munis applications.

4. Provide an overview of how the proposed solution avoids the duplication of data and maintains data quality.

- Tyler applications use a combination of database constraints and robust application level business logic to ensure data integrity.

5. Provide an overview of the Data Backup Strategy.

- Backup procedures are customized to the clients' expectations of recovery and down time in the event of a disaster. Tyler applications support all major backup solutions.

## 8.1.2 COMPLIANCE

### 4.2.2 Compliance

1. Provide an overview of how the proposed solution complies with federal, state, and local laws and regulations.

- Hosting Operations follows security best practices dictated and defined by the three assurance audits that Tyler Technologies are subject to.
- SOX-404 Financial and IT General Controls, PCI Security Council PA-DSS/PCI-DSS, and the AICPA SSAE-18 SOC 1 & SOC 2 Assurance Audits.
- Tyler has a document, security incident response plan continually reviewed by our audits.
- Tyler Technologies' handling of security breaches, including notification to customers, conforms to applicable state and federal law.
- Tyler has committed contractually to notifying clients as soon as possible or within reasonable timeframe.

## 8.1.3 USER-FRIENDLY INTERFACE

### 4.2.3 User-Friendly Interface

1. Provide an overview of the user-interface in the proposed solution.

- HTML5 Browser Based solution.

2. Provide an overview of the mobile platform in the proposed solution.

- System is HTML5 browser based and provides access across multiple platforms. Various iOS and Android dedicated apps are available for specific user scenarios.

3. Provide an overview of the online help and tool capabilities in the proposed solution.

- Tyler Community – on-line resource providing a venue for Tyler clients with current maintenance agreements to collaborate, share best practices and resources, and access documentation.
- Technical Support – Email; Telephone; online CRM portal
- Knowledgebase – A fully searchable depository of thousands of documents related to procedures, best practices, release information and notes, and job aides.
- Online Help -- context sensitive online help function that provides field level and procedural information to assist you and your team in completing program tasks.
- Tyler University – e-learning solution with role-based courses, interactive walk-throughs using the City's data to enhance support and training.

4. Provide an overview of how the solution's user interface can be personalized, specifically by end-users with limited technical knowledge.

- The Tyler Hub is built on a series of preconfigured cards designed to visualize standard sets of data for various job functions and tasks.
- Users have the option to adjust the data as needed and specify how it is presented.

#### 8.1.4 STANDARDIZATION

##### 4.2.4 Standardization

1. Provide an overview of managing forms and templates of the proposed solution.

- Tyler ReadyForms provides flexible form delivery across your organization with output options such as print, email and archive.

2. Provide an overview of the workflow capabilities of the proposed solution.

- Munis Workflow is a comprehensive system engineered to meet the needs of the Public Sector.
- Extends the functionality and productivity of Munis system by automatically notifying the end user when action is needed, rather than requiring a manual look up.

3. Provide an overview of the reporting capabilities of the proposed solution.

- Munis Analytics and Reporting includes several tools to help clients improve data management, analysis, information sharing, and delivery.
- Support for industry-leading business intelligence and ad hoc reporting tools offer even further flexibility and customization while still using existing application permissions.
- Most screens throughout Munis includes the ability to create a report of the current dataset using a variety of output options (print, PDF, Word, Excel).

4. Provide an overview of the time and attendance module of the proposed solution.

ExecuTime Time & Attendance:

- Effortlessly handle complex time tracking rules and pay codes
- Seamless, automated integration and synchronization with your IT environment and payroll software
- Powerful and user-friendly web-based interface for supervisors and staff
- Solid integration with numerous time collecting interfaces (web browsers, time clocks, phone, text messaging, IVR, proximity readers, biometrics and more)

- Dedicated technical and training support

5. Provide an overview of the image capture and document management capabilities of the proposed solution.

- Tyler Content Manager includes back file scanning, indexing and redaction, optical character recognition, web interface, micrographics conversion, disaster recovery, and highly secure off-site document storage.
- Also works with third-party applications, using Batch Print Capture to print multiple documents directly into Tyler Content Manager.
- The Application Connector provides seamless integration between applications and Tyler Content Manager.
- More than “document management”, Tyler Content Manager supports multiple file types ranging across multiple departments in distributed locations.
- Electronic files include scanned images (TIFF, PDF, etc.), photos (JPEG), office documents (Microsoft® Word, Excel®, PowerPoint®, etc.), drawings (DWF, DWG, etc.), and other files you want to store.

### 8.1.5 SCALABILITY & PERFORMANCE

#### 4.2.5 Scalability & Performance

1. Provide an overview of any limitations meeting high availability (99.9%).

- Please reference Tyler’s Service Level Agreement provided on the electronic copy of this proposal response.

2. Provide an overview of the Disaster Recovery Plan for the proposed solution.

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

### 8.1.6 FLEXIBILITY & EXTENSIBILITY

#### 4.2.6 Flexibility & Extensibility

1. Provide an overview of any third-party Commercial Off-The-Shelf (COTS) package integration supported by the proposed solution.

- Tyler heavily embraces web services within the Munis application architecture and for integration with other applications using industry standards.

- Includes robust, growing library of web services and leverages them for real time integration with third party systems through “plug and play” interfaces or “App Connectors”;
- as well as a growing set of developer focused API ‘s.

2. Provide an overview of how the proposed solution integrates with the security of third-party applications (LDAP, Single Sign on Tools).

- Tyler Identity represents Tyler’s vision for a comprehensive, modern and secure identity-management solution.
- Tyler Identity will manage user identities and provide authentication and claims-management services using modern security protocols such as OpenID Connect.

3. Provide an overview of the minimum hardware and software requirements for the proposed solution.

- Tyler supports several server environment deployment types including bare-metal and virtualized environments, high availability configurations, and dedicated testing environments.
- Please reference General Server Requirements in Section 6.1.1 of this proposal response.

4. Provide an overview for the proposed solution roadmap for the next 5 years. Specifically addressing the following:

- Tyler Technologies is committed to providing the best software and services to the public sector.
- We separate our research and core development groups to ensure Tyler remains focused on needs of existing customers.
- While also envisioning and executing on what our prospects will expect from our products and services in the future.

#### • Functionality

- Tyler’s Munis product is designed and developed by industry experts solely focused on the public sector.
- It includes conscious focus and direction that ranges from usability studies to User Group and client feedback to improve the solution.

#### • Technology Platform

- We continually research and test our technology delivery processing and storage methods.
- This ensures our clients have the right tools to do their jobs quickly and efficiently.

- Mobility

- Many of Tyler’s web based solutions have been and continue to be migrated to HTML5, enabling consistent and versatile deployment on computers and mobile devices alike.

- Integration

- Tyler will be offering a growing library of documented RESTful API’s with the Munis solution.

- Hosting Options

- Tyler offers both on-premises and SaaS hosted options.

## 8.1.7 SOLUTION ARCHITECTURE

### 4.2.7 Solution Architecture

1. Provide an overview of the major function modules of the proposed solution and how they relate to each other.

- Tyler has provided Product Solution information in Section 6 of this proposal response.

2. Provide an overview on how internal and external integration are incorporated.

- Tyler supports most industry standard methods of providing external access to on-premises applications.
- Options include:
  - Hosting web/application framework in a client’s DMZ, or behind a client’s firewall using NAT port mapping,
  - Application Request Routing (ARR) with IIS,
  - and VPN.

3. Provide an overview on how the proposed solution enables the upgrade of the specific modules.

- The Munis application includes incremental software updates that clients can install themselves.
- These tools can be used to manually install individual updates or scheduled to install all available updated automatically.
- Typical install time for this update type can vary depending on the number updates applied, but typically ranges from a couple minutes to an hour.

4. Provide an overview of the proposed solution hosting methods.

- With the Tyler Software as a Service (SaaS) solution, we will host and manage the Tyler applications from our facilities.



- We will provide the ongoing support, maintenance, and upgrades of the applications, hardware, and operating system.
- You receive clear and concise documentation, defining all aspects of the relationship.
- You will receive”
  - Contract (Commitment to Partner),
  - Statement of Work (clearly defines Scope, Roles, and Responsibilities of both partners),
  - Service Level Agreement (Measurable Expectations of Performance).

### 8.1.8 IMPLEMENTATION

#### 4.2.8 Implementation

1. Provide a detailed Service Level Agreement (SLA) matrix or a sample that is applicable for this solicitation.

- Please reference the Service Level Agreement provided on the electronic copy of this proposal response.

2. Provide an overview of the software components.

- Tyler has provided Product Solution information in Section 6 of this proposal response.

3. Provide an overview of the software deployment model; including a complete detailed timeline.

- The project life cycle follows a six-stage, iterative approach with established control points for acceptance of stage activities, deliverables, and project progress.
- Throughout each stage, risk, quality, and change management have major roles in all activities, guided by Management Plans established collaboratively during project initiation.
- Utilizing the five process groups outlined in the PMI’s *PMBOK® (Project Management Body of Knowledge) Guide* — Initiating, Planning, Executing, Monitoring and Controlling, and Closing.
- Please see section 11.2 Preferences for a full outline of our proposed detailed timeline.

4. Provide an approach to data mapping and data conversion.

- A detailed conversion plan is developed ensuring that a thorough analysis, mapping, cross-walking, extraction and reconciliation strategy is in place.
- Mapping is verified through a variety of processes, including error reports, automated data testing, and hands-on testing.
- Custom programs are written by Tyler’s dedicated Conversion Programmers and run against the data; error reports are generated to identify any sources of issues.

- Corrections are made to the conversion program to address reported issues; the program is rerun against the data and data returned for a second validation.
- We will deliver multiple conversion passes for proofing until we either reach 100% accuracy or there is an acceptable and explainable delta.

#### 5. Describe your methodology for documenting and developing integration between the solution and other systems (i.e., Application Program Interfaces, batch processes, etc.).

- Tyler has dozens of configurable interfaces available in the system.
- Once configured for data exchange with the 3<sup>rd</sup> party system, the process can be automated or manually processed.
- Analysis is performed on the integration requirements, the user-defined, flexible formats are modified, the data exchange is tested and processed repeated until acceptance.

#### 6. Describe your recommended testing methodology, approach and tools.

- We use a group of controlled environments for product and process testing, considering full module integration, interface integrity, functional flow and reliability.
- Addressing both process and product; tests are conducted throughout the project to measure adherence to functional requirements, approved new processes, and overall performance.
- A comprehensive plan is set in place that includes the following: system audit, conversion validation, UAT, and application, system design, unit, and integration testing.
- Additionally, the plan includes third party data exchange testing (interfaces, imports, exports), Parallel/Trial Run Testing, and Stress/Load Testing (optional).

#### 7. Describe your approach to training.

- Tyler offers several training formats: On-site training by Tyler staff provides hands-on learning in City labs; remote collaborative training technology; video and software tutorial media.
- During analysis we review the current environment, provide demonstrations, review questionnaires, conduct interviews, develop storyboards and flow charts to arrive at a future state model.
- Training includes: Fundamentals Review; Configuration and Power User; Train the Trainer; System Administration Training; Central Office End User Training; Executive Training; Open Labs
- Tyler delivers Customized Process Manuals (Power User Training Guide) and End User Guides outline step-by-step processes for the day-to-day use of Tyler's applications.
- Post Implementation Continuing Education: Online Education Classes; User Groups; Annual Conference; Tyler University Classes

8. Provide an overview of resource hour estimate for both implementation team and City staff as well as estimated timeline for overall project.

- We recommend a phased implementation approach, staggering start and live dates for each phase of the project, starting with Financials including post live support.
- Your project will initiate with a 15-month pre-live Financials phase, allowing us to develop a strong foundation before introducing a 12-month pre-live Human Capital Management.
- Please see section 11.2 Preferences for a full outline of our proposed detailed timeline of both phases including post live support.
- Tyler Resources (Pre-Live FTE – City FTEs BELOW): 1.00 PM; 3.8 Financial Support; 0.23 Financial Conversions Programmer; 2.3 HCM Support; 0.17 HCM Conversions Programmer
- City: 1.00 PM; 0.30 System Administrator; Financials (2.5 SME; 2.3 Power User; 0.46 Conversions); HCM (1.6 SME; 1.4 Power User; 0.35 Conversions); Internal Training TBD

9. Provide the description of the system and application architect (List all hardware/operating system/database platforms upon which the product is supported. List which industry standard benchmarks or guidelines measures are used to establish this recommendation)

- Tyler applications are deployed completely on industry leading Microsoft stack of technologies, utilizing
  - Windows Server, SQL Server, Active Directory, Internet Information Services, Office, SQL Server Reporting Services, and Analysis Services.

10. Describe the ongoing maintenance and support level that is being proposed (refer to 3.2(C) Preferences).

- Unlike some companies who outsource their support to a third party, Tyler offers a complete solution of customer support services provided by our in-house experts.
- Support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central, Eastern).
- Technical Support includes: Tyler Website; Tyler Community; Munis Knowledgebase; Program Updates
- Munis Technical Support uses a variety of products and tools to assist with issue resolution and to answer functionality questions.
- In order to provide the highest level of service to our clients, Tyler utilizes Citrix's® GoToAssist™ as its remote support solution.

## Tab 9 PROJECT SCOPE – PRICING (CONFIDENTIAL)

Tab 9: Pricing (Exhibit 5). Please include this Excel document on your electronic format version (unlocked).

### 9.1 EXHIBIT 5 / COST SPREADSHEETS / ON-PREMISE

Please reference Exhibit 5 / Cost Spreadsheets on the electronic copy of this proposal response.

### 9.2 TYLER INVESTMENT SUMMARY / ON-PREMISE

Please reference Tyler Investment Summary / On-Premise on the electronic copy of this proposal response.

### 9.3 TYLER INVESTMENT SUMMARY / SAAS

Please reference Tyler Investment Summary / SaaS on the electronic copy of this proposal response.

### 9.4 EXHIBIT 5 / COST SPREADSHEETS / SAAS

Please reference Exhibit 5 / Cost Spreadsheets on the electronic copy of this proposal response.

### 9.5 CORNERSTONE PRICING

#### 9.5.1 EXHIBIT 5 COST SPREADSHEET

Please reference Exhibit 5 / Cost Spreadsheet on the electronic copy of this proposal response.

#### 9.5.2 ORDER FORM

Please reference Order Form on the electronic copy of this proposal response.

#### 9.5.3 CORNERSTONE SOW

Please reference Cornerstone SOW on the electronic copy of this proposal response.

## Tab 10 PURCHASING FORMS

Tab 10: Purchasing Forms – attach all other completed purchasing forms

Please reference Purchasing Forms on the following pages.

bid are considered to be available for public inspection and copying unless the public record is confidential and/or exempt.

#### **6.42 How to Designate Information as Confidential and/or Exempt**

If a proposer believes that its response contains information that is confidential and/or exempt (as defined by Florida or Federal law) and should be withheld from disclosure to the public, in such cases the proposer must:

1. Provide a **redacted** hard copy of its response which will be available for public inspection.
2. Provide an electronic copy of the **redacted** document in a pdf format (CD or flash drive).
3. Provide one (1) original and nine (9) **unredacted** copies of the proposal in a separate envelope, with the confidential and/or exempt information highlighted in yellow.
4. On the outside of the envelope containing the **unredacted** document, provide a general description of the information proposer has designated as confidential and/or exempt, and provide a reference to the appropriate Florida or Federal statute supporting the confidential and/or exempt classification.

#### **6.43 How the City will Handle Material Identified as Confidential and/or Exempt**

The City's evaluators will be provided with the complete proposal, including any confidential and/or exempt information. The City evaluators will maintain the confidentiality of the information through the evaluation process, including any recorded evaluation Committee meetings. In the event a public record request is made to view the information which proposer claims is confidential and/or exempt, the City will notify the proposer and give the proposer a reasonable opportunity (generally 2 business days) to institute appropriate legal action to prevent the disclosure of the information claimed as confidential and/or exempt.

All public records submitted to the City, including those claimed as confidential and/or exempt, will be retained by the City and will not be returned to a proposer at the conclusion of the bidding process.

#### **6.44 City's Position Regarding Claims of Confidential and/or Exempt Information**

The City offers no opinion as to whether a proposer's reference to any Florida or Federal statute is correct and/or accurate. The City does not warrant or guarantee that any information designated by a proposer as confidential and/or exempt from disclosure conforms to the requirements of Florida or Federal law.

#### **6.45 Proposer to Defend, Indemnify, and Hold City Harmless in the Event of a Public Records Request**

Proposer should be aware that the designation of information as confidential and/or exempt may be challenged in court by any person or entity. By designating information as confidential and/or exempt, the proposer agrees to defend the City, its employees, agents and elected and appointed officials ("Indemnified Parties") against all claims and actions (whether or not a lawsuit is commenced) related to a proposer's designation of information as confidential and/or exempt, and to hold harmless the Indemnified Parties for any award to a plaintiff for damages, costs and attorneys' fees, and for costs and attorneys' fees (including those of the City Attorney's office) incurred by the City by reason of any claim or action arising out of or related to a proposer's designation of information as confidential and/or exempt.

#### **6.46 Waiver of Claim of Confidential and/or Exempt**

Failure to comply with the requirements above shall be deemed a waiver by a proposer to claim that the information in its proposal is confidential and/or exempt.

## **7 Certifications and Forms**

### **7.1 Certification of Proposal**

Explanation: This certification attests to the proposer's awareness of, and agreement to the content of this ITN and all accompanying provisions contained herein.

Action: Proposer is to ensure that the following certificate is duly completed and correctly executed by an authorized officer of your Company.

This proposal is submitted in response to Invitation to Negotiate CMGR-180083-MS issued by the City of Gainesville. The undersigned, as a duly authorized officer, hereby certifies that

Tyler Technologies, Inc.

(Respondent Company Name-Legal and d/b/a Name of Responding Entity)

One Tyler Drive, Yarmouth, ME 04096

Respondent Company Address

FEIN 75-2303920

Respondent's License Number (if applicable)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions and provisions of the referenced Invitation to Negotiate (ITN) and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the ITN. The proposal shall remain in effect for a period of one hundred sixty (160) calendar days as of the Due Date for responses to the ITN.

The undersigned certifies that to the best of his/her knowledge: (check one of the below and provide information if required)

There is no Commissioner or employee of the City of Gainesville who has, or whose Relative has, an Interest in the entity or entities making this proposal.

There are Commissioner(s) and/or employee(s) of the City of Gainesville who have, and/or whose Relative(s) have, an Interest in the entity or entities making this proposal. Describe the nature of the interest held by each trustee, employee, or Relative of the trustee or employee (for example, grandson of Employee X owns the Company or spouse of Employee Y is a director of the Company).

“Interest” for purposes of this disclosure includes the following: director, trustee, officer, or employee of an entity, any contract with an entity (including consulting), or any partner, proprietor, stock, equity, or other ownership interest in an entity.

“Relative” for the purpose of this disclosure is an individual who is related to the trustee or employee as father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, half-sister, grandparent, great grandparent, grandchild, great grandchild, step grandparent, step great grandparent, step grandchild, step great grandchild, person who is engaged to be married to the trustee or employee or who otherwise holds himself or herself out as or is generally known as the person whom the trustee or employee intends to marry or with whom the trustee or employee intends to form a household, or any other natural person having the same legal residence as the trustee or employee”

The undersigned further certifies that their firm (check one)  IS or  IS NOT currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agrees to notify the City of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person(s) authorized to negotiate in good faith on behalf of this firm for purposes of this Invitation to Negotiate are:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

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

Email: \_\_\_\_\_

Name: Abigail Diaz Title: Chief Legal Officer

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

 Date: June 19, 2018  
Signature of Authorized Officer

Abigail Diaz Email: abigail.diaz@tylertech.com  
Printed Name

**7.2 Addenda**

The Bidder hereby acknowledges receipt of Addenda Nos. 1, 2, 3, 4, 5, to these Specifications. 6, 7

**7.3 Taxes**

The Bidder agrees that any applicable Federal, State and Local sales and use taxes, which are to be paid by City of Gainesville, are included in the stated bid prices. Since the City of Gainesville is generally exempt from taxes for equipment, materials and services, it is the responsibility of the Contractor to determine whether sales taxes are applicable. The Contractor is liable for any applicable taxes which are not included in the stated bid prices.

Note: THE CITY RESERVES THE RIGHT TO ADD OR DELETE LOCATIONS, SERVICES, ITEMS, MATERIALS OR ANY OTHER ASPECTS OF CONSIDERATION FROM THIS CONTRACT SHOULD IT BE IN THE BEST INTEREST OF THE CITY. THE CONTRACT PRICE WILL BE ADJUSTED ACCORDINGLY UPON MUTUAL NEGOTIATION AND AGREEMENT OF THE CONTRACTOR AND THE CITY'S REPRESENTATIVE.

**7.4 Local Preference (check one)**

Local Preference requested:  YES  NO

A copy of your Business tax receipt and Zoning Compliance Permit should be submitted with your bid if a local preference is requested. (see Exhibit C)

**7.5 Qualified Local Small and/or Disabled veteran Business Status (check one)**

Is your business qualified as a Local Small Business in accordance with the City of Gainesville Small Business Procurement Program? (see attached Exhibit A)  YES  NO

Is your business qualified as a Local Service-Disabled Veteran Business in accordance with the City of Gainesville Small and Service-Disabled Veteran Business Procurement Program? (see attached Exhibit A)  YES  NO



SIGNATURE ACKNOWLEDGES THAT: (check one)

- Bid is in full compliance with the Specifications.
- Bid is in full compliance with specifications except as specifically stated and attached hereto.


Signature also acknowledges that Bidder has read the current City of Gainesville Debarment/Suspension/Termination Procedures and agrees that the provisions thereof shall apply to this bid. \*Subject to Tyler's Exceptions.

(CORPORATE SEAL)

ATTEST:

BIDDER:

  
\_\_\_\_\_  
Signature  
By: Rob Kennedy-Jensen  
Title: Senior Corporate Attorney

  
\_\_\_\_\_  
Signature  
By: Abigail Diaz  
Title: Chief Legal Officer

## **Exhibit A – LOCAL SMALL AND SERVICE-DISABLED VETERAN BUSINESS PROGRAM**

It is the policy of the City of Gainesville that Local Small Businesses shall have the maximum opportunity to participate in the performance of all aspects of contracting and subcontracting opportunities for the City of Gainesville. In this regard, the City of Gainesville and its contractors will take all necessary and reasonable steps to ensure that Local Small Businesses have the maximum opportunity to compete for and perform such contracts/subcontracts and provide materials for such contracts/subcontracts.

*Except as provided below, evaluation of a bid/proposal may result in bid/proposal being rejected for failure to comply with the following conditions. Upon contract award, failure of any Bidder/Respondent to comply with these conditions/requirements which seek to maximize the use of Local Small Businesses shall constitute a breach of a contract award. Upon such breach, the City of Gainesville may at its option, terminate the contract and/or pursue any and all other appropriate remedies available under the contract or otherwise under applicable law.*

### Contract Award Conditions:

Contract award will be conditioned on meeting the requirements of this section. The City of Gainesville requires the following:

1. Submission by the Bidder/Respondent of the completed “Tabulation of Subcontractors” form (Exhibit 9) with the bid/proposal;
2. The names and addresses of all Subcontractors. Clearly designate which Subcontractors are Local Small Businesses that will participate in the contract;
3. A description of the Work and/or Materials that each Local Small Businesses will perform or supply;
4. The dollar amount or percentage of the Work and/or Materials that each Local Small Business will provide on the project.
5. If the actual participation of Local Small Business in the apparently successful bid/proposal is not maximized, as determined by the Local Small Business Procurement Program Coordinator, such bidder/respondent shall submit documentation of all Good Faith Efforts (successful and unsuccessful) that were engaged in, prior to bid or proposal submission, to maximize the use of Local Small Businesses on this project. Efforts undertaken after proposal submissions are not relevant to the decision to award.

### Good Faith Efforts:

A condition of contract award is that the contract award be made only to the Bidder/Respondent (including Local Small Business Bidders/Respondents) who maximize the utilization of Local Small Business subcontractors or who makes Good Faith Efforts to maximize the use of Local Small Business Subcontractors. The City of Gainesville will determine whether a Bidder/Respondent has made Good Faith Efforts if the Bidder/Respondent does the following:

If the Bidder/Respondent does not maximize the participation of Local Small Businesses on this project, the Bidder/Respondent must provide all documentation which by its scope, quality, quantity and intensity

of the different kinds of efforts the Bidder/Respondent made to maximize participation can be confirmed and be evaluated. The documentation should be provided both as to those efforts wherein the Bidder/Respondent was successful in obtaining participation and those where it was not. In the latter case, the documentation should further indicate the reason for lack of success, i.e. Subcontractor's bid too high, Subcontractor who bids is apparently not qualified to perform the particular services, no bids received, etc.

Mere pro forma efforts are not Good Faith Efforts to meet the Local Small Business requirements. The Bidder/Respondent will be required to submit written documentation of Good Faith Efforts when the participation on this project is not maximized, if they wish to be awarded the contract.

The City of Gainesville will consider the following list of types of actions as a part of the Bidder's/Respondent's Good Faith Efforts to obtain Local Small Business Subcontractor participation. It is not intended to be a mandatory checklist, nor is it intended to be exclusive or exhaustive. Other factors or types of efforts may be relevant in appropriate cases.

1. Soliciting through all reasonable and available means (e.g. attendance at pre-bid meetings, advertising and/or written notices) the interest of all Local Small Business who have the capability to perform the Work or provide Materials needed to complete the project. The Bidder/Respondent must solicit this interest within sufficient time to allow them to respond to the solicitation. The Bidder/Respondent must determine with certainty if they are interested by taking appropriate steps to follow-up the initial solicitations.
2. Selecting portions of the Work to be performed or portions of the Materials to be provided by Local Small Businesses in order to increase the likelihood that participation is maximized. This includes, where appropriate, breaking out contract Work items or Material items into economically feasible units to facilitate participation, even when the prime contractor might otherwise prefer to perform these Work items or provide these Material items with its own forces.
3. Providing interested Local Small Businesses with adequate information about the plans, specifications and requirements of the contract in a timely manner to assist them in responding to a solicitation.
4. (a) Negotiating in good faith with interested Local Small Businesses. It is the Bidder's/Respondent's responsibility to make a portion of the Work or Materials available to the Subcontractors and to select those portions of the Work or Material needed consistent with the available Local Small Business Subcontractors, so as to facilitate participation. Evidence of such negotiation includes the names, addresses and telephone numbers of Local Small Businesses that were considered; a description of the information provided regarding the plans and specifications for the Work or Materials selected for subcontracting; and evidence as to why additional agreements could not be reached to perform the Work or provide the Materials.  
  
(b) A Bidder/Respondent using good business judgment would consider a number of factors in negotiating with Subcontractors, and would take a firm's price and capabilities into consideration. However, the fact that there may be some additional costs involved in finding and using Local Small Businesses is not in itself sufficient reason for a Bidder/Respondent's failure to seek to maximize the use of them as long as such costs are reasonable and/or may be offset by other less tangible benefits. Also, the availability or desire of a Bidder/Respondent, including a Local Small Business Bidder/Respondent to perform the Work or provide the Materials of a contract with its own organization does not relieve the Bidder/Respondent the responsibility to make Good Faith Efforts and

maximize utilization of other Local Small Businesses. Bidder/Respondents are not, however, required to accept higher quotes from Local Small Businesses if the price difference is excessive or unreasonable or they are not qualified to perform the Work. These decisions should, however, be supportable and documented as part of the required Good Faith Efforts.

5. Making efforts to assist interested Local Small Businesses in obtaining bonding, lines of credit, or insurance as required by the City of Gainesville or Bidder/Respondent.
6. Making efforts to assist interested Local Small Businesses in obtaining necessary equipment, supplies, Materials, or related assistance and services.
7. Effectively using the services of available small and minority business assistance offices; and other organizations as allowed on a case-by-case basis to provide assistance in the recruitment and placement of Local Small Businesses.

*In determining whether a Bidder/Respondent has maximized participation, the City of Gainesville will take into account the performance of other Bidders/Respondents in meeting this requirement of the bid/proposal and historical participation by Local Small Businesses involving similar Work or Materials. For example, when the apparent successful Bidder/Respondent fails to obtain or fails to maximize Local Small Business participation, but others Bidders/Respondents obtained and/or maximized such participation, the City of Gainesville will reasonably raise questions whether, with additional reasonable efforts, the apparent successful Bidder/Respondent could have obtained and/or maximized participation. As indicated, a reasonable level of participation (maximization) may not be apparent until after bids/proposals are opened and participation of various bidders compared. Therefore, it is recommended that in all cases, all pre-submittal Good Faith Efforts be documented, and retained in the event that such are required to be submitted for review/verification.*

*Even if a Bidder/Respondent is a Local Small Business, maximizing the utilization of other Local Small Businesses is still required.*

#### Local Small Businesses Terminations/Substitutions:

*A Bidder/Respondent shall not terminate for convenience a Local Small Business Subcontractor and then perform the Work or provide the Materials of the terminated Subcontractor within its own forces or those of an affiliate without the prior consent of the City of Gainesville.*

*When a Local Small Business Subcontractor is terminated or fails to complete its Work or fails to provide the Materials on the contract for any reason, the prime contractor shall make Good Faith Efforts to find another Local Small Business subcontractor to substitute for the original Local Small Business. These Good Faith Efforts shall be directed at finding another Local Small Business to perform at least the same amount of Work or provide the same amount of Materials under the contract as the business that was terminated to the extent needed to meet the contract goal or commitment.*

*The City of Gainesville shall have the right to consider price, quality, past performance including meeting Small Business Procurement Program commitments, time required for performance and qualifications of the Bidder/Respondent in making the award.*

#### Equal Opportunity Assurance:

The Respondent, sub recipient, or Subcontractor shall not discriminate on the basis of race, color, religion, gender, national origin, marital status, sexual orientation, age, disability, and gender identity in the performance of this contract. Failure by the Respondent to carry out these requirements is a material breach of his contract, which may result in termination of this contract or such other remedy as the recipient deems appropriate.

The Respondent shall include this assurance in each subcontract it signs with a Subcontractor or Material Supplier.

#### Protest of Rejected Bid/Proposal – Administrative Reconsideration

1. The Local Small Business Procurement Program Coordinator shall review bids and proposals to evaluate whether said bids or proposals comply with the above stated requirements. In the event that a bid or proposal is rejected for failure to comply with the stated requirements, the affected bidder or respondent may obtain reconsideration of such determination by filing a Protest/Request for Reconsideration.
2. In the reconsideration, the Bidder/Respondent has the opportunity to demonstrate how the Bid/Proposal met the requirements of the Program. The Request for Reconsideration shall be submitted to the Small Business Procurement Program Office within five (5) working days after receipt of notice of rejection. The Request for Reconsideration shall address the issues of whether the Bidder/Respondent maximized Local Small Business participation or made adequate good faith efforts to maximize the participation of local small business participation and shall include documentation associated with these factors.
3. The decision on reconsideration will be made by the Executive Chief of Staff.
4. The Bidder/Respondent may have the opportunity to meet in person with the Executive Chief of Staff to discuss the issue of whether it met the criteria outlined above (see Item 2).
5. The Bidder/Respondent will be sent a written decision on reconsideration, explaining the basis for finding that the Bidder/Respondent did or did not meet the criteria above. (see Item 2).
6. All the arguments, documentation, and evidence, which is relevant to the Request for Reconsideration must be submitted by the Bidder/Respondent to the Executive Chief of Staff at least three (3) working days prior to the meeting described in Item 4 above or, if no meeting is held, three (3) days prior to the anticipated date of the decision on reconsideration. Absent fraud or mistake not attributable to the Bidder/Respondent, evidence of efforts undertaken subsequent to submission of the bid/proposal will not be considered. If no additional evidence or documentation is submitted by the Bidder/Respondent in accordance with the above, only the documents currently on file with the Procurement Division will be reviewed at the meeting.

**Exhibit B - QUALIFIED LOCAL SMALL BUSINESS UNAVAILABILITY FORM**

This form will assist you in meeting your Good Faith Efforts requirements. *Please TYPE or PRINT legibly. Use additional sheets as necessary.*

**\*Note:** Keep all relevant documentation that verifies opportunities were provided to Qualified Local Small Businesses. If it is not evident that your firm made Good Faith Efforts to maximize the Qualified Local Small Businesses, you will be asked to submit documentation.

BUSINESS RESPONSES: **1** -Did not bid in response to the invitation; **2** -Submitted a bid which was not the low responsible bid; **3** - Please specify other.

Qualified Local Small Business Name	Business Phone Number	Description of Work/Material Sought	Response of Business (1, 2 or 3)	Notes:
		If selected, Tyler Technologies will make a Good Faith Effort to work with a		
		Qualified Local Small Business to assist in the project.		

The undersigned representative of the prime contractor confirms that the above Qualified Local Small Businesses were invited to participate as subcontractors and/or materials suppliers in the prime contractor's the bid/proposal for the City of Gainesville. Bidding/Proposing Company:

Form Completed By: \_\_\_\_\_ Title: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## CITY OF GAINESVILLE

### Exhibit C - ARTICLE X. LOCAL PREFERENCE POLICY\*

**\*Editor's note:** Section 9 of Ord. No. 001261 states: "This ordinance shall become effective October 1, 2004, and shall be reviewed by the City Commission October 1, 2005, and unless extended by action of the City Commission, shall be deemed repealed effective March 31, 2006, provided that it shall remain applicable to new contracts solicited prior to repeal."

#### **Sec. 2-620. Findings of fact.**

The City annually spends significant amounts on purchasing personal property, materials, and contractual services and in constructing improvements to real property or to existing structures. The dollars used in making those purchases are derived, in large part, from taxes, fees, and utility revenues derived from local businesses in the corporate city limits of Gainesville, and the city commission has determined that funds generated in the community should, to the extent possible, be placed back into the local economy. Therefore, the city commission has determined that it is in the best interest of the City to give a preference to local businesses in the corporate city limits of Gainesville in making such purchases whenever the application of such a preference is reasonable in light of the dollar-value of proposals received in relation to such expenditures.

(Ord. No. 001261, § 1, 3-29-04)

#### **Sec. 2-621. Definition.**

"Local business" means the vendor has a valid business tax receipt, issued by the City of Gainesville at least six months prior to bid or proposal opening date, to do business in said locality that authorizes the business to provide the goods, services, or construction to be purchased, and a physical business address located within the limits of said locality, in an area zoned for the conduct of such business, from which the vendor operates or performs business on a day-to-day basis. Post office boxes are not verifiable and shall not be used for the purpose of establishing said physical address. In order to be eligible for local preference, the vendor must provide a copy of the business tax receipt.

(Ord. No. 001261, § 2, 3-29-04)

#### **Sec. 2-622. Local preference in purchasing and contracting.**

In bidding of, or letting contracts for procurement of, supplies, materials, equipment and services, as described in the Procurement policies, the city commission, or other purchasing authority, may give a preference to local businesses in making such purchase or awarding such contract in an amount not to exceed five percent of the local business' total bid price, as described below, and in any event the cost differential should not exceed \$25,000.00. Total bid price shall include not only the base bid price but also all alterations to that base bid price resulting from alternates which were both part of the bid and actually purchased or awarded by the city commission or other authority. In the case of requests for proposals, letters of interest, best evaluated bids, qualifications or other solicitations and competitive negotiation and selection in which objective factors are used to evaluate the responses, local businesses are assigned five percent of the total points of the total evaluation points.

(Ord. No. 001261, § 3, 3-29-04)

#### **Sec. 2-623. Exceptions to local preference policy.**

The preference set forth in this Article X shall not apply to any of the following purchases or contracts:

- (1) Good or services provided under a cooperative purchasing agreement;

- (2) Contracts for professional services procurement of which is subject to the Consultants' Competitive Negotiation Act (F.S. § 287.055) or subject to any competitive consultant selection policy or procedure adopted or utilized by the city commission or charter officer;
- (3) Purchases or contracts which are funded, in whole or in part, by a governmental entity and the laws, regulations, or policies governing such funding prohibit application of that preference; or
- (4) Purchases made or contracts let under emergency or noncompetitive situations, or for litigation related legal services, etc., as such are described in the City's Procurement policies;
- (5) Purchases with an estimated cost of \$50,000.00 or less;
- (6) Application of local preference to a particular purchase, contract, or category of contracts for which the city commission is the awarding authority may be waived upon written justification and recommendation of the charter officer and approval of the city commission. The preferences established herein in no way prohibit the right of the city commission or other purchasing authority to compare quality or fitness for use of supplies, materials, equipment and services proposed for purchase and compare qualifications, character, responsibility and fitness of all persons, firms, or corporations submitting bids or proposals. Further, the preferences established herein in no way prohibit the right of the city commission or other purchasing authority from giving any other preference permitted by law in addition to the preference authorized herein.

(Ord. No. 001261, § 4, 3-29-04)

**Sec. 2-624. Application, enforcement.**

The local preference shall apply to new contracts for supplies, materials, equipment and services first solicited after October 1, 2004. This article shall be implemented in a fashion consistent with otherwise applicable City Procurement policies and procedures.

(Ord. No. 001261, § 5, 3-29-04)



CITY OF GAINESVILLE

Exhibit D - DRUG FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that

Tyler Technologies, Inc.

does:

(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty of nolo contendere to, any violation of Chapter 893, Florida Statutes, or of any controlled substance law of the United State or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

  
 Respondent's Signature  
 Abigail Diaz, Chief Legal Officer  
 June 1, 2018  
 Date

CITY OF GAINESVILLE

Exhibit E - AFFIDAVIT OF NON-COLLUSION

I hereby swear (or affirm) under the penalty of perjury:

- (1) That I am the respondent (if the respondent is an individual), a partner of the respondent (if the respondent is a partnership), or an officer or employee of the bidding corporation with authority to sign on its behalf (if the respondent is a corporation);
- (2) That the attached proposal or proposals have been arrived at by the respondent independently, and have been submitted without collusion with, and without any agreement, understanding, or planned common course of action with any other vendor of materials, supplies, equipment, or services described in the invitation to bid, designed to limit independent bidding or competition.
- (3) That the contents of the bid or bids have not been communicated by the respondent or its employees or agents to any person not an employee or agent of the respondent or its surety on any bond furnished with the bid or bids; and
- (4) That I have fully informed myself regarding the accuracy of the statements made in this affidavit.

Signed: Abigail Diaz

Firm Name: Abigail Diaz, Chief Legal Officer, Tyler Technologies, Inc.

Subscribed and sworn to before me this 1st day of June 2018

Tammy J. Towle  
Notary Public Tammy J. Towle

TAMMY J. TOWLE  
Notary Public, State of Maine  
My Commission Expires Dec. 18, 2023

My Commission expires December 18, 2023.

Respondent's E.I. Number: Tyler Technologies, Inc. FEIN #75-2303920

(Number used on Employer's Quarterly Federal tax return)

## Exhibit F - DEBARRED AND SUSPENDED RESPONDENTS

### Breach of Contract

#### 1. Scope.

This policy prescribes policies and procedures relating to:

- (a) the debarment of respondents for cause;
- (b) the suspension of respondents for cause under prescribed conditions;  
and,
- (c) the rejection of bids, revocation of acceptance and termination of contracts for cause.

It is directly applicable to the advertised and negotiated purchases and contracts, for equipment and services of the City.

#### 2. General.

Debarment and suspension are measures which may be invoked by the City either to exclude or to disqualify respondents and contractors from participation in City contracting or subcontracting. These measures should be used for the purpose of protecting the interests of the City and not for punishment. To assure the City the benefits to be derived from the full and free competition of interested respondents, these measures should not be instituted for any time longer than deemed necessary to protect the interests of the City, and should preclude awards only for the probably duration of the period of non-responsibility.

#### 2.1 Definitions.

- (a) "Debarment" means, in general, an exclusion from City contracting and subcontracting for a reasonable, specified period of time commensurate with the seriousness of the offense, improper conduct or the inadequacy of performance.
- (b) "Suspension" means a disqualification from City contracting and subcontracting for a temporary period of time because a concern or individual is suspected upon adequate evidence (See Section 6) of engaging in criminal, fraudulent, improper conduct or inadequate performance.
- (c) A "debarment list" or "debarred bidders list" means a list of names of concerns or individuals against whom any or all of the measures referred to in this policy have been invoked.
- (d) "Bidders" means, wherever the term is used in this policy, an offerors bidding pursuant to an invitation for bids or a request for proposals.
- (e) "Affiliates" means business concerns which are affiliates of each other when either directly or indirectly one concern or individual controls or has the power to control another, or when a third party controls or has the power to control both.

(f) "Business operations" means commercial or industrial activity engaged in regularly and continuously over a period of time for the purpose of receiving pecuniary benefit or otherwise accomplishing an objective. "Business operations" constitute and are equivalent to "carrying on business", "engaged in business", "doing business".

3. Establishment and Maintenance of a List of Concerns or Individuals Debarred or Suspended.

(a) The Procurement Department shall establish and maintain on the basis contained in Sections 6 and 6.1, a consolidated list of concerns and individuals to whom contracts will not be awarded and from whom bids or proposals will not be solicited.

(b) The list shall show as a minimum the following information:

- (1) the names of those concerns or individuals debarred or suspended (in alphabetical order) with appropriate cross-reference where more than one name is involved in a single action;
- (2) the basis of authority for each action;
- (3) the extent of restrictions imposed; and,
- (4) the termination date for each debarred or suspended listing.

(c) The list shall be kept current by issuance of notices of additions and deletions.

4. Treatment to be Accorded Firms or Individuals Debarred or Suspended

Firms or individuals listed by the Purchasing Department as debarred or suspended shall be treated as follows.

(a) Total restrictions. A contract shall not be awarded to a concern or individual that is listed on the basis of a Section 5(a)(1), (2) or (3) felony "conviction", or to any concern, corporation, partnership, or association in which the listed concern or individual has actual control or a material interest; nor shall bids or proposals be solicited therefrom. However, when it is determined essential in the public interest by the City Commission, an exception may be made with respect to a particular procurement action where the individual or concern is effectively the sole source of supply or it is an emergency purchase.

(b) Restrictions on subcontracting. If a concern or individual listed on the debarred and suspended bidders list is proposed as a subcontractor, the Purchasing Department shall decline to approve subcontracting with that firm or individual in any instance in which consent is required of the City before the subcontract is made, unless it is determined by the City to grant approval City Commission essential to public interest and the individual or concern is effectively the sole source of supply or it is an emergency purchase.

5. Causes and Conditions Applicable to Determination of Debarment.

Subject to the following conditions, the Department of Management and Financial Services is authorized to debar a firm or individual in the public interest for any of the following causes occurring with ten (10) years of debarment.

(a) Causes

- (1) "Conviction" for commission of a criminal offense as an incident to obtaining or attempting to obtain a public or private contract, or subcontract thereunder, or in the performance of such contract or subcontract.
  - (2) "Convictions" of embezzlement, theft, forgery, issuance of worthless checks, bribery, falsification or destruction of records, perjury, or receiving stolen property where the conviction is based upon conduct which arose out of, or was related to, business operations of the respondent.
  - (3) "Conviction" for bid-rigging activities arising out of the submission of bids or proposals.
  - (4) Violation of contract provisions, as set forth below, of a character which is regarded by the City to be so serious as to justify debarment action:
    - (i) willful failure to perform in accordance with the specifications or within the time limit provided in the contract;
    - (ii) a record of failure to perform or of unsatisfactory performance in accordance with the terms of one or more contracts. Failure to perform or unsatisfactory performance caused by acts beyond the control of the firm or individual as a Vendor shall not be considered to be a basis for debarment.
  - (5) Debarment by any other governmental agency.
- (b) Conditions.
- (1) Debarment for any of the causes set forth in this section shall be made only upon approval of the Department of Management and Financial Services.
  - (2) The existence of any of the causes set forth in (a) of this section does not necessarily require that a firm or individual be debarred except as provided in 4(a). In each instance, whether the offense or failure, or inadequacy of performance, be of criminal, fraudulent, or serious nature, the decision to debar shall only be made if supported by a preponderance of the credible evidence available. Likewise, all mitigating factors may be considered in determining the seriousness of the offense, failure, or inadequacy of performance, in deciding whether debarment is warranted. The actual or apparent authority of an involved individual, the present relationship of involved individuals with the respondent, the past performance of the individual or concern, and the relationship of the violation to the services or materials involved shall be considered.
  - (3) The existence of a cause set forth in (a)(1), (2), and (3) of this section shall be established by criminal "conviction" by a court of competent jurisdiction. In the event that an appeal taken from such conviction results in reversal of the "conviction", the debarment shall be removed upon the request of the respondent (unless other causes for debarment exists). for the purposes of this policy, the following shall have the same effect as a "conviction": pleading guilty or nolo contendere, or being found guilty by a jury or court of, the offense in question, regardless of whether probation is imposed and adjudication withheld.

- (4) The existence of a cause set forth in (a)(4) and (5) of this section shall be established by a preponderance of credible evidence by the Department of Management and Financial Services.
- (5) Debarment for the cause set forth in (a)(5) of this section (debarment by another agency) shall be proper if one of the causes for debarment set forth in (a)(1) through (4) of this section was the basis for debarment by the original debarring agency. Such debarment may be based entirely on the record of facts obtained by the original debarring agency, or upon a combination of such facts and additional facts.

#### 5.1 Period of Debarment.

- (a) Debarment of a firm or individual shall be for a reasonable, definitely stated period of time commensurate with the seriousness of the offense or the failure or inadequacy or performance. As a general rule, a period of debarment shall not exceed five (5) years. However, when partial or total debarment for an additional period is deemed necessary, notice of the proposed additional debarment shall be furnished to that concern or individual in accordance with Section 8.
- (b) A debarment may be removed or the period thereof may be reduced by the City Manager upon the submission of an application supported by documentary evidence, setting forth appropriate grounds for the granting of relief; such as newly discovered material evidence, reversal of a conviction, bona fide change of ownership or management, or the elimination of the causes for which the debarment was imposed. The City Manager may request additional information, shall consider all relevant facts, and shall render a decision within twenty (20) days of receipt of the application unless a longer period is warranted under the circumstances.

#### 6. Suspension of Respondents.

- (a) Suspension is a drastic action and, as such, shall not be based upon an unsupported accusation. In assessing whether evidence exists for invoking a suspension, consideration should be given to the amount of credible evidence which is available, to the existence or absence of corroboration as to important allegations, as well as to the inferences which may properly be drawn from the existence or absence of affirmative facts. This assessment should include an examination of basic documents, such as contracts, inspection reports, and correspondence. In making a determination to suspend, the Department of Management and Financial Services shall consider the factors set forth in Section 5(b)(2). A suspension may be modified by the City Manager as described in Section 5.1(b).

#### 6.1 Causes and Conditions Under Which the City May Suspend Contractors

- (a) The Department of Management and Financial Services may, in the interest of the City, suspend a firm or individual when the firm or individual is suspected, upon credible evidence, of having committed one or more the following act(s) within three (3) years of the date of suspension:
  - (1) Commission of fraud or a criminal offense as an incident to obtaining, attempting to obtain, or in the performance of a public contract;
  - (2) Violation of statutes concerning bid-rigging activities out of the submission of bids and proposals; and,

- (3) Commission of embezzlement, theft, forgery, issuance of worthless checks, bribery, falsification, or destruction of records, perjury, receiving stolen property. Commission of any other offense indicating a lack of business integrity or business honesty which seriously and directly affects the question of present responsibility as a City contractor.

## 6.2 Period of Suspension.

- (a) All suspension shall be for temporary period pending the completion of an investigation and such legal proceedings as may ensue. In the event that prosecution has not been initiated within twelve (12) months from the date of the suspension, the suspension shall be terminated. Upon removal of suspension, consideration may be given to debarment in accordance with Section 5 of this policy.

## 7. Scope of Debarment or Suspension.

- (a) A debarment or suspension may include all known affiliates of a concern or individual.
- (b) Each decision to include a known affiliate within the scope of a proposed debarment or suspension is to be made on a case-by-case basis, after giving due regard to actual or apparent authority of the controlling concern or individual and similarity of the services provided by the affiliate to those provided by the debarred individual or concern.
- (c) The criminal, fraudulent, or seriously improper conduct of an individual may be imputed to the business concern with which he is connected, where such impropriety was accomplished within the course of his official duty or apparent authority, or was effected by him with the knowledge and approval of that concern. When the individual was an officer of the concern, knowledge and approval may be presumed. Likewise, where a concern is involved in criminal, fraudulent, or seriously improper conduct, any individual who was involved in the commission of the impropriety may be debarred or suspended.

## 8. Notice of Debarment of Suspension.

When the Department of Management and Financial Services seeks to debar or suspend a concern or individual (or any affiliate thereof) for cause, it shall furnish that party with a written notice:

- (1) stating that debarment or suspension is being considered;
- (2) setting forth the reasons for the proposed action;
- (3) indicating that such party will be afforded an opportunity for a hearing if he so requests one within ten (10) days; and,
- (4) indicating that such party may make a written response in accordance with Section 9 (a).

## 9. Response to Notice of Debarment or Suspension.

- (a) In lieu of requesting a hearing within the prescribed ten (10) day period, the party may, within said ten (10) day period, notify the City of its intent to provide a written reply and submit written evidence to contest the debarment or suspension. Such written evidence must be submitted within twenty (20) days after receipt of the notice of proposed debarment or suspension in order for it to be considered.

- (b) Whatever response is received to the notice of intent to debar or suspend, such will be considered in determining whether debarment or suspension action will be made. Where a reply is received to the notice of intent to debar or to suspend, and evidence to refute such action is furnished but no hearing is requested, the information furnished will be considered in determining the action to be taken.
- (c) If a hearing is requested, it shall be conducted by the City Manager. The hearing will be held at a location convenient to the City as determined by the City Manager and on a date and at a time stated. An opportunity shall be afforded to the firm or individual to appear with witnesses and counsel, to present facts or circumstances showing cause why such firm or individual should not be debarred or suspended. The proceeding shall be of an informal nature as determined by the City Manager. After consideration of the facts, the City Manager shall notify the firm or individual of the final decision.
- (d) If no response is made to the notice of debarment or suspension within the first ten (10) day period, the decision of the Department of Management and Financial Services shall be deemed final and the party so notified.

10. Rejection of Bids, Breach of Contract.

- (a) Previously solicited and/or accepted bids may be rejected or acceptance revoked prior to beginning of performance upon discovery by the City that the respondent or its affiliates have committed any act which would have been cause for debarment.
- (b) If after a contract is awarded and performance has been begun the City discovers that the respondent or its affiliates have committed any act prior to award or acceptance which would have been cause for debarment had it been discovered prior to solicitation or acceptance, the City may consider such to be a material breach of the contract and such shall constitute cause for termination of the contract.
- (c) If after bids have been solicited and/or accepted or after a contract is awarded and performance begun, the City discovers that the respondent or its affiliates committed any act prior to award or acceptance which would have been cause for debarment or suspension had it been discovered prior to solicitation or acceptance, the City may require additional satisfactory assurances that such act(s) have not occurred and that the contract can and will be faithfully performed. If additional assurances are requested and are not satisfactory or if the respondent or its affiliates fail to immediately cooperate with all reasonable requests, including requests for information reasonably calculated to lead to the discovery of relevant evidence, then such may be considered a material breach of the contract and such shall constitute cause for termination of the contract.



**CITY OF GAINESVILLE**

**CERTIFICATION OF PRIMARY PARTICIPANT REGARDING DEBARMENT, SUSPENSION,  
AND OTHER RESPONSIBILITY MATTERS**

The Primary Participant (potential contractor for a major third-party contract),  
Tyler Technologies, Inc. certifies to the best of its knowledge and  
belief that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
2. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission or any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

(If the primary participant (potentially third-party contractor) is unable to certify to any of the statements in this certification, the participant shall attach an explanation to this certification).

THE PRIMARY PARTICIPANT (POTENTIAL CONTRACTOR FOR A MAJOR THIRD-PARTY CONTRACT), Tyler Technologies, Inc., CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 U.S.C. SECTION 3801 ET. SEQ. ARE APPLICABLE THERETO.



\_\_\_\_\_  
Signature and Title of Authorized Official Abigail Diaz, Chief Legal Officer

**Exhibit G - BUSINESS REFERENCES****PROPOSER:** Tyler Technologies, Inc.**PROJECT:** ERP Product Solution(s) and Implementation Services**BID#:** CMGR-180083-MS**BID DUE DATE:** July 6, 2018

Provide the following business reference information for three clients that a same or similar project has been provided within the past five years. You may include photos or other pertinent information.

The City reserves the right to check references with current customers as provided by the Proposer and with any customers the City identifies as necessary to understand prior performance at any time throughout the process.

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**#1** Service dates (i.e. 6/2009 to 9/2009): 5/2017-5/2018 Core Financials, Payroll/HR Project Phase 2 planning Amount \$ Tyler does not disclose contract costs. Please contact client for details.

Project Client Name: City of Clearwater, FLProject Location: 100 South Myrtle AvenueCity, State Zip: Clearwater, FL 33756Client Contact Name: Ms. Billie KirkpatrickPhone Number: 727-562-5669 Fax Number: N/AEmail Address (if available): billie.kirkpatrick@myclearwater.com


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**#2** Service dates (i.e. 6/2009 to 9/2009): 1/2015 - 1/2016 Core Financials, 1/2016-10/2016 Payroll/HR Project Amount \$ Tyler does not disclose contract costs. Please contact client for details.

Project Client Name: City of Mobile, ALProject Location: 205 Government St.City, State Zip: Mobile, AL 36602Client Contact Name: Sue Farni, Executive Director, Information Technology, ERP Project ManagerPhone Number: 251-208-7830 Fax Number: N/AEmail Address (if available): sue@cityofmobile.org

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**#3** Service dates (i.e. 6/2009 to 9/2009): Project 4/2016-10/2017 Core Financials, Payroll/HR - Currently Amount \$ Tyler does not disclose contract costs. Please contact client for details.

Project Client Name: City of Sunrise, FL

Project Location: 10770 West Oakland Park

City, State Zip: Sunrise, FL 33351

Client Contact Name: Hector Perez, Assistant IT Director

Phone Number: 954-746-3443 Fax Number: N/A

Email Address (if available): bodnerj@horrycounty.org

**Exhibit G - BUSINESS REFERENCES****PROPOSER:** Tyler Technologies, Inc.**PROJECT:** ERP Product Solution(s) and Implementation Services**BID#:** CMGR-180083-MS**BID DUE DATE:** July 6, 2018

Provide the following business reference information for three clients that a same or similar project has been provided within the past five years. You may include photos or other pertinent information.

The City reserves the right to check references with current customers as provided by the Proposer and with any customers the City identifies as necessary to understand prior performance at any time throughout the process.

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**#1** Service dates (i.e. 6/2009 to 9/2009): 3/2014-4/2015 Core Financials, Tyler Technologies does not disclose  
2/2015-10/2015 Payroll/HR Project Amount \$ contract costs - Please contact client for  
details.

Project Client Name: Horry County, SC

Project Location: 103 Elm Street

City, State Zip: Myrtle Beach, SC 29526

Client Contact Name: John Bodner, Project Manager

Phone Number: 843-915-7372 Fax Number: N/A

Email Address (if available): bodnerj@horrycounty.org

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**#2** Service dates (i.e. 6/2009 to 9/2009): 5/2015-4/2016 Core Financials, Tyler Technologies does not disclose  
Payroll/HR 4/2016-1/2017 Project Amount \$ contract costs - Please contact client for  
details.

Project Client Name: City of Pinellas Park, FL

Project Location: 5141 78th Avenue North

City, State Zip: Pinellas Park, FL 33781

Client Contact Name: Dan Speaker, IT Administrator

Phone Number: 727-369-0650 Fax Number: N/A

Email Address (if available): dspeaker@pinellas-park.com

# Recent Munis Account Success

180745KKK

Since 1966, Tyler clients span the United States, Canada, and the Caribbean—from small towns, schools, municipal boards, and utility districts to large cities, counties, and statewide school districts. What is the formula for this success? Tyler incorporates what we learn from *all* clients, resulting in a robust, technically advanced, fully integrated 360-degree solution: Munis. Combined with in-house PMI® certified implementation teams and HDI-CSR® certified support staff, it's no wonder Munis is one of the most widely selected ERP solutions on the market today.

## **But don't just take our word for it—look at who's recently joined the Munis family:**

City of Bentonville, AR	IDEA Public Schools (New Orleans), LA	Cleveland County, OK
City of Glendale, AZ	St. Bernard Parish, LA	Blair County, PA
City of Goodyear, AZ	St. John the Baptist Parish, LA	Butler Area School District, PA
City of Kingman, AZ	Terrebonne Parish School Board, LA	Exeter Township, PA
City of Scottsdale, AZ	Town of Littleton, MA	Lehigh County, PA
Coconino County, AZ	Casco Bay Island Transit, ME	Pittsburgh Public Schools, PA
Phoenix-Mesa Gateway Airport, AZ	Greater Portland Transit District, ME	Upper Darby Township, PA
City of Berkeley, CA	Portland Public Schools, ME	City of Pawtucket, RI
City of Carson, CA	Town of Windham, ME	Berkeley County School District, SC
City of Cathedral City, CA	Queen Anne's County, MD	Spartanburg County, SC
City of Chino Hills, CA	City of Portland, ME	Town of Fort Mill, SC
City of Fontana, CA	West Shore Educational Service District, MI	Minnehaha County, SD
City of Hanford, CA	City of Independence, MO	Blount County, TN
City of Long Beach, CA	Jackson County Municipal Authority, MS	Knox County Schools, TN
City of Lompoc, CA	Vicksburg Warren School District, MS	Sumner County School District, TN
City of Poway, CA	Cabarrus Health Alliance, NC	Andrews Center Behavioral Healthcare, TX
City of Rancho Mirage, CA	City of New Bern, NC	Bluebonnet Trails Community Services, TX
City of Rancho Palos Verdes, CA	City of Wilmington, NC	City of Amarillo, TX
City of San Ramon, CA	Craven County, NC	City of Coppell, TX
City of Santa Fe Springs, CA	Duplin County, NC	City of Duncanville, TX
Helix Water District, CA	Harnett County, NC	City of Farmers Branch, TX
Plumas County, CA	Town of Morehead City, NC	City of Odessa, TX
South Coast Water District, CA	Town of Morrisville, NC	City of Wichita Falls, TX
Visalia Unified School District, CA	Town of Nags Head, NC	Community Independent School District, TX
City of Milford, CT	City of Hastings, NE	Grayson County, TX
Gunnison County, CO	City of Concord, NH	Gulf Coast Waste Disposal Authority, TX
Routt County, CO	Town of Exeter, NH	IDEA Public Schools, TX
Summit County, CO	Town of Newmarket, NH	Metropolitan Area EMS Authority, TX
Town of Castle Rock, CO	City of Carlsbad, NM	South Texas Independent School District, TX
City of Dover, DE	City of Clovis, NM	Wichita County, TX
Bay County Tax Collector, FL	City of Santa Fe, NM	City of Clearfield, UT
City of Dunedin, FL	San Juan County, NM	Davis County, UT
City of Jacksonville Beach, FL	City of Carson City, NV	Bedford County, VA
City of Riviera Beach, FL	Lewis County, NY	Botetourt County, VA
City of Weston, FL	Ontario County, NY	City of Fredericksburg, VA
City of Zephyrhills, FL	Oswego County, NY	City of Suffolk, VA
Lee County Sheriff's Office, FL	Town of Bedford, NY	Goochland County and Schools, VA
Marion County, FL	Town of Guilderland, NY	Hampton City Schools, VA
Cartersville City Schools, GA	Town of Orchard Park, NY	New Kent County, VA
Clayton County, GA	Town of West Seneca, NY	Pulaski County, VA
Clayton County Public Schools, GA	Athens County, OH	Riverside Regional Jail, VA
DeKalb County School District, GA	City of Centerville, OH	Rockbridge County Public Schools, VA
Glynn County, GA	City of Fairborn, OH	Town of Purcellville, VA
Henry County, GA	City of Gahanna, OH	York County, VA
Jackson County, GA	City of New Albany, OH	City of Burien, WA
Bonneville County, ID	Columbus Metropolitan Library, OH	City of Kirkland, WA
City of Effingham, IL	Northwest Ohio Area Cooperative, OH	Lewis County, WA
City of Peoria, IL	Trumbull County, OH	City of Richland, WA
City of Naperville, IL	Warren County, OH	Spokane International Airport, WA
City of Rolling Meadows, IL	City of Norman, OK	Clark County, WI
City of Urbana, IL	Muscogee Creek Nation, OK	City of Appleton, WI
Village of Niles, IL	City of Corvallis, OR	Dodge County, WI
Village of Westmont, IL	City of Gresham, OR	Green County, WI
Village of Oswego, IL	Crook County, OR	Outagamie County, WI
City of Fishers, IN	Salem Area Mass Transit District, OR	Washington County, WI
City of Hutchinson, KS	City of Bartlesville, OK	Jefferson County, WV
Ascension Parish, LA	City of Tulsa, OK	Cheyenne Board of Public Utilities, WY

**Exhibit G - BUSINESS REFERENCES****PROPOSER:** Cornerstone**PROJECT:** ERP Product Solution(s) and Implementation Services**BID#:** CMGR-180083-MS**BID DUE DATE:** June 26, 2018

Provide the following business reference information for three clients that a same or similar project has been provided within the past five years. You may include photos or other pertinent information.

The City reserves the right to check references with current customers as provided by the Proposer and with any customers the City identifies as necessary to understand prior performance at any time throughout the process.

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**#1** Service dates (i.e. 6/2009 to 9/2009): Project 2/2017-Present Amount \$ 102,750

Project Client Name: MS Department of Child Protection Services

Project Location: \_\_\_\_\_

City, State Zip: Jackson, MS 39202

Client Contact Name: Jennifer Walker

Phone Number: 601-359-4947 Fax Number: N/A

Email Address (if available): jennifer.walker@mdcps.ms.gov

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**#2** Service dates (i.e. 6/2009 to 9/2009): 3/2015-Present Project Amount \$ 246,427

Project Client Name: Greater Orlando Aviation

Project Location: \_\_\_\_\_

City, State Zip: Orlando, FL 32827

Client Contact Name: Kandyce Moss

Phone Number: 407-825-3768 Fax Number: N/A

Email Address (if available): kmoss@goaa.org

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#3 Service dates (i.e. 6/2009 to 9/2009): Project 3/2015-Present Amount \$ 126,178

Project Client Name: Orlando Utilities Commission

Project Location: \_\_\_\_\_

City, State Zip: Orlando, FL 32801

Client Contact Name: Kate Powers

Phone Number: 407-434-2003 Fax Number: N/A

Email Address (if available): kpowGrers@ouc.com

## ADDENDUM NO. 1

Date: May 31, 2018

Bid Date: June 26, 2018  
 at 3:00 p.m. (Local Time)

Bid Name: ERP Product Solution(s) and Implementation Services

Bid No.: CMGR-180083-MS

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. Any questions shall be submitted in writing to the City of Gainesville Purchasing Division by 3:00 p.m. (local time), June 7, 2018. Questions may be submitted as follows:
  - Email: [sowersma@cityofgainesville.org](mailto:sowersma@cityofgainesville.org)
  - or
  - Faxed (352) 334-3163
  - Attention: Melanie Sowers
  
2. Please find attached:
  - a) Copy of the black-out period information (Financial Procedures Manual Section 41-423 Prohibition of lobbying in procurement matters) distributed during mandatory Pre-Bid meeting.
  - b) Copy of the Pre-Bid sign-in sheet for your information.
  - c) Copy of the Pre-Bid meeting presentation.
  
3. Melanie Sowers, Purchasing Division, discussed bid requirements.
  - a. Sign-in Sheet is circulating.
  - b. Bids are to be received by the Purchasing office no later than 3:00 p.m. on June 26, 2018. Any bids received after 3:00 p.m. on that date will not be accepted.
  - c. Send questions in writing to Melanie Sowers via email.
    - i. All communication through Melanie only. Do not communicate with other City staff.
  - d. Discussed bid due date, time and delivery location.
    - i. Deliver (or have delivered) to Purchasing by 3:00 p.m. on June 26, 2018.
  - e. Various forms (i.e. Tabulation of Subcontractor and Material Suppliers) are to be completed and returned with your bid.
    - i. Sign, date and return all Addenda.
  - f. Exhibit 1, Functional Requirements – the Vendor Response column contains a drop-down menu.  
 Exhibit 5, Pricing Sheet – make sure you complete all tabs on the bottom of the screen.



4. Ginny Ahuja discussed the project (see below slide presentation). The City is looking for an all-inclusive solution to achieve the City's vision; this is the first step to building the necessary baseline to achieve this vision. The City has 2200 employees total; however General Government and GRU (utilities) function separately. GRU does support our IT services.

The following are answers/clarifications to questions received at the mandatory pre-bid conference:

5. Question: You mentioned you already have an IT Consultant chosen; are you at liberty to say who that is?  
Answer: Berry Dunn McNeil & Parker, LLC
6. Question: Are they involved in the selection process or just helping in other capacities?  
Answer: Yes, they are also involved in the selection process.
7. Question: You mentioned your budget is 7 million. What does that include?  
Answer: It includes IT Consulting Firm, Personnel, Capital, this bid. However, a specific amount for the software and implementation services portion has not yet been determined
8. Question: If we have more than one product we are recommending, those must be in two separate proposals?  
Answer: The City is looking for one package solution. If you have one product and 3<sup>rd</sup> party products then City accepts one package solution in one proposal.
4. Question: Is your local preference requirement City or State?  
Answer: City – Exhibit C of the bid document lists all requirements to claim local preference.
5. Question: Who is the executive sponsor?  
Answer: Anthony Lyons, City Manager
6. Question: GRU is currently supporting your legacy ERP system. Will they be supporting the new system?  
Answer: There has been no distinction of ownership yet. GRU will support the new system, unless we go a different direction.
7. Question: Do you have a preference whether the solution is housed onsite or on a cloud?  
Answer: There is no preference. It all depends on the proposals
8. Question: Do you have an idea of how much data conversion is needed?  
Answer: This has not yet been determined; at minimum, we would need to comply with the state retention requirements.
9. Question: There can also be other retention strategies as well.  
Answer: Yes, we are looking for a comprehensive solution.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 1 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 1 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: Tyler Technologies, Inc.

BY:   
Abigail Diaz, Chief Legal Officer

DATE: June 1, 2019

CITY OF \_\_\_\_\_ FINANCIAL SERVICES  
GAINESVILLE PROCEDURES MANUAL

**41-424      Prohibition of lobbying in procurement matters**

Except as expressly set forth in Resolution 060732, Section 10, during the black-out period as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees except the purchasing division, the purchasing designated staff contact. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Black out period means the period between the issue date which allows for immediate submittals to the City of Gainesville Purchasing Department for an invitation for bid or the request for proposal, or qualifications, or information, or the invitation to negotiate, as applicable, and the time the City Officials and Employee awards the contract.

Lobbying means when any natural person for compensation, seeks to influence the governmental decision making, to encourage the passage, defeat, or modification of any proposal, recommendation or decision by City Officials and Employees, except as authorized by procurement documents.

# City of Gainesville

Enterprise Resource Planning (ERP)  
Product Solution(s) and Implementation  
Services ITN

ITN NO. CMGR-180083-MS

Non-Mandatory Pre-bid call

5/31/2018

10:00AM EST

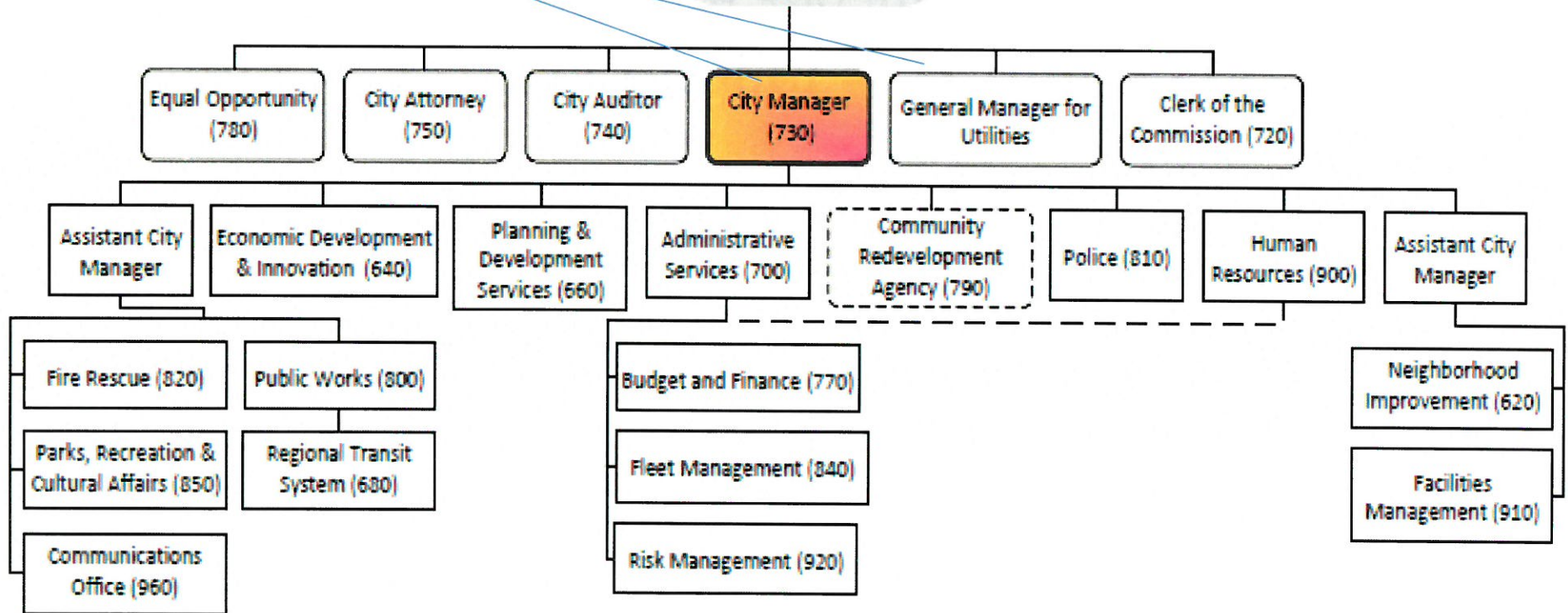
# Purpose of ITN

To solicit Proposals to satisfy the City of Gainesville's (City) needs for software and professional services to implement an Enterprise Resource Planning (ERP) in City's core service areas (HR, Finance and Risk) and partner alongside a product manufacturer and service implementer to be apart of the City's vision of becoming the New American City through a strong technological baseline.

City of Gainesville +  
Gainesville Regional  
Utilities (GRU)  
2,200 Employees

# Citizens of Gainesville

City Commission





# ERP Project Overview

- ✓ Project Timeline – Implementation planned to start before Jan 2019 by onboarding experts
  - IT Consulting Firm Selected
  - Product Selection
  - Service Implementer Selection
- ✓ Total ERP Project Budget – ***\$7 million*** (a specific amount for the software and implementation services portion has not yet been determined)
- ✓ City's ERP Team – Executive Sponsor, Sponsors, Project Manager, and Functional Leads

# Key Notes

- ✓ The City has been on the existing technology from last 20-30 years
- ✓ Evaluation of the City's "as-is" state is in progress in terms of processes and technology
- ✓ Process mapping is in progress
- ✓ Data streamlining initiative is in progress



# Accepted Proposal Scenarios

- ✓ Product manufacturer can submit a proposal to provide their solution(s) and implementation services
- ✓ Product manufacturer can submit a proposal to provide their solution(s) and preferred service implementer partner
- ✓ Service implementer partner can submit a proposal representing themselves and respective product manufacturer

\*Must select one option

CITY OF GAINESVILLE  
GENERAL GOVERNMENT PURCHASING DIVISION  
PRE-BID CONFERENCE

180745KKK

ERP Product Solution(s) and Implementation Services

DATE: May 31, 2018 @ 10:00 AM LOCAL TIME

BID #CMGR-180083-MS

DUE DATE: June 26, 2018 @ 3:00PM LOCAL TIME

YOUR COMPANY'S NAME, ADDRESS &  
PHONE NUMBER

YOUR SIGNATURE, PRINTED NAME,  
EMAIL ADDRESS & FAX NUMBER

1) Rod Clark  
City Staff  
\_\_\_\_\_  
PHONE # (\_\_\_\_) \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE  
\_\_\_\_\_  
PRINTED NAME  
E-MAIL: \_\_\_\_\_  
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2) Alisa Tolbert  
City Staff  
\_\_\_\_\_  
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\_\_\_\_\_  
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3) Oracle, Inc  
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N Ft Myers, FL 33903  
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John J Kazmin  
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4) Cherry Road Technologies  
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Kevin Teder  
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5) SAP  
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Benjamin Tatterson  
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ERP Product Solution(s) and Implementation Services  
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YOUR COMPANY'S NAME, ADDRESS &  
PHONE NUMBER

YOUR SIGNATURE, PRINTED NAME,  
EMAIL ADDRESS & FAX NUMBER

6) City of Gainesville

G. J. Alby's  
SIGNATURE  
GINNY AMUTA  
PRINTED NAME

E-MAIL: \_\_\_\_\_

FAX # (\_\_\_\_) \_\_\_\_\_

PHONE # (\_\_\_\_) \_\_\_\_\_

7) City of Gainesville

Lisa Bennett  
SIGNATURE  
Lisa Bennett  
PRINTED NAME

E-MAIL: \_\_\_\_\_

FAX # (\_\_\_\_) \_\_\_\_\_

PHONE # (\_\_\_\_) \_\_\_\_\_

8) City of Gainesville

Christopher Quinn  
SIGNATURE  
Christopher Quinn  
PRINTED NAME

E-MAIL: \_\_\_\_\_

FAX # (\_\_\_\_) \_\_\_\_\_

PHONE # (\_\_\_\_) \_\_\_\_\_

9) \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
PRINTED NAME

E-MAIL: \_\_\_\_\_

FAX # (\_\_\_\_) \_\_\_\_\_

PHONE # (\_\_\_\_) \_\_\_\_\_

10) \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
PRINTED NAME

E-MAIL: \_\_\_\_\_

FAX # (\_\_\_\_) \_\_\_\_\_

PHONE # (\_\_\_\_) \_\_\_\_\_

The following attended the pre-bid meeting via telephone:

Brian Kelly – Workday

Jameson Greiner – EPI-USE America, Inc.

Mary Hako – Infor Services

Bo Zimmerman - Superior

# Gainesville.

## Citizen centered

## People empowered

### ADDENDUM NO. 2

Date: June 5, 2018

Bid Date: ~~June 26, 2018~~  
June 29, 2018  
at 3:00 P.M. (Local Time)

Bid Name: ERP Product Solution(s) and  
Implementation Services

Bid No.: CMGR-180083-MS

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

Please find attached:

- a) Copy of the black-out period information (Financial Procedures Manual Section 41-423 Prohibition of lobbying in procurement matters) distributed during pre-bid meeting.

The following are answers/clarifications to questions received since the pre-bid meeting:

1. Question: Would the City consider extending the deadline by one week?  
Answer: The bid due date will be changed to June 29 at 3:00 p.m. (local time). See below revised timeline; this will replace the timeline in Section 2.2. These dates are tentative and subject to change.

#### 2.2 Revised Schedule

Distribution of ITN	May 24, 2018
Non-Mandatory Pre-Proposal Discussion	May 31, 2018
Deadline for receipt of questions	June 14, 2018 – 3:00 pm local time
Deadline for receipt of proposals	June 29, 2018 – 3:00 pm local time
Evaluation of Written Proposal/Selection process	*July 23, 2018
Oral presentations/Evaluation, if conducted	*Aug 13-17, 2018
Product Demonstrations by Review Teams/Evaluation	*Sept 4 – Oct 5, 2018
Negotiations Commence	*October 8, 2018
Recommendation to City Commission/Approval	*TBD
Projected award date	*TBD
Projected contract start date	*TBD

2. Question: Would we be able to get all of the documents in Word Document format instead of the pdf versions?

Answer: The City publishes all documents in pdf in order to maintain the integrity of the documents and they are easily viewable for anyone with Adobe.

3. Question: Could the City please clarify this instruction – or at least provide a guideline that instead sets a total page limit for responses to sections 4.2.1 through 4.2.8 as some responses will require more detail than others?

Answer: This is meant to be a high-level-overview of your response. We expect that we will get into the greater detail of these questions at Orals. Please use the suggested 5 bullet points with each bullet point limited to a maximum of 25 words (i.e. 125 words per question).

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 2 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 2 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: Tyler Technologies, Inc. \_\_\_\_\_

BY:  \_\_\_\_\_  
Abigail Diaz, Chief Legal Officer

DATE: June 6, 2018 \_\_\_\_\_

CITY OF \_\_\_\_\_  
GAINESVILLE

FINANCIAL SERVICES  
PROCEDURES MANUAL

**41-424      Prohibition of lobbying in procurement matters**

Except as expressly set forth in Resolution 060732, Section 10, during the black out period as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees except the purchasing division, the purchasing designated staff contact. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Black out period means the period between the issue date which allows for immediate submittals to the City of Gainesville Purchasing Department for an invitation for bid or the request for proposal, or qualifications, or information, or the invitation to negotiate, as applicable, and the time the City Officials and Employee awards the contract.

Lobbying means when any natural person for compensation, seeks to influence the governmental decision making, to encourage the passage, defeat, or modification of any proposal, recommendation or decision by City Officials and Employees, except as authorized by procurement documents.

# Gainesville.

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## People empowered

### ADDENDUM NO. 3

Date: June 11, 2018

Bid Date: ~~June 26, 2018~~

**June 29, 2018**

at 3:00 P.M. (Local Time)

Bid Name: ERP Product Solution(s) and  
Implementation Services

Bid No.: CMGR-180083-MS

NOTE: This Addendum has been issued only to the holders of record of the specifications.

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Please find attached:

- a) Copy of the black-out period information (Financial Procedures Manual Section 41-423 Prohibition of lobbying in procurement matters) distributed during pre-bid meeting.

The following are answers/clarifications to questions received since the pre-bid meeting:

#### General

1. Question: What is your targeted start date?  
Answer: If the questions is referring to the start of implementation, please refer to Addendum 1.
2. Question: What is your targeted Go Live date?  
Answer: The “go-live” date depends on the proposers approach; however, the City intends to have the “go-live” during the first quarter of calendar year 2019.
3. Question: What is driving the dates above – fiscal year, contracts, etc?  
Answer: The dates above are contingent on numerous factors (i.e., City Commission, City’s need, technology upgrade, fiscal year closing, etc.)
4. Question: How many employees are in scope? How many contingent workers are in scope?  
Answer: Please refer to Addendum 1 and Exhibit 3, Data Volume in the ITN for estimate number of employees/workers
5. Question: Please describe the Project Team resources that will be allocated by the City, and their estimated FTE allocation to the deployment project.  
Answer: Please refer to Addendum 1 for current Project Team structure. Resource estimation will be conducted per the proposals.



HCM

6. Question: How many unions does the City have? How many bargaining agreements?  
Answer: Please refer to Exhibit 3, Data Volume
7. Question: Do any city employees have multiple jobs requiring different pay rates?  
Answer: Yes
8. Question: How does the City pay contingent workers if applicable?  
Answer: The City currently pays contingent workers through Purchase Orders; however, the City is continuing to explore options for improvements with this Project

Recruiting

9. Question: How many Job Posting Templates will you need?  
Answer: The City currently has 5+ job posting templates. This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.
10. Question: How many Offer Templates will you need? How many variations of each offer template do you have (where the text dynamically changes based on logic)?  
Answer: The City currently has 10+ offer templates. This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.
11. Question: Will you utilize questionnaires on the external job application? If yes, how many questions per questionnaire? Do you have specific questions for specific jobs or functional areas?  
Answer: The City currently utilizes a questionnaire for external job applications. This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.
12. Question: How many Active estimated candidates are in your current ATS system today? Do you want to import all active candidates into Workday?  
Answer: The City estimated number of candidates in our current ATS system is ~10,000+. The City has not yet determined the ERP product but in general the City would like to have integration between the systems instead of duplication of data.
13. Question: How many unique recruiting business processes are in place today? For example, do you have different processes for hourly, executive, professional, intern or college hires? We are looking to see if your company has different recruiting process steps for some positions such as screening questions, background checks, drug testing, or other recruiting process steps that can be different by role or perhaps if they are standardized for all positions.

Answer: The City currently has different recruiting business processes in place; however, the City desires a standardized process for all positions. This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

### Compensation

14. Question: How many compensation plans do you need (hourly, salary, allowance, one-time payments, etc.)?

Answer: Please refer to Exhibit 3, Data Volume. The City currently has a breadth of different compensation plans (200+); including longevity, special and active assignments, car allowances, injury, etc.

15. Question: How many Ad-hoc payment types will be needed?

Answer: Please refer to Exhibit 1, Functional Requirements

16. Question: How many Merit plans do you want configured?

Answer: This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

17. Question: How many Bonus plans do you want configured?

Answer: The City does not currently utilize any bonus plans

18. Question: How many Stock plans do you want configured?

Answer: The City is not a publically traded company, so we do not utilize stock plans

19. Question: How many Grades (Pay Ranges) do you want configured?

Answer: The City currently has 40+ pay grades; however, this will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

20. Question: Do you need any customized compensation statements? If so, how many?

Answer: Yes, This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

### Benefits

21. Question: How many Benefit Plans will you need?

Answer: The City currently has 5 benefit plans

22. Question: How many Benefit Providers will you have?

Answer: The City currently has 8 benefit providers

23. Question: How many Benefit Groups are anticipated? (ex. administrative employees get a different benefit package than engineer employees)  
 Answer: This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.
24. Question: How many Enrollment Events will need to be configured (passive and life events)?  
 Answer: The City currently has 6+ enrollment events; however, this will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.
25. Question: How many Enrollment Rules will you need (ex. Spouse life can only be up to 50% of employee life)?  
 Answer: This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.
26. Question: Do you have any Grandfathered workers? If so, how many plans?  
 Answer: Yes, the City currently has 4+ plans
27. Question: Do you have Benefit Credits such as Wellness? If so, how many?  
 Answer: Yes, the City currently has 10+ credits

### Payroll

28. Question: How many Earning Codes?  
 Answer: Please refer to Exhibit 3, Data Volume Row #74
29. Question: How many Deduction Codes?  
 Answer: Please refer to Exhibit 3, Data Volume Row #74
30. Question: How many FEINs?  
 Answer: The City currently has 1 FEIN
31. Question: How many employees do you have with local taxes?  
 Answer: Further clarification needed
32. Question: How often do your employees get paid (bi-weekly, monthly, etc.)? Are there populations that get different frequencies?  
 Answer: Active City's employee get paid bi-weekly and retirees get paid monthly
33. Question: How many Pay Groups?  
 Answer: The City has 2 pay groups (General Government and Gainesville Regional Utilities)

34. Question: How many employees have garnishments?

Answer: The City has multiple employees with garnishments

35. Question: Are you outsourcing Taxes, Garnishments, check printing or any other part of your payroll process?

Answer: No, the City currently process all payroll end-to-end

### Time Tracking

36. Question: How many time entry codes (hours worked, meetings, etc.) do you want configured?

Answer: This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

37. Question: How many calculations and validations do you want configured?

Answer: This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

38. Question: How many time entry templates will you need?

Answer: This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

39. Question: How many different work schedules do you have?

Answer: The City has similar work schedules as other municipalities (i.e., fire, police, etc.)

40. Question: How many different periods for entering time do you have?

Answer: Currently, time entry is decentralized; however, there is a centralized final due day for time entry completion. This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

41. Question: Do your employees use web clocks, web entry, time clocks, all or other? If other, please explain.

Answer: Yes. There are different sources for entering time

### Absence

42. Question: How many accruing time off plans do you need configured?

Answer: The City has 2 accruing time off plans

43. Question: How many non-accruing time off plans do you need configured?

Answer: The City currently has 10+ non-accruing time off plans

44. Question: How many Leave Families or groups of leave types do you have?

Answer: The City currently has 4 leave families or groups

45. Question: How many Leave Types do you have?

Answer: The City currently has 32 leave types

### Talent Management

46. Question: How many review types (PIP, performance review, disciplinary, development, etc.) will you want configured?

Answer: The City does not have a definite number of review types; however, this will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

47. Question: How many different performance review templates do you need?

Answer: The City is the process of generating templates; however, this will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

48. Question: Do you perform review calibrations?

Answer: The City is utilizing this project as a baseline to determine this process; however, this will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

49. Question: Do you store competencies on the employee or job level?

Answer: Please refer Exhibit 1, Functional Requirements

50. Question: Do you collect feedback on your employees? Annually for performance reviews or on an ongoing basis?

Answer: Yes, the City does collect feedback from employees on an annual basis. The City is utilizing this project as a baseline to determine this process; however, this will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

51. Question: If you plan to review talent, in addition to performance, do you have a need for differing templates? If so, how many?

Answer: The City is utilizing this project as a baseline to determine this process; however, this will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

52. Question: Do you plan to utilize succession?

Answer: Yes, This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

### Learning Management

53. Question: How many segmented topics or courses do you have?

Answer: The City has 50 segmented topics or courses that are offered to our employees

54. Question: Do you have any courses that are part of a grouping where a learner must take them in a specific order? If so, how many groupings would you have?

Answer: Yes, the City does have courses that are part of a grouping where a learner must take them in a specific order; however, there is no exact determination at this point on the total number of groupings.

55. Question: How many learning instructors will need to be loaded?

Answer: The City would like to utilize the active directory to pull learning instructors

56. Question: How many course templates, course offerings and lessons will be needed?

Answer: The City offers numerous training course offerings based on the organizational need

57. Question: How many records of historical learner completion records or data will you want loaded?

Answer: Please refer to Exhibit 1, Functional Requirements

58. Question: How much content (GB) will you want loaded?

Answer: This will be a design/data migration phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

### Financials

59. Question: Can the City please supply the following Financial volumes and information?

- a. The number of Ledger Accounts
- b. The number of Legal Entities and/or Business Units
- c. The number of departments (cost centers)

- d. The number of divisions
- e. The number of journals added per month
- f. The number of vendors (suppliers)
- g. The number of vendor (supplier) contracts
- h. The number of purchase orders created per month
- i. The number of vendor (supplier) invoices created per month
- j. Do you have capital projects?
  - i. If yes, please describe process the City follows to create a capital project.
  - ii. Are there any asset integrations?
  - iii. The total number of Projects and the average amount added per year
  - iv. Are projects tracked at a granular level (Phases, tasks)?
- k. The number of customers
- l. The number of current and active customer contracts
- m. The total number of current and active Grants
- n. The volume of Grants established per year
- o. The number of current and active funds
- p. The number of current and active programs
- q. The number of banks (financial institutions)
- r. The number of bank accounts per financial institution
- s. The number of business assets
- t. How are business assets depreciated?
- u. Does the City track assets by employee, location, etc.?

Answer: Please refer to Exhibit 3, Data Volume. This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

60. Question: Is the City using procurement cards? If so, please explain the process.

Answer: Yes, This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

61. Question: Is the City using Travel/Expense cards? If so, please explain the process.

Answer: No

62. Question: How does the City currently track their gifts/investments (if any)?

Answer: The City currently track gifts/investments through chart of accounts

63. Question: Do you have a centralized A/P structure?

Answer: Yes

64. Question: Do you have a centralized A/R structure?

Answer: Yes

65. Question: Do you have multiple systems of record for finance (I.e., sub systems and/or access databases/additional accounting entries that are not in your current PeopleSoft environment)? If so, how many and what types?

Answer: The City does not utilize PeopleSoft. Please refer to Exhibit 2, Department Diagrams.

66. Question: Which accounting dimensions does the City use to balance their financial reporting (i.e., Fund/Grant/etc.)?

Answer: Further clarification needed

67. Question: What types of reporting or analytics are you unable to generate today, using your current systems?

Answer: The City is in the process of streamlining its reporting capabilities; however, this will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

68. Question: Under current processes, how long does it take the City to close a period?

Answer: The City currently closes the monthly period in 15 days and the closes the quarterly period in 30 days

69. Question: Under current processes, how long does it take the City to close a year?

Answer: The City currently closes the year in 3 months

70. Question: What is the estimated volume of A/R and A/P carryover to the next year?

Answer: This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

### Data Conversion

71. Question: Please explain your data conversion strategy and if the City has a data warehouse in place today.

Answer: This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

72. Question: Do you plan to load transactional history for any areas? If so, how many years?

Answer: Please refer to Exhibit 1, Functional Requirements (Florida Sunshine Law)



### Integrations

73. Question: Please identify the internal and external systems that the new system will need to integrate with. Common integration types include:

- i. Active Directory / Identity Management Systems
- ii. Internal or external systems for employee awards and recognition
- iii. Background check providers
- iv. E-Verify
- v. State and/or Federal reporting
- vi. Other internal and external systems that require HR/Demographic
- vii. Other internal and external systems that require Financial/Budget data
- viii. Banks and third-party payroll service providers

Answer: The City would prefer to integrate with most internal and external systems to streamline City's processes and maintain the data integrity. The identification of all the system will be in the design phase. Please refer to Section 4.3.2 in the ITN

74. Question: Does the City wish to use Single Sign On (SSO)?

Answer: Yes, This will be a design phase determination. The City expects the vendor to understand the City's current needs and challenges to recommend solutions aligning with the market best practices. The City will review and approve the vendor's recommendation which will lead to streamlining the City's current processes. Please refer to Section 1 of the ITN.

### Organizational Change and Training

75. Question: How many internal resources will be dedicated to the Change Management Team tasks after product selection and during your implementation cycle and what is the anticipated FTE allocation percentage?

Answer: The City's project team consists of 4 resources; however, the additional resource determination will be contingent on the proposed implementation plan

76. Question: Do you have an internal training team that would be leveraged for end-user training development and/or delivery?

Answer: Not yet

77. Question: Have you conducted any Stakeholder or Readiness Assessments related to this initiative?

Answer: Yes

78. Question: Have you used a Change Champion Network successfully in past initiatives?

Answer: No

79. Question: Once the selection of the new ERP system has been made, do you have a strategy in place to evaluate staffing, change management, timeline, and other needs related to the implementation process itself?

Answer: Yes

80. Question: How many internal, dedicated change management, communications and training resources will be provided for the Workday implementation?

Answer: The City has not selected the ERP product

81. Question: Briefly describe your organization's culture and estimated level of resistance to change/adoption of technology.

Answer: As mentioned in ITN, City has been on the current technical environment for the last 20 years. Exposure to the latest technology has been limited, however 80% of the stakeholder are looking forward to this change.

82. Question: Have you engaged end-users in a Change Champion network previously?

Answer: Yes

83. Question: Will development of training materials (job aids, Captivate simulation videos, PPTs, etc.) be created internally or by your partner?

Answer: Need further clarification

### Other

84. Question: We would like to request a 2 week extension on the ITN proposal submission. This will allow us to better prepare the response for the City of Gainesville.

Answer: See addendum 2.

85. Question: Can the City please provide the current name of the Risk Management system that is used at the City? Name of system and Company that provided.

Answer: The City currently utilizes CGI Advantage and OHM (PureSafety and Underwriters Lab)

86. Question: We take our commitment to sustainability very seriously. We do always ask that prospective customers receive sales proposals from us in electronic form only in order to save paper. You have stipulated that you require printed copies of our response, which we will provide if it absolutely essential, but assuming that it is not we would propose to provide an electronic copy only. Please let me know if this is acceptable.

Answer: The City is taking steps to become more sustainably responsible, but at this time we do not have the resources to only accept electronic copies. Please provide the required 10 copies plus 1 electronic version.

87. Question: Do you withhold state tax for Retirees? We understand that Florida does not have a state income tax, but just wanted to check if you have Retirees is another state which requires withholding state tax.

Answer: The City does not withhold state tax for Retirees

88. Question: Section 4.2 Technical Requirements - This section of the ITN states that responses should be limited to 5 bullet point of 25 words max each. Many of these questions cannot be answered in that brief format. Would the City consider removing the response limitation?

Answer: Please refer to Addendum 2

89. Question: Section 4.2.8 Implementation, Question 2 - Please clarify what this question is asking: "Provide an overview of the software components."

Answer: During the implementation of the ERP product, the City would like to know the overview of the all of the modules that will be implemented with any additional software that would be required for implementation

90. Question: Response Organization, Tab 10 - Please clarify which "forms" are

Purchasing Forms

Answer: Pages 17-39 of the bid document and Exhibit 9-Tabulation of Subs

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 3 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 3 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: Tyler Technologies, Inc. \_\_\_\_\_  
BY:  \_\_\_\_\_  
Abigail Diaz, Chief Legal Officer  
DATE: June 11, 2018 \_\_\_\_\_

CITY OF \_\_\_\_\_  
GAINESVILLE

FINANCIAL SERVICES  
PROCEDURES MANUAL

**41-424      Prohibition of lobbying in procurement matters**

Except as expressly set forth in Resolution 060732, Section 10, during the black out period as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees except the purchasing division, the purchasing designated staff contact. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Black out period means the period between the issue date which allows for immediate submittals to the City of Gainesville Purchasing Department for an invitation for bid or the request for proposal, or qualifications, or information, or the invitation to negotiate, as applicable, and the time the City Officials and Employee awards the contract.

Lobbying means when any natural person for compensation, seeks to influence the governmental decision making, to encourage the passage, defeat, or modification of any proposal, recommendation or decision by City Officials and Employees, except as authorized by procurement documents.

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**People empowered**

**ADDENDUM NO. 4**

Date: June 12, 2018

Bid Date: ~~June 26, 2018~~  
**June 29, 2018**  
**at 3:00 P.M. (Local Time)**

Bid Name: ERP Product Solution(s) and  
 Implementation Services

Bid No.: CMGR-180083-MS

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

Please find attached:

- a) Copy of the black-out period information (Financial Procedures Manual Section 41-423 Prohibition of lobbying in procurement matters) distributed during pre-bid meeting.


The following are answers/clarifications to questions received since the pre-bid meeting:

1. Question: Exhibit 1 – City’s ERP Functional Requirements: The list of options in the drop down of column C, Vendor Response, doesn’t contain “N – Not Available” as it says it should in the instructions. Please provide a copy with this option.  
 Answer: An updated “Exhibit 1- v 1.1” has been uploaded on DemandStar to include the Not Available drop down option.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 4 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

**CERTIFICATION BY PROPOSER**

The undersigned acknowledges receipt of this Addendum No. 4 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: Tyler Technologies, Inc. \_\_\_\_\_  
 BY:  \_\_\_\_\_  
 Abigail Diaz, Chief Legal Officer  
 DATE: June 13, 2018 \_\_\_\_\_

CITY OF \_\_\_\_\_  
GAINESVILLE

FINANCIAL SERVICES  
PROCEDURES MANUAL

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## ADDENDUM NO. 5

Date: June 14, 2018

Bid Date: ~~June 26, 2018~~  
 June 29, 2018  
 at 3:00 P.M. (Local Time)

Bid Name: ERP Product Solution(s) and  
 Implementation Services

Bid No.: CMGR-180083-MS

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

Please find attached:

- a) Copy of the black-out period information (Financial Procedures Manual Section 41-423 Prohibition of lobbying in procurement matters) distributed during pre-bid meeting.

The following are answers/clarifications to questions received since the pre-bid meeting:

1. Question: Can you direct me to the page and section where it stipulates Vendors are to include all addendum(s) with their RFP response?  
 Answer: We prefer to have each addenda signed and attached, but you can also acknowledge in Section 7.2 that you received each one.
2. Question: Just a clarification on a few questions in the addendums. In Addendum #3, question #2 in the general section, it states the City would like to go live during the first quarter of 2019. But in addendum #1, it is stated the City wants to start the implementation before Jan 2019.

Answer: Jan- March 2019 – First quarter of calendar year 2019.

3. Question: Can you provide additional information on the following functional requirements?
  - R2.78 - Ability to activate and deactivate budget lines  
 Answer: Ability to activate and deactivate the CoA elements
  - R2.24 - Ability to manage multiple Payroll numbers (GG and GRU)

Answer: Please refer to the organizational hierarchy structure in Addendum #1. CoA for City of Gainesville(GG) is different from CoA of Gainesville Regional Utility(GRU) , however GG does the payroll for GRU.

4. Question: The following functional requirements reference either an internal City policy number or Florida Statue. Can you please provide additional information on the policy or specifically what within the policy you are trying to meet with the requested requirement? We attempted searching on the City of Gainesville and State of FL websites but need more specific information as search produced multiple results etc.

- R1.23 - Policy C-6
- R1.26 - Policy B-4
- R1.32 - Policy E-4
- R1.40 - FS 119
- R1.67 - Policy L-3
- R1.68 - Policy L-3 and L-4
- R1.71 - Policy B-1 and State of FL University System Credit-hour rates
- R1.74 - Policy B-1
- R1.150 - FL Department of Revenue (Florida Statue 409)
- R1.170 - Policy E-5
- R2.21 - Payroll based on **City policies**

Answer: Please see additional Policy uploads in DemandStar for your use.

- Based on union contracts. Please refer to this link  
<http://www.cityofgainesville.org/HumanResources.aspx>
- R2.26 - Ability to automatically calculate, track and distribute OT **based on policy**
- Based on union contracts. Please refer to this link  
<http://www.cityofgainesville.org/HumanResources.aspx>
- R3.32 - City Code of Ordinance Article 7, Chapter 5, Division 2
- R3.39 - Accident Analysis Form (DWC-1)?



Please refer to Appendix 2, Glossary

- R3.41 - Ability to handle **per policies?**
- Please refer to this link <http://www.cityofgainesville.org/HumanResources.aspx>
- R3.58 - Policy 22.3
- R3.73 - City Ordinance Article 7, Chapter 2, Division 5
- R3.95 - City Policy L3, L4
- R3.127 - Policy L-5
- R3.157 - City Pension Plan Policy Article 7, Chapter 2, Division 5
  - Please refer to this link [https://library.municode.com/fl/gainesville/codes/code\\_of\\_ordinances](https://library.municode.com/fl/gainesville/codes/code_of_ordinances)
- R2.162 - Ability to publish end-to-end solicitation process (e.g., original and updates) via different sources per FL Statue and Policy


Answer: Please see additional Policy uploads in DemandStar for your use.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 5 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 5 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: Tyler Technologies, Inc. \_\_\_\_\_

BY:  \_\_\_\_\_  
Abigail Diaz, Chief Legal Officer

DATE: June 15, 2018 \_\_\_\_\_

CITY OF \_\_\_\_\_  
GAINESVILLE

FINANCIAL SERVICES  
PROCEDURES MANUAL

**41-424      Prohibition of lobbying in procurement matters**

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Black out period means the period between the issue date which allows for immediate submittals to the City of Gainesville Purchasing Department for an invitation for bid or the request for proposal, or qualifications, or information, or the invitation to negotiate, as applicable, and the time the City Officials and Employee awards the contract.

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**ADDENDUM NO. 6**

Date: June 20, 2018

Bid Date: ~~June 26, 2018~~  
 June 29, 2018  
 at 3:00 P.M. (Local Time)

Bid Name: ERP Product Solution(s) and  
 Implementation Services

Bid No.: CMGR-180083-MS

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

Please replace sections 4.3.1 and 4.3.2 from the ITN with the below language:

**4.3.1 Business Process Mapping**

~~Business process mapping is in progress by the project functional leads and will be provided prior to award of bid.~~

**4.3.2 Environment Assessment**

~~Assessment of the current “as-is” environment (e.g., number of applications, infrastructure environment) is in progress by an IT Consulting firm and will be provided prior to award of bid.~~

**4.3.1 Business Process Mapping**

Business process mapping is in progress by the project functional leads and will be completed prior to award of bid.

**4.3.2 Environment Assessment**

Assessment of the current “as-is” environment (e.g., number of applications, infrastructure environment) is in progress by an IT Consulting firm and will be completed prior to award of bid.

Please find attached:

Copy of the black-out period information (Financial Procedures Manual Section 41-423 Prohibition of lobbying in procurement matters) distributed during pre-bid meeting.

The following are answers/clarifications to questions received since the pre-bid meeting:

1. Question: R3.2 – Please define what type of Fraud Cases?  
 Answer: Worker’s Compensation Injury Cases

2. Question: R.3.12/13/14/15 – Please define the nurse and clinic relation to the city. City Employee? Clinic for city employees?  
Answer: The City has in-house urgent care clinic for all the City Employees (GG + GRU)
3. Question: R3.143 - What type of data and from what source?  
Answer: The City has employee's health benefit data, worker's compensation data etc.; the details will be discussed during the design tasks of the Implementation phase. The data is required to be shared with different source like ICMA, Florida Blue etc.
4. Question: R4.14 - Please define the data and the external system?  
Answer: Employee and Financial Data is required to be shared with various external sites e.g. Gainesville Regional Utility(GRU), Banks, Decentralized departments
5. Question: R2.61- What is the strategy for uploading or attaching invoices and payment requests? SAP offers several solutions such as DMS (Doc Mgmt Serv), Upload directly in to SAP, as well as offer third party like OpenText.  
Answer: The City prefers to utilize out of the box functionality for most of the City's requirements. We expect the proposals should be able to specify the strategies based on the product.
6. Questions: R2.71- Drilldown is available, including for budgeting line items. But, not clear on the expectation of drilling down on a budgeted line item and that line item would show some actual cost value?  
Answer: The City would like to do analytics based on the details of every budget line-item expenditure. The City is looking to be able to do all this in one user screen instead of toggling between screens/different sources.
7. Questions: R2.88 - The assumption is that the inflators are reflective from plan, budgeted, or actual values?  
Answer: All of the above and deflators.
8. Questions: R2.126 - What is the process flow today for payment processing? In that, where in the flow should the supporting documentation be attached?  
Answer: The City's process flow will be discussed in detail during the design task of the Implementation phase. The City would prefer to have the upload functionality at the time of submitting a payment request.
9. Questions: R2.134 - Need to understand the process flow and the services used by 3rd Party to know when and how attachments are being entered. What 3rd party is being considered?  
Answer: The City's process flow will be discussed in detail during the design task of the Implementation phase. The City is looking for proposals to include one package solution to meet almost all the City's requirements that may include any 3<sup>rd</sup> party recommendations. Examples have been mentioned in the requirement of the existing 3<sup>rd</sup> party applications, however the City is open to explore other options based on proposals. Also, please refer to Exhibit 2.
10. Questions: R2.226 - What is defined as "capturing subcontractor utilization at the time of AP entry"? Is there a desire for a report to see or some other method?  
Answer: The City requires subcontractor information to be shared with Commission, Grants, public etc. for decision making purposes.
11. Questions: R2.228 - What is considered as "insufficient sources" in order to disallow transactions from occurring? This is common but need to make sure what these sources are.

- Answer: Please refer to the requirement as it does mention the examples of sources (appropriations, funds etc.)
12. Questions: R2.146 - Need a deep dive on the types of outgoing messages and the use of 3rd party services  
Answer: The City is looking for improving their current processes. Deep dive to current City's processes is considered to be explored during the design tasks of the Implementation.
13. Question: May we submit a cover letter to precede the Cover Page?  
Answer: The City requests to follow the standard format as provided.
14. Question: May we include an Appendix after Tab 11 to include supplemental information?  
Answer: No
15. Question: Does the City require Exhibit 1 and Exhibit 5 (Excel files) to be included in the hard copy submission (printed) or is an electronic submission-only sufficient?  
Answer: These two Excel files are very large and will be difficult to print. Please submit in electronic format.
16. Question: Should we include Exhibit H in the submission if we are bidding?  
Answer: No, only if you decide not to bid.
17. Question: May we include Exhibit G in our response to "C" in Tab 3?  
Answer: Yes, references can be included in Tab 3 in "C".
18. Question: Can you clarify which forms should be in Tab 10?  
Answer: All the forms from the ITN pages 18-36, plus Exhibit 9-Tabulation of Subcontractors
19. Question: Can you clarify which questions should be addressed in Tab 11? The RFP refers to section 3; however, a majority of section 3 (3.1.1 and 3.1.2) are to be included in Tab 5, respectively.  
Answer: Section 3.1.2 bullet point "H" needs to be included in Tab 11
20. Question: In which section/Tab would you like exhibit 9 and the Good Faith Effort to be in the final submission?  
Answer: Tab 10
21. Question: Which Exhibits must be returned with the ITN? Specifically, Exhibit 8 – does the draft NDA need to be completed, acknowledged or reviewed at this time.  
Answer: No, this does not need to be returned at this time. This was only an example of what you can expect to see attached to the final contract.
22. Question: Please clarify the response the City requires when asking for, "Bonding Capability up to \$250,000.00"  
Answer: Letter from surety company showing you have the capability to bond up to \$250,000.00
23. Question: We see the Q&A deadline has moved to June 14. When will the City post the results of the final Q&A?  
Answer: As soon as we can gather all the answers to questions received from vendors. This addenda includes all questions received before the 3 pm questions deadline.
24. Question: Our solution may include one or two third party products to fulfill all solution requirements (e.g. document management). Is the City amenable to signing an agreement with a third-party solution provider that we propose with whom we have numerous years

- of experience? The advantage to the City would be direct product support from that vendor.
- Answer: The City is open to explore options to meet all our requirements.
25. Question: At the ITN response stage, can you clarify the good faith effort the City is anticipating? Typically, with the solution we are proposing, subcontractors are not required and can add coat/complexity to our clients.
- Answer: The City will decide the implementation order of the functionality based on the proposals strategy. The City is looking to start the Implementation Phase in first quarter of 2019 which includes the following at a high level: Preparation, Design/Business Blueprint, System Realization, System Final Preparation, Go-Live Support Strategy
26. Question: Can you define what you mean by implementation is to begin January 2019?
- Answer: We are referring to the start of the Implementation Phase which includes the following at a high level: preparation, design/business blueprint, system realization, system final preparation, go-live support strategy
27. Question: We understand from the pre-bidders' conference call that the City has an approximate budget of \$7m for this program. Can the City elaborate as to how much of the \$7m is allocated for ERP software acquisition (and if SaaS, how many years) and one-time consulting implementation costs.
- Answer: Please refer Addendum#1 question7 and the pre-bid slide deck.
28. Question: Can you clarify your expectation for the unredacted hardcopies? The ITN reads: "3. Provide one (1) original and nine (9) unredacted copies of the proposal in a separate envelope, with the confidential and/or exempt information highlighted in yellow." Is this request for 10 hard copies in addition/different to the 10 copies of the proposal response?
- Answer: This requirement is only if you have confidential information. Yes, it is in addition to the response.
29. Question: What is the breakout percentage of employees that will require access to the systems - Financials/Accounting Users, HR Time Approvers, Time entry/self-service, HR admin/Risk Management (Position management, forecasting, payroll)?
- Answer: The City prefers to have all City employees to have access to the system, however it will be role based security access with an approval workflow to request access.
30. Question: Can you provide the Requirements to Business Process Mapping outlined in the RFP document?
- Answer: The City is still working on it and will be completed prior to the award of the bid for this ITN (not RFP).
31. Question: Can you provide an integration diagram to show integrations between internally managed systems by the city and external systems/vendors?
- Answer: The City is still working on it and will be completed prior to the award of the bid for this ITN.
32. Question: What file handling solution if any is currently being used to send and receive flat files?
- Answer: The City is looking to improve its current processes. The City currently does not have any solution to handle flat files.
33. Question: What tool is being used for e-Signature functionality if any?

- Answer: The City is looking to improve its current processes The City currently does not have any tool for e-signature.
34. Question: What is your current state document management (Hummingbird (Exceed)) solution and do you have any timeline restrictions on how long you have to keep attachments and what type of sensitive data is stored there (PHI, PII, etc.)  
Answer: Hummingbird is our current DMS. The City's abides to the Florida Statue for the retention schedule. The City is looking to explore options for ECM solutions to secure/encrypt sensitive data.
35. Question: What is the RTE interface/tool used for in the current state environment?  
Answer: RTE (Remote Time Entry) is an in house system used for time entry by all City/GRU departments.
36. Question: What is the data flow (inbound/outbound), type of data and method of transport for RTE interface/tool?  
Answer: The City is looking to explore options to replace RTE. Currently; all the communication with RTE is manual through flat files.
37. Question: How does Change Gear current integrate with your system - flat file, api, etc. and what data is sent/received from this system?  
Answer: Change Gear is the incident tracking system used by IT. Employee data is uploaded to ChangeGear by utilizing the data from the nightly data extracts from the current HT ERP system. GRU IT maintains the updated to ChangeGear.
38. Question: What is the Lynda.com interface/tool used for in the current state environment?  
Answer: The City is currently using Lynda.com for training requirements for few courses. It is not used extensively.
39. Question: What is the data flow (inbound/outbound), type of data and method of transport for Lynda.com interface/tool?  
Answer: Currently, there is no data flow from Lynda.com to any of the City's interface. However, the City's admin rarely utilizes the employee certificates to be uploaded to the employee record manually. The City is looking to improve its current processes.
40. Question: What is the Visa Works interface/tool used for in the current state environment?  
Answer: The City has the P-card program with Bank of America. Visa Works is a system provided by Bank of America to administer the Visa changes.
41. Question: What is the data flow (inbound/outbound), type of data and method of transport for Visa Works interface/tool?  
Answer: Currently, there is no data flow from VisaWorks to any of the City's interface. The data from VisaWorks in inputted in the current City's system by manual/batch process. The City is looking to improve its current processes.
42. Question: How is the NEOGOV system solution used in today's current state, does it integrate with CGI and how is that being done?  
Answer: NEOGOV is used for the HR functions like Onboard, Performance Management. It is not integrated with CGI. The City is looking to improve its current processes.
43. Question: What is the Actuary Site interface/tool used for in the current state environment?  
Answer: Currently, the City is using the Actuary firm for the City's retirement plans like General Pension Plan, Consolidated Plan

44. Question: What is the data flow (inbound/outbound), type of data and method of transport for Actuary Site interface/tool?  
Answer: We have a FTP site to the Actuary firm to send the data to the firm. The City is looking to improve its current processes.
45. Question: What is the ICMA E2 Link interface/tool used for in the current state environment?  
Answer: Currently, the City is using the ICMA tool for the following retirement plans 401, 457, IRA
46. Question: What is the data flow (inbound/outbound), type of data and method of transport for ICMA E2 interface/tool?  
Answer: There is no data flow from ICMA. On need basis the data is downloaded and used for reports. We do bi-weekly upload a text file into ICMA E2 Link for payroll purposes.
47. Question: What is the Granicous interface/tool used for in the current state environment and what is the type of data and data flow (inbound/outbound)?  
Answer: This tool is used for uploading the safety training videos and pdf to the website.
48. Question: What is the data flow (inbound/outbound), type of data and method of transport for Granicous interface/tool?  
Answer: The City uploads data into Granicous but there's no outbound data flow.
49. Question: What is the Risk Master System and how does it work with the CGI system and any other integrating points?  
Answer: Risk master System is the claims processing software tool provided by City's Third Party Administrator (TPAs). The City has limited access to that tool for reporting, tracking and TPA supports the City to upload the claims for processing. The City looking to improve the process. It is not integrated with our current system.
50. Question: What is the data flow (inbound/outbound), type of data and method of transport for Risk Master System interface/tool?  
Answer: There is no data flow. The documents/files are sent to TPAs for processing.
51. Question: What is the ADP interface/tool used for in the current state environment?  
Answer: ADP interface is used for time entry for RTS.
52. Question: What is the data flow (inbound/outbound), type of data and method of transport for ADP interface/tool?  
Answer: Time keeping data is manually/batch transferred to process payroll. The data is exported from ADP, transformed into the required format through an in-house program and is loaded into the in-house RTE (Remote Time Entry) system.
53. Question: What is the Inovah interface/tool used for in the current state environment what type of data and direction of the data flow (inbound, outbound)?  
Answer: iNovah interface is used as a cashiering system for the City.
54. Question: What is the data flow (inbound/outbound), type of data and method of transport for Inovah interface/tool?  
Answer: iNovah data gets to the CGI through a batch process. All funds received by t the City is done through iNovah.
55. Question: What is the Jet Pay interface/tool used for in the current state environment?  
Answer: Jetpay is one of the source of funds to iNovah.
56. Question: What is the data flow (inbound/outbound), type of data and method of transport for Jet Pay interface/tool?



- Answer: : JetPay is building online payment system. The data from JetPay is manually entered into iNovah.
57. Question: What is the Payeezy interface/tool used for in the current state environment?  
Answer: The City's parking garage payment system
58. Question: What is the data flow (inbound/outbound), type of data and method of transport for Payeezy interface/tool?  
Answer: The payment data is inputted into the iNovah system manually through batch processing.
59. Question: What is the Paychex interface/tool used for in the current state environment?  
Answer: Parks, Recreation & Cultural Affairs time entry system
60. Question: What is the data flow (inbound/outbound), type of data and method of transport for Paychex interface/tool?  
Answer: The data is exported from Paychex, transformed into the required format through an in-house program and is loaded into the in-house RTE (Remote Time Entry) system.
61. Question: What is the Telestaff interface/tool used for in the current state environment?  
Answer: Telestaff tool is a scheduling software used by few City's department to provide input to RTE for payroll processing.
62. Question: What is the data flow (inbound/outbound), type of data and method of transport for Telestaff interface/tool?  
Answer: Telestaff is not integrated with any of the current City's systems. All the data entry is done manually.
63. Question: What is the CSI interface/tool used for in the current state environment?  
Answer: CSI is now called JetPay. Please refer to #55
64. Question: What is the data flow (inbound/outbound), type of data and method of transport for CSI interface/tool?  
Answer: CSI is now called JetPay. Please refer to #26
65. Question: What is the T-2 interface/tool used for in the current state environment?  
Answer: T-2 tool is used for citations and decals.
66. Question: What is the data flow (inbound/outbound), type of data and method of transport for T-2 interface/tool?  
Answer: T-2 data gets into iNovah manually/batch process.
67. Question: What is the SAP interface/tool used for in the current state environment?  
Answer: SAP is the Financial and Customer Care ERP systems used by Gainesville Regional Utilities (GRU). The City does not have a SAP interface/tool
68. Question: What is the data flow (inbound/outbound), type of data and method of transport for SAP interface tool?  
Answer: Payroll accounting data for GRU employees is exported from the City's current HR ERP system, transformed into the required format through an in-house program and is sent to GRU for import into the SAP Financial system.
69. Question: What is the Web Apps interface/tool used for in the current state environment?  
Answer: The City uses WebApps for business tax online payment.
70. Question: What is the data flow (inbound/outbound), type of data and method of transport for Web Apps interface/tool?  
Answer: Batch process gets the data from WebApps to iNovah.
71. Question: What is the B2G Now Interface/tool used for in the current state environment?

- Answer: B2GNow is a system used by the City to certify vendors for the Small Business Procurement program.
72. Question: What is the data flow (inbound/outbound), type of data and method of transport for B2G interface/tool?  
 Answer: Vendor expenditure data is exported from the City's current Financial ERP system, transformed into the required format through an in-house program and sent to B2GNow for import into the B2GNow system.
73. Question: What is the Convey Interface/tool used for in the current state environment?  
 Answer: Convey is used by the Payroll/Accounts Payable (AP) division to process W2, 1099R, and 1099M forms for employees as well as generate required IRS files.
74. Question: What is the data flow (inbound/outbound), type of data and method of transport for Convey interface/tool?  
 Answer: W2 data is processed in the current HR ERP system, exported, transformed into the required format through an in-house program and imported into Convey. 1099R data is processed in the current Retiree HR ERP system, exported, transformed into the required format through an in-house program and imported into Convey. 1099M data is processed in the current Financial ERP system, exported, transformed into the required format through an in-house program and imported into Convey.
75. Question: What is the Legistar Interface/tool used for in the current state environment?  
 Answer: This tool is used to upload the Commission Agenda, videos, legislative file , backups etc. This is accessible by public . It interfaces with Granicus tool.
76. Question: What is the data flow (inbound/outbound), type of data and method of transport for Legistar interface/tool?  
 Answer: We upload and download the files on a need basis.
77. Question: What is the Suntrust system used for and how does it integrate with CGI and other interface partners?  
 Answer: SunTrust is the City's banking institution. The current HR and Financial ERP system creates EFT Bank files by transforming the data into a format that can be submitted to the bank for processing. The bank files are uploaded to SunTrust via a secure website provided by SunTrust.
78. Question: What is the Expert Pay system used for and how does it integrate with CGI and other interface partners?  
 Answer: The Expert Pay system is used to report child support payments. The child support payments are taken as deductions during the payroll process in the current HR ERP. The data is exported from the current HR ERP, transformed into the required format through an in-house program and uploaded to the Expert Pay website.
79. Question: What is the Master Parcel system used for and how does it integrate with CGI and other interface partners?  
 Answer: The City's system to track landlord payments. There's no integration with CGI.
80. Question: What is the 3rd Party Scheduling system used for and how does it integrate with CGI and other interface partners?  
 Answer: The City has several 3<sup>rd</sup> party scheduling systems (e.g., Telestaff, Redwood, Fleetnet). None of the 3<sup>rd</sup> party scheduling systems integrate with CGI.
81. Question: What is the Visa Works system used for and how does it integrate with CGI and other interface partners?  
 Answer: Please refer to question 40

82. Question: What is the Demand Star system used for and how does it integrate with CGI and other interface partners?  
Answer: This is used to publicly advertise solicitations. It does not integrate with CGI.
83. Question: What is the Open Gov system used for and how does it integrate with CGI and other interface partners?  
Answer: OpenGov tool is used for budget forecasting. It does not integrate with CGI.
84. Question: What is the Info Advantage system used for and how does it integrate with CGI and other interface partners?  
Answer: InfoAdvantage is the name of the reporting tool for the current HR and Financial ERP systems. It is actually Business Objects. The current HR and Financial ERP vendor provides the ETL and standard reports for InfoAdvantage/Business Objects. There is an in-house extract from the current HR and Financial ERP databases that is connected to Business Objects to allow users to create custom reports.
85. Question: How is the Shared Drive leveraged (document repository, location for batch / file handling file integrations)  
Answer: Documents are typically stored on domain shares in secured and unsecured folders, depending on data sensitivity. Also, various output file formats (text, spreadsheet, PDF) are generated and stored on domain folders (shares) that are not considered local to the server. Inputs are mostly XML and Excel formatted and located in folders considered local to the server processing the data.
86. Question: How is SharePoint used and what level of sensitive data is held here (PII, PHI, etc.)  
Answer: Shared drive is used for document repository. There is no sensitive data stored on the SharePoint.
87. Question: What is the BIRT & RTE interface/tool used for in the current state environment?  
Answer: BIRT (Business Intelligence and Reporting Tools) is used to design and print forms for the current HRM/RET/Financial ERP systems. The BIRT report designer is used within the Eclipse application. The forms are delivered and configured in the ERP by the current vendor and customized by the City. Examples of forms are Payroll paystubs and checks, Vendor paystubs and checks, Purchase Orders, Invoices, etc.
88. Question: What is the data flow (inbound/outbound), type of data and method of transport for BIRT & RTE interface/tool?  
Answer: The current HRM/RET/Financial ERP systems are configured by the vendor to work with BIRT to process and print the forms through the ERP system's batch jobs. There are also email capabilities to email pdfs instead of printing.
89. Question: What is the OHM system used for and how does it integrate with CGI and other interface partners?  
Answer: OHM (Occupational Health Management System) is used for store, schedule, creating reports for Employee Health Information only. It does not integrate with other systems.
90. Question: What is the G-Suite interface/tool used for in the current state environment?  
Answer: Google docs are used to share program details with all employees and retirees. Also used to schedule evaluations, to do reporting .Specially used for Wellness division.
91. Question: What is the data flow (inbound/outbound), type of data and method of transport for G-Suite interface/tool if applicable?

- Answer: The City download and uploads files
92. Question: What is the 834 Format Vendor Files interface/tool used for in the current state environment?  
Answer: The 834 format is used to send health insurance enrollment and maintenance to the City's insurance administrator.
93. Question: What is the data flow (inbound/outbound), type of data and method of transport for 834 Format Vendor Files interface/tool?  
Answer: The data is exported from the current HR ERP, transformed into the required 834 format through an in-house program and sent to the insurance administrator.
94. Question: What is the IRS File Transfer interface/tool used for in the current state environment?  
Answer: The IRS File Transfer tool is a website provided by the IRS.
95. Question: What is the data flow (inbound/outbound), type of data and method of transport for IRS File Transfer interface/tool?  
Answer: Convey generates the applicable IRS and SSA file transfer documents and they are uploaded to the Fire.IRS.gov and SSA.gov websites.
96. Question: What is the relationship between Exhibit 2 (with all the systems listed by area) and Exhibit 1 (functional requirements)? Do we have to address every "bubble" on the exhibit 2 diagram?  
Answer: The exhibits are interrelated in terms of the information from processes to requirements.
97. Question: How many employees will need access to HR and how many will need access to Accounting?  
Answer: The City prefers to have all City employees to have access to the system; however, it will be role based security access with an approval workflow to request access.
98. Question: Does the city have a document storage solution that will stay in place or would the proposed system be required to host files? If files are required to be hosted, what volume of file storage is required?  
Answer: The City is expecting the proposed system to host the files. The volume of the file storage is dependent on the proposals received to meet the City's requirements.
99. Question: If data is to be hosted in a cloud environment, is a Government dedicated cloud preferred or required?  
Answer: The City is open to explore the option, please submit your best proposal that meets the City's requirements.
100. Question: Is Section 508 Compliance required or preferred for the user interface?  
Answer: Yes, 508 Compliance is required.
101. Question: What existing systems/servers/databases will stay in place that this system will need to integrate with?  
Answer: Please refer to the ITN, Section 4.
102. Question: Bonding Capability up to \$250,000 - please provide further clarification on what City of Gainesville are expecting  
Answer: Letter from surety company showing you have the capability to bond up to \$250,000.00
103. Question: Credit Rating or Financial Statements - Which financial statements? Income Statement and Balance Sheet? For how many years?

- Answer: Audited financial statements, to include all statements and schedules, for most current completed year.
104. Question: Time entry vs. time keeping (one is in Finance and Risk, one in HR processes)? Are there different systems per department for entering time now?  
Answer: In reference to Exhibit 2, Department Diagrams; time entry vs timekeeping is the same across each department. No, there are not different systems for the core areas per the scope of the ITN.
105. Question: What vendors, if any, has the City of Gainesville met with?  
Answer: The City has only viewed Product Demo's while conducting market research prior to this bid, but has not met with any vendors.
106. Question: What process/systems do you have in place for employee training? Are they wanting to keep/replace current training systems? Do you provide training for anyone other than employees?  
Answer: The City is looking to see the proposals for recommendations to improve efficiency. Please refer to Exhibit 2, Department Diagrams. The City does not currently offer training to the public.
107. Question: Are you looking for an LMS system for the training  
Answer: Yes
108. Question: What current solution do you have in place to handle your public record requests?  
Answer: The City's current solution is an "on need" basis for public records request; however, the City has a parallel effort to help streamline this process.
109. Question: Please send us your Organizational chart - City Wide  
Answer: Please refer to Addendum#1 and the presentation slide deck from pre-bid call.
110. Question: Have you established decision criteria or requirements list that you'll utilize to evaluate vendors?  
Answer: Yes
111. Question: How will you compare and score the different options you explore to determine a partner?  
Answer: Details to this will be provided in an ITN handbook.
112. Question: What workflows would you like to see automated?  
Answer: The City is looking to see the proposals for recommendations to improve efficiency. Please refer to the ITN.
113. Question: What are the typical HR Reports you run?  
Answer: The City's HR runs reports prevalent to federal, state and local compliance; in addition to, any reports requested by City Commission for decision making. Additionally, the City's HR runs reports for any public records request.
114. Question: How many hourly (non-exempt), salaried and contractor employees do you have?  
Answer: Please refer to Exhibit 3, Data Volume
115. Question: Is there a need for employees to clock in/out from outside of work locations (mobile)?  
Answer: Yes
116. Question: How many supervisors approve timecards, corrects errors etc.?  
Answer: Currently, the City has one layer of approval for their timecards. The City is looking to see the proposals for recommendations to improve efficiency.

117. Question: What if any shift premiums are paid?  
Answer: Please refer to Addendum#5
118. Question: Do employees transfer departments?  
Answer: Yes
119. Question: Do they earn different rates for transfers?  
Answer: Yes
120. Question: How are meals and breaks managed?  
Answer: This is contingent upon union contracts. Please refer to Addendum#5.
121. Question: What (if any) are the eligibility rules for paid Holidays?  
Answer: This is contingent upon union contract agreements. Please refer to Addendum#5.
122. Question: Do you need to track absence events?  
Answer: Yes
123. Question: What methods do you utilize to collect time worked for your salaried or exempt employees?  
Answer: As per the scope of this ITN (HR, Finance, and Risk); the City does not collect time worked for salaried or exempt employees.
124. Question: Could you share a copy of your written time policies?  
Answer: Please refer to Addendum#5
125. Question: Are there any other unique time capture factors we need to understand?  
Answer: The details will be discussed during the design phase when more details will be provided. Please refer to Addendum#5.
126. Question: Are employees scheduled in current system? Who creates schedules? Who can view?  
Answer: Yes, as per the union contracts.
127. Question: What are the labor categories that employee's time may be assigned to?  
Answer: Exempt, non-exempt
128. Question: What is the process for documenting and allocating their time to these labor categories?  
Answer: The documenting of these labor categories and allocating time is done at the employee record level.
129. Question: Can any combination of categories be utilized or are there dependencies between selections?  
Answer: No
130. Question: Should all employees be able to select from each labor category or does it need to be filtered to eligible categories for various employees?  
Answer: This is set from when the employee record is generated
131. Question: Is there a start and end date for when labor categories should be active?  
Answer: Yes
132. Question: Besides capturing hours, are you needing wages, tax and deduction entries to be allocated to the labor categories?  
Answer: Yes
133. Question: Do you have any "time theft" concerns, buddy-punching, etc.?  
Answer: Yes
134. Question: What reports/data are critical needed to manage time and labor?


- Answer: The City is still assessing its current environment to get the details. The City is looking to see the proposals for recommendations to improve efficiency.
135. Question: How do you mitigate against the additional cost of overtime?  
Answer: The City is looking to see the proposals for recommendations to improve efficiency. Currently, there is no way to mitigate as of now.
136. Question: What paid leave benefits do your employees receive?  
Answer: Please refer to Addendum#5
137. Question: Could you share your policy of how paid leave time is earned?  
Answer: Please refer to Addendum#5
138. Question: How do employees submit their requests for time off?  
Answer: Currently, the employees submits their request in paper form. The City is looking to see the proposals for recommendations to improve efficiency.
139. Question: Who approves?  
Answer: Time off is approved by the manager.
140. Question: How much time is devoted to requests for information from managers/executives?  
Answer: Considerable amount of time. The City is looking to see the proposals for recommendations to improve efficiency.
141. Question: Besides benefits, what are other common payroll deductions?  
Answer: LifeQuest, Union Dues, Charitable deductions, court ordered , uniforms etc
142. Question: How are wage garnishments managed?  
Answer: Currently, the City uses ExpertPay as one of the tools to manage garnishments.
143. Question: Can you describe the steps for preparing payroll?  
Answer: Currently, the City has a manual payroll process. The City is looking to see the proposals for recommendations to improve efficiency.
144. Question: Besides hours, salaries, what other types of earnings are part of employee compensation?  
Answer: Please refer to the following link for the current compensation parameters <http://www.cityofgainesville.org/HumanResources/WhyWorkforUs.aspx>.  
The City is working with Korn Ferry-Hay.
145. Question: Are supplemental earnings keyed or imported?  
Answer: The City is looking to see the proposals for recommendations to improve efficiency. Currently, the data is keyed.
146. Question: What steps do you take to check the accuracy of the payroll?  
Answer: The City is looking to see the proposals for recommendations to improve efficiency.
147. Question: How are reports/checks delivered and distributed?  
Answer: The City is looking to see the proposals for recommendations to improve efficiency.
148. Question: What's the process for getting journal entries into the General Ledger to record payroll expenses?  
Answer: Currently, the City has 3 ways to get payroll into the General Ledger  
File from RTE to CGI (manual/batch)  
File from GRU ERP to CGI (manual/batch)  
Direct entry to CGI
149. Question: How long does the process take?

- Answer: Currently, it takes 3-4 days. The City is looking to improve its processes.
150. Question: In which steps do you think there is an opportunity to save time or improve accuracy?  
 Answer: The City is looking to see the proposals for recommendations to improve efficiency.
151. Question: What are some of the critical reports that you utilize from your current systems? Please provide the name and Data Contained and Purpose for each report  
 Answer: The City is still assessing its current environment to get the details. Please refer to ITN section 4.
152. Question: What is your PCard integration partner?  
 Answer: VisaWorks. However, the City is open to explore options to meet our requirements or improve our processes.
153. Question: What are you credit card providers that support the city as considered outside sources as outlined in R2.138?  
 Answer: The City's requirement R2.138 refers to the Accounts Receivable not credit cards.
154. Question: Can you give clarification on how you use the NDT (National Transit Database Report)  
 Answer: NDT is a system utilized by the City to report its regional transit system data to the Federal Transit Administration (FTA).

**ACKNOWLEDGMENT:** Each Proposer shall acknowledge receipt of this Addendum No. 6 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

**CERTIFICATION BY PROPOSER**

The undersigned acknowledges receipt of this Addendum No. 6 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: 

BY: Abigail Diaz, Chief Legal Officer

DATE: June 22, 2018



CITY OF \_\_\_\_\_  
GAINESVILLE

FINANCIAL SERVICES  
PROCEDURES MANUAL

**41-424      Prohibition of lobbying in procurement matters**

Except as expressly set forth in Resolution 060732, Section 10, during the black out period as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees except the purchasing division, the purchasing designated staff contact. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Black out period means the period between the issue date which allows for immediate submittals to the City of Gainesville Purchasing Department for an invitation for bid or the request for proposal, or qualifications, or information, or the invitation to negotiate, as applicable, and the time the City Officials and Employee awards the contract.

Lobbying means when any natural person for compensation, seeks to influence the governmental decision making, to encourage the passage, defeat, or modification of any proposal, recommendation or decision by City Officials and Employees, except as authorized by procurement documents.



June 22, 2018

City of Gainesville  
Procurement Division  
200 E. University Avenue, Room 339  
Gainesville, Florida 32601

Attention: Melanie Sowers

RE: Tyler Technologies, Inc.  
Bid Name: ERP Product Solution (s) and Implementation Services  
Bid No.: CMGR-180083-MS

Dear Ms. Sowers:

In an agency capacity, we service the surety bond needs to **Tyler Technologies, Inc.** They are a highly regarded and valued client of our agency and **Travelers Casualty and Surety Company of America**. At this time, **Travelers Casualty and Surety Company of America** is willing to provide bonding support for **Tyler Technologies, Inc.** in the single amount of **\$50,000,000** and **\$150,000,000** in the aggregate.

The execution of any final bonds would be subject to a review of the contract documents and bond forms by **Tyler Technologies, Inc.** and **Travelers Casualty and Surety Company of America**.

If we can provide any further assurances or assistances please do not hesitate to call our office.

Sincerely,

Wharton Surety Consultants, LLC

A handwritten signature in blue ink that reads "Eric J. Follman Sr. / fcd." The signature is written in a cursive style.

Eric J. Follman, Sr.

EJF/fld

# Gainesville.

## Citizen centered

## People empowered

### ADDENDUM NO. 7

Date: June 22, 2018

Bid Date: ~~June 26, 2018~~

~~June 29, 2018~~

**July 6, 2018**

at 3:00 P.M. (Local Time)

Bid Name: ERP Product Solution(s) and  
Implementation Services

Bid No.: CMGR-180083-MS

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

Correction to Question/Answer #28 in Addendum 6:

28. Question: Can you clarify your expectation for the unredacted hardcopies? The ITN reads: "Provide one (1) original and nine (9) unredacted copies of the proposal in a separate envelope, with the confidential and/or exempt information highlighted in yellow." Is this request for 10 hard copies in addition/different to the 10 copies of the proposal response?

Answer: ~~This requirement is only if you have confidential information. Yes, it is in addition to the response.~~

Corrected Answer: If you have confidential information within your proposal, please provide: a) a redacted original (in both hard copy and electronic format) and  
b) 9 unredacted hard copies with the yellow highlighting.

This is instead of not in addition to the requirements in Section 6.2 (A).

Revised Schedule:

#### 2.2 Revised Schedule

Distribution of ITN	May 24, 2018
Non-Mandatory Pre-Proposal Discussion	May 31, 2018
Deadline for receipt of questions	June 14, 2018 – 3:00 pm local time
Deadline for receipt of proposals	<del>June 29, 2018</del> <b>July 6, 2018 3:00 pm local time</b>
Evaluation of Written Proposal/Selection process	*July 23, 2018

Oral presentations/Evaluation, if conducted	*Aug 13-17, 2018
Product Demonstrations by Review Teams/Evaluation	*Sept 4 – Oct 5, 2018
Negotiations Commence	*October 8, 2018
Recommendation to City Commission/Approval	*TBD
Projected award date	*TBD
Projected contract start date	*TBD

Please find attached:


Copy of the black-out period information (Financial Procedures Manual Section 41-423 Prohibition of lobbying in procurement matters) distributed during pre-bid meeting.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 7 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

#### CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 7 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: Tyler Technologies, Inc.  
 \_\_\_\_\_

BY:   
 \_\_\_\_\_  
 Abigail Diaz, Chief Legal Officer

DATE: June 25, 2018  
 \_\_\_\_\_

CITY OF \_\_\_\_\_  
GAINESVILLE

FINANCIAL SERVICES  
PROCEDURES MANUAL

**41-424      Prohibition of lobbying in procurement matters**

Except as expressly set forth in Resolution 060732, Section 10, during the black out period as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees except the purchasing division, the purchasing designated staff contact. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Black out period means the period between the issue date which allows for immediate submittals to the City of Gainesville Purchasing Department for an invitation for bid or the request for proposal, or qualifications, or information, or the invitation to negotiate, as applicable, and the time the City Officials and Employee awards the contract.

Lobbying means when any natural person for compensation, seeks to influence the governmental decision making, to encourage the passage, defeat, or modification of any proposal, recommendation or decision by City Officials and Employees, except as authorized by procurement documents.

## Tab 11 CERTIFICATIONS AND QUALIFICATIONS

Tab 11: Certifications and Qualifications – see section 3

### 11.1 MINIMUM QUALIFICATIONS

#### 3.1 Minimum Qualifications

A. Must be authorized to transact business in the State of Florida. Please submit registration from Florida Department of State, Division of Corporations.

#### 11.1.1 FLORIDA DEPARTMENT OF STATE REGISTRATION

Please reference Tyler’s Registration on the following pages.



[Department of State](#) / [Division of Corporations](#) / [Search Records](#) / [Detail By Document Number](#) /

[Previous On List](#)   [Next On List](#)   [Return to List](#)

Entity Name Search

No Events   No Name History

### Detail by Entity Name

Foreign Profit Corporation  
TYLER TECHNOLOGIES, INC.

#### Filing Information

<b>Document Number</b>	F05000001163
<b>FEI/EIN Number</b>	75-2303920
<b>Date Filed</b>	02/23/2005
<b>State</b>	DE
<b>Status</b>	ACTIVE

#### Principal Address

5101 TENNYSON PARKWAY  
PLANO, TX 75024

Changed: 04/28/2014

#### Mailing Address

2500 North Dallas Parkway  
Suite 300  
Plano, TX 75093

Changed: 05/02/2013

#### Registered Agent Name & Address

CAPITOL CORPORATE SERVICES, INC.  
515 EAST PARK AVENUE  
2ND FL  
TALLAHASSEE, FL 32301

Address Changed: 08/16/2017

#### Officer/Director Detail

##### **Name & Address**

Title Chairman, CEO, Director

MARR, JOHN S., Jr.  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title President, Director

MOORE, H L, Jr.  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title Director

WOMBLE, DUSTIN R  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title Authorized Agent

Serracino, Deana L  
2500 N. Dallas Parkway  
Suite 300  
Plano, TX 75093

Title VP, CFO, Treasurer, Asst. Secretary

MILLER, BRIAN K  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title Director

BRATTAIN, DONALD R.  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title Director

KING, J. LUTHER  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title VP, Asst. Secretary, Chief Accounting Officer

Smith, Michael  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title Asst. Secretary, VP

Diaz, Abigail  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title Asst. Secretary

Caffey, Anne P  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title Director

Carter, Glenn A  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title Director

Cline, Brenda A  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title Director

POPE, DANIEL  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title Controller, Asst. Treasurer, Asst. Secretary



Holt, Sandy  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title Director of Tax, Asst. Treasurer, Asst. Secretary

Nelson, Leslee  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

Title Director of SEC Reporting, Asst. Secretary

Roland, Dana  
5101 TENNYSON PARKWAY  
PLANO, TX 75024

**Annual Reports**

<b>Report Year</b>	<b>Filed Date</b>
2016	04/26/2016
2017	04/01/2017
2018	03/24/2018

## 11.2 PREFERENCES

### 3.2 Preferences

A. The City prefers proposers to have experience in implementing more than one product. If applicable, provide a list of implemented products and the associated entity in Tab 11, Certifications and Qualifications.

With more than 15,000 public sector customers, Tyler is a national leader in the public-sector software market and as one of our valuable clients, you are part of this vast community. Our product is exclusively developed and maintained for the public sector. From more than 35 years, our expert teams have not only developed, implemented and supported an industry leading product, but have been solely focused on designing options based on industry best practice. Our approach and commitment to the public sector ensures our product delivers best practices that are inherent in the application based on our knowledge, experience and lessons learned.

With our vast experience of public sector implementation projects being delivered on time and on budget, Tyler differentiates ourselves through our Tyler-personnel implementation staff. Instead of relying on third party implementers that may not be completely focused on the project and may have disconnected interests in its outcome, we use Tyler personnel that have implemented Tyler applications in hundreds of other public-sector entities. Tyler is 100% public sector focused and our employees develop, implement and support more than 1,600 public sector Munis clients.

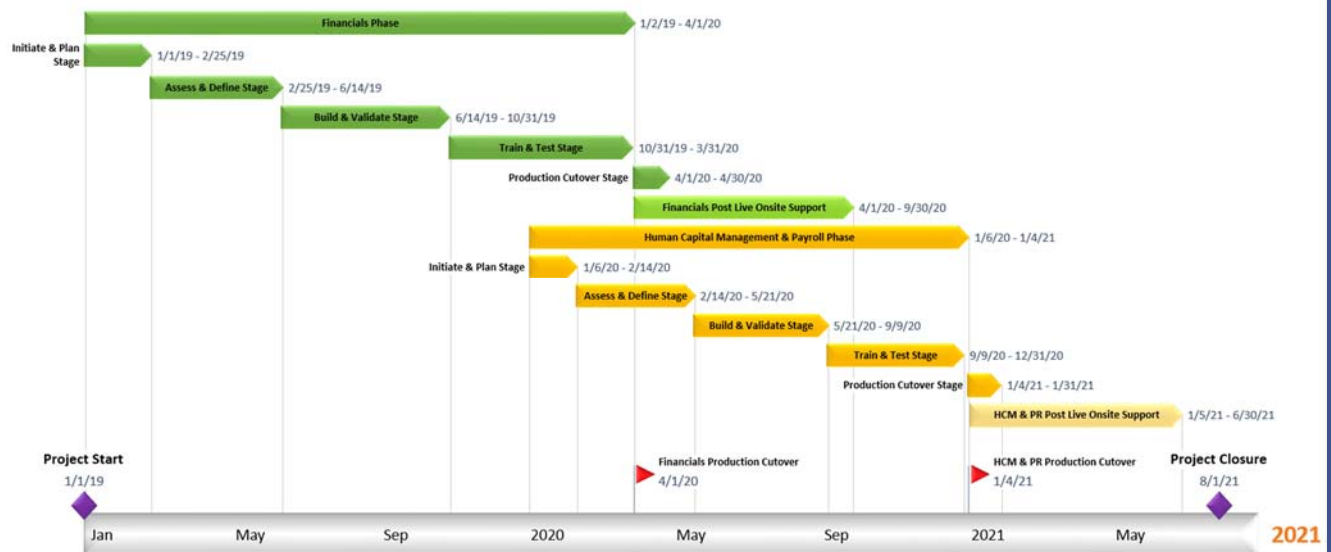
With that experience we have identified key areas of workflow and system design that positively impact a City-wide implementation. As such, our trained personnel perform and guide all aspects of implementation incorporating expertise and past lessons learned into your project. Our staff consists of seasoned professionals with years of experience, and unique and proprietary skills, specialized in managing and delivering projects focusing on your business processes.

In this document, we have outlined our implementation methodology built on our public-sector experience and utilizing PMI's fundamentals. Our implementation includes testing, training, data conversions, integrations, reporting services and support. Implementation is the set of activities that takes you from software installation up to the daily, normal use of the Tyler system. Tyler's goal is to provide the best software, services, and support to our clients. Tyler clients benefit from the fact that we perform our own implementations — we know our software better than anyone. Our clients receive guidance throughout implementation by experienced Tyler professionals.

### PROPOSED TIMELINE AND APPROACH

We recommend a phased implementation approach, staggering start and live dates for each phase of the project. Tyler also recommends starting the implementation with the Financials phase as the Chart of Accounts and General Ledger is the core to the entire system and converted financial data is critical to the rest of the system. Our proposal includes a two-phased approach. Your project will

initiate with the Financials phase, allowing us to develop a strong foundation before introducing Human Resources and Payroll. The staggered phasing also allows for the City to experience the exact same 6-Stage Implementation Methodology from one phase to the next. This predictability and consistency reduces risk and resistance and the organization has an opportunity to witness the successes from the previous phase. Both phases are right-sized in length, in our opinion, for the business re-engineering work, testing, and pre-live work required to deliver a quality system and fully trained staff. In addition, we have proposed an advanced service with extended post-live support, process change reinforcement, and system fine-tuning at each phase level, to be delivered by the functional Leads.



## TYLER IMPLEMENTATION METHODOLOGY

Tyler's implementation is a fully integrated approach that is based on the principles of the Project Management Institute and our 30+ years of experience of implementing our products in the public sector. Over these 30+ years, we have continuously adjusted to improve our process and develop tools and technologies to make the implementation experience more intuitive and effective. We've incorporated feedback from hundreds of clients, consultants, and partners and regularly perform evaluations of lessons learned and the ever-changing public sector needs....all to craft a transformative and customer experience focused approach to ERP Projects.

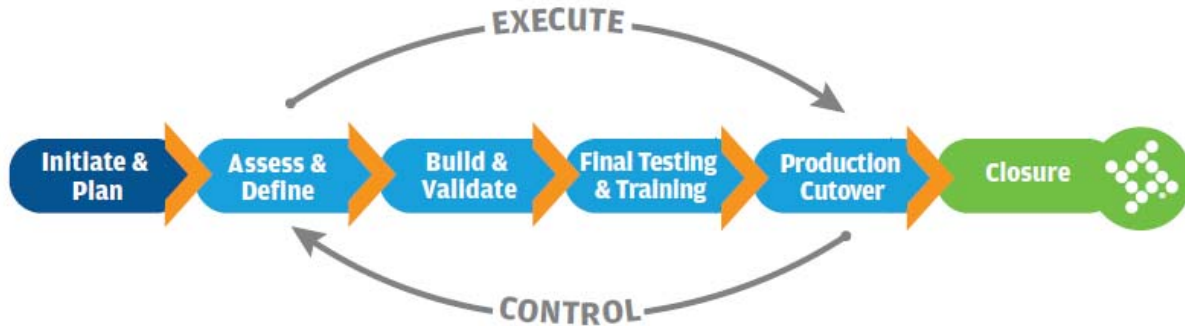
Since it's not enough to expect that software, or traditional software implementation alone, can provide the complete organizational evolution, we incorporate additional elements that are essential to successful organizations:

- Achieving both the upfront visioning work of business re-engineering with integrated change management based on customer experience *and*
- Post-live efficiency onsite support, measurement and process adjustment for full circle vision and ROI achievement

Our ability to achieve this full spectrum approach is a benefit directly resulting from the fact that we staff all project positions using seasoned Tyler professionals. Whether filling project management, business re-engineering consulting, system design, training, testing, technical, change management, or the dozens of other roles that are part of our process, you can rely on a level of Tyler software expertise and Public-Sector experience and focus that is unsurpassed in the marketplace.

## EVOLUTION PROCESS OVERVIEW

The project life cycle follows a six-stage, iterative approach with established control points for acceptance of stage activities, deliverables, and project progress. Throughout each stage, risk, quality, and change management have major roles in all activities, guided by Management Plans established collaboratively during project initiation. Utilizing the five process groups outlined in the PMI's *PMBOK® (Project Management Body of Knowledge) Guide* — Initiating, Planning, Executing, Monitoring and Controlling, and Closing, we apply them to our six stages, as shown below:



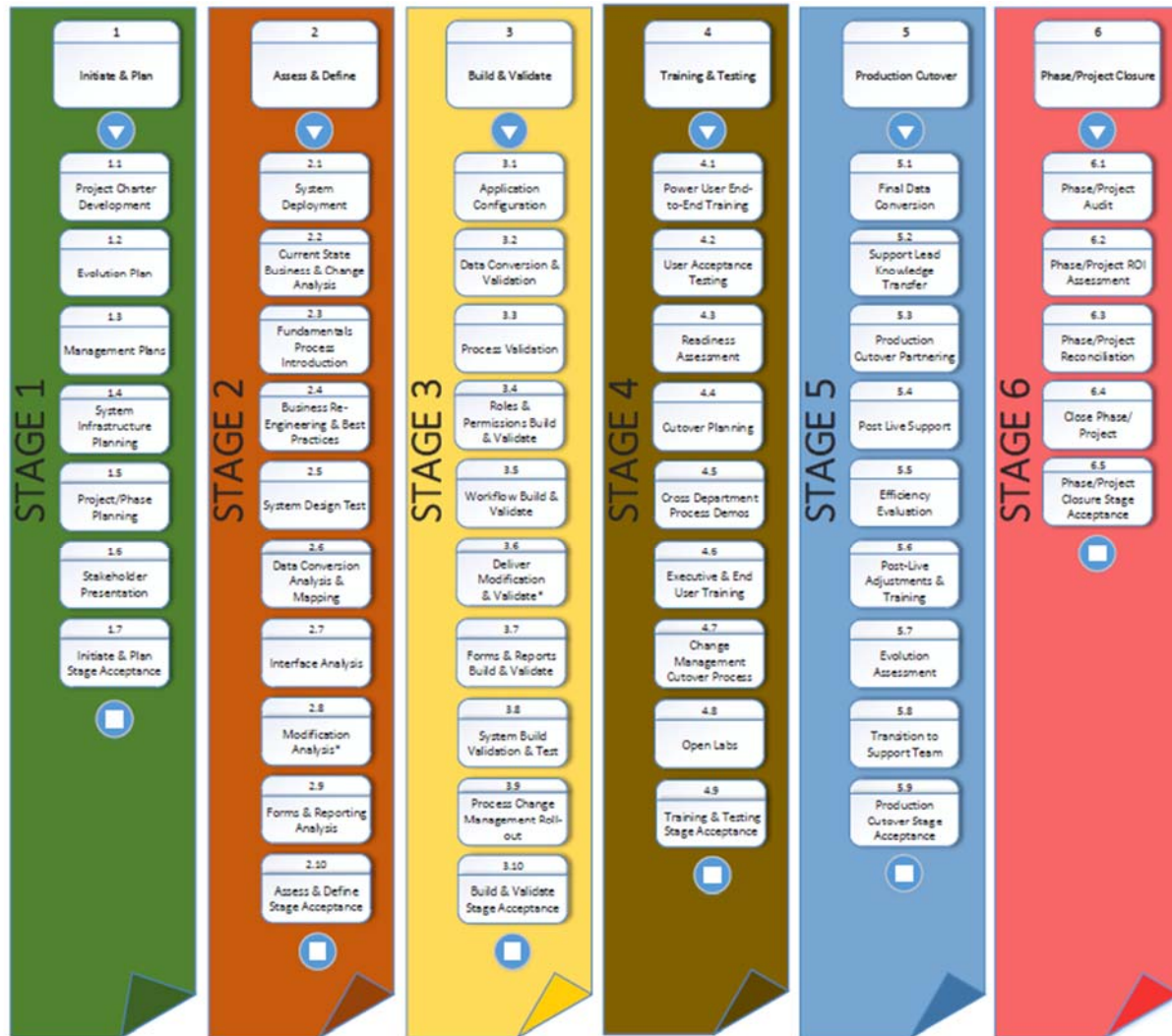
Given the significance of the City's Project Goals and the long reaching impact of successfully reaching them, we recommend a phased approach to the project. Starting with Core Financials, we'll establish early success through:

- increased system integration and the elimination of unneeded 3<sup>rd</sup> Party and/or shadow systems
- reducing the utilization of the legacy system
- immediately increasing internal controls
- shifting a large portion of the City's operation to an integrated and innovative technology

The additional benefit of this phased approach is that the Change Management aspect of the project will be fully matured early in Phase 1, shaping the Evolution education well in advance of subsequent phases.

## EVOLUTION PROCESS DEFINED

The Project Management Institute (PMI) utilizes a Work Breakdown Structure (WBS) to depict overall project work. Tyler uses this key PMI tool to show our implementation approach in greater detail, based on the six stages defined above.



\* - These steps only occur if Software Modifications are required.

## STAGE 1: INITIATE & PLAN

Tyler believes that partnership is the key to any successful project, and as such, begins the work with the development, or editing, of a Project Charter ([DED-01](#)). This, and the Statement of Work, developed along with the contract, form the foundation from which we move forward with all project activities. The Tyler Project Manager works directly with the City's Project Manager to finalize the Project Charter and achieve authorization to move forward from the City's executive sponsor.

One of the most important steps in planning, although often left to goal statements related to broad project outcomes, is the creation of an Evolution Plan ([DED-02](#)). From Tyler's perspective, this plan must outline the vision for the goals at a more detailed level, including the expected elements of business process change, technology change, cultural change, and constituency impact. Using this plan as the guide, we will measure progress, report to Stakeholders, and ultimately determine success.

As the Project Team partnership continues to grow, baseline Implementation Management Plans ([DED-03](#)) are developed and taken to a robust level, factoring in any specific information that has been gathered as part of the initial planning steps. These plans are maintained throughout the project and made part of visible activities and reporting through the Project SharePoint portal that Tyler hosts, allowing for risk, communication, quality and other plan components to be actively monitored.

Once conflict dates for City resources have been collected, a fully detailed Project Plan ([DED-04](#)) is developed in MS Project. The plan reflects all tasks, milestones, personnel, dependencies, and the critical path, along with other relevant information. While the plan is managed in MS Project, we also provide customized views on the Project SharePoint site, allowing other City personnel access to appropriate information without needing MS Project expertise.

At the same time, final planning for the system infrastructure concludes and the Tyler Project Manager develops the Project Plan in collaboration with the City Project Manager. As the City and Tyler Project Team is further engaged as a unified group, and the Initiate & Plan Stage nears conclusion, a formal Stakeholder Presentation is made to all selected project stakeholders.

### STAGE 1 - INITIATE & PLAN DELIVERABLES

<b>Deliverable Name:</b> Project Charter	<b>DED-01</b>
<b>Objective:</b> Provide written authorization, management support, set clear expectations, communicate a clear business case for the project	
<b>Scope:</b> All products and services in the Agreement	
<b>Format:</b> MS Word	

<p><b>Outline:</b> The Project Charter format will be based on PMI Methodology and will contain the following key sections:</p> <ul style="list-style-type: none"> <li>• Authorizations</li> <li>• Overview</li> <li>• Project Background &amp; Business Case</li> <li>• Specific Key Resources Assigned to Project</li> <li>• Proposed Start and End Dates</li> <li>• Key Milestones and Deliverables</li> </ul>
<p><b>Client Role:</b></p> <ul style="list-style-type: none"> <li>• Provide input for Project Charter content</li> <li>• Review and authorize Project Charter</li> <li>• Review and accept DED-01</li> </ul>
<p><b>Tyler Role:</b></p> <ul style="list-style-type: none"> <li>• Lead development of Project Charter</li> <li>• Solicit information for content</li> <li>• Write Project Charter Using Provided Material</li> </ul>
<p><b>Acceptance Criteria:</b></p> <ul style="list-style-type: none"> <li>• The Project Charter accurately reflects the content discussed</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Name:</b> Evolution Plan	<b>DED-02</b>
<p><b>Objective:</b> Provide written outline of the steps and key activities required in transforming the Client from current to future state.</p>	
<p><b>Scope:</b> Products and services in the Agreement, as well as post live assessment and reinforcement techniques, continuing education, and onboarding.</p>	
<p><b>Format:</b> MS Word</p>	
<p><b>Outline:</b> The Evolution Plan format will contain the following key sections:</p> <ul style="list-style-type: none"> <li>• Overview of Project Goals</li> <li>• Current and Future State Delta Assessment</li> <li>• Major Steps in Evolution Process</li> <li>• Expected Outcome</li> <li>• Roles and Responsibilities</li> </ul>	
<p><b>Client Role:</b></p> <ul style="list-style-type: none"> <li>• Provide input for Evolution Plan</li> <li>• Review and authorize Evolution Plan</li> <li>• Review and accept DED-02</li> </ul>	
<p><b>Tyler Role:</b></p> <ul style="list-style-type: none"> <li>• Own development of Evolution Plan</li> </ul>	



<ul style="list-style-type: none"> <li>• Solicit information for content, current/future state delta</li> <li>• Write Evolution Plan using provided material and assessment</li> </ul>
<p><b>Acceptance Criteria:</b></p> <ul style="list-style-type: none"> <li>• The Evolution Plan adequately describes a process for achieving project goals, long term organizational change, and full utilization of tools as recommended</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Name:</b> Implementation Management Plans	<b>DED-03</b>
<b>Objective:</b> To provide guidance for changes, issues, and other project challenges.	
<b>Scope:</b> Customized management plans to reflect Client's specific project approach. Management plans will document specific project management processes that are agreed upon between Client and Tyler Project Manager. The management plans will include all information and procedures for all phases of the project.	
<b>Format:</b> MS Word / SharePoint	
<p><b>Outline:</b> The management plan document will be a compilation of the following management plan subsets:</p> <ul style="list-style-type: none"> <li>• Scope Management Plan <ul style="list-style-type: none"> <li>• Scope Management Approach</li> <li>• Scope Management Roles and Responsibilities</li> <li>• Scope Verification</li> <li>• Scope Control</li> <li>• Scope Change</li> </ul> </li> <li>• Communication Management Plan <ul style="list-style-type: none"> <li>• Communications Planning</li> <li>• Information Distribution</li> <li>• Communication Roles and Responsibilities</li> </ul> </li> <li>• Resource Management Plan <ul style="list-style-type: none"> <li>• Project Team List</li> <li>• Physical Resource Requirements</li> <li>• Facility Resource Matrix</li> <li>• Human Resources Requirements Matrix</li> </ul> </li> <li>• Education Management Plan <ul style="list-style-type: none"> <li>• Education Program Goals</li> <li>• Education Objectives</li> <li>• Assumptions &amp; Risks</li> <li>• Training Plan</li> <li>• Timeline</li> </ul> </li> </ul>	



<ul style="list-style-type: none"> <li>• Roles &amp; Responsibilities</li> <li>• Quality Management Plan             <ul style="list-style-type: none"> <li>• Quality Approach</li> <li>• Quality Planning</li> <li>• Issue Resolution</li> <li>• Quality Assurance</li> <li>• Quality Control</li> <li>• Quality Control Checklist</li> </ul> </li> <li>• Release Management Plan             <ul style="list-style-type: none"> <li>• Release Upgrade Assessment Procedures</li> <li>• Release Upgrade Management Procedures</li> <li>• Release Upgrade Testing and Control Procedures</li> <li>• Release Upgrade Communications</li> <li>• Release Upgrade Future Planning</li> </ul> </li> </ul>
<p><b>Client Role:</b></p> <ul style="list-style-type: none"> <li>• Collaborate in the development of acceptable management plans</li> <li>• Review and authorize management plans</li> <li>• Review submitted management plans for accuracy</li> <li>• Communicate management plans to Project Team, as needed</li> <li>• Collaborate in changes to management plans, as needed</li> <li>• Review and Accept DED03</li> </ul>
<p><b>Tyler Role:</b></p> <ul style="list-style-type: none"> <li>• Lead development of management plans using baseline template</li> <li>• Collaborate with Client to develop acceptable management plans</li> <li>• Write management plans to reflect decisions</li> <li>• Collaborate in changes to management plans, as needed</li> </ul>
<p><b>Acceptance Criteria:</b></p> <ul style="list-style-type: none"> <li>• Implementation Management Plans contain all of the required components and accurately reflect decisions</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Name:</b> Project Plan	<b>DED-04</b>
<b>Objective:</b> Full Project Plan with Task list, task owners, due dates, and predecessors for successful management of the project.	
<b>Scope:</b> All products and services included in the Agreement for the duration of the Project	
<b>Format:</b> Developed and maintained in MS Project. Scheduling and task lists then uploaded to the Tyler-provided Project SharePoint site.	
<b>Outline:</b> The project plan will follow the Implementation Methodology WBS and contain all WBS tasks, tasks necessary for completion of WBS tasks, deliverables, milestones, review/acceptance periods, and other key project events.	

<p>The Project Plan will contain, at a minimum:</p> <ul style="list-style-type: none"> <li>• Project’s activities and tasks</li> <li>• Start, End and Actual Completion Dates of project activities and tasks</li> <li>• Specific resources assigned to project tasks</li> <li>• Detailed Project schedule / Work Breakdown Structure (WBS) featuring phases, deliverables, and work packages</li> <li>• Milestones and Deliverables</li> <li>• Client Review Periods for Milestones and Deliverables</li> <li>• Project Acceptance of Deliverables and Implementation Control Points</li> </ul>
<p><b>Client Role:</b></p> <ul style="list-style-type: none"> <li>• Provide information to assist in the development of an achievable plan, including blackout dates, key resource conflicts, etc.</li> <li>• Review and authorize project plan</li> <li>• Contribute information necessary to maintain project plan</li> <li>• Review and Accept DED04</li> </ul>
<p><b>Tyler Role:</b></p> <ul style="list-style-type: none"> <li>• Conduct initial planning session to begin Project Plan development</li> <li>• Create project plan</li> <li>• Maintain project plan</li> <li>• Post project schedule and task list to Project SharePoint site</li> </ul>
<p><b>Acceptance Criteria:</b></p> <ul style="list-style-type: none"> <li>• The Project Plan contains all of the required components of the Agreement,</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable meets the established project budget and timeline.</li> </ul>

## STAGE 2: ASSESS & DEFINE

Based on the approved plans from the previous Stage, the system deployment takes place, allowing the team access to all applications and functionality for use during upcoming analysis sessions. The appropriate City team members are trained on any activities that require their action and a complete review of the infrastructure is performed. This information is documented in the Installation Report ([DED-05](#)).

Understanding the ‘Customer journey’, or how end users experience using their tools to perform their daily tasks, requires mapping out key levels of the organization. We start by interviewing end user groups by functional area and asking basic questions to determine the needs of the users. This allows us to do three things: 1) define process flow at a high level; 2) catalog touchpoints; 3) begin Change Management efforts by giving End Users a voice.

Next, we move to the Power Users and repeat the process, delving more deeply into their processes and touchpoints. These users are typically core to the operation of each department and handle the majority of processing work in the system. Their needs will be significantly different than end users', but they will also need some of the same needs, as well.

Finally, we move to the Administrative level and finish the Customer Journey mapping process. Often at this level the needs are more focused on reporting, analytics, approvals, information access, and ensuring that citizens are being served at a high standard.

The entire process, when completed, allows us to guide business re-engineering around the information gathered and to design new processes with the simplest approach possible to achieve each user's work. This is the first step in making the Customer Experience part of the actual solution.

Tyler's Consultants fold what they've learned into a more detailed review of certain areas of Current State Analysis, performing an immersive business study of the Chart of Accounts structure, reporting requirements, and an evaluation of the City's Change Management skills, historical activities, and project buy-in. While spending too much time documenting Current State is a poor investment, from our perspective, spending an adequate amount of time to gain a thorough understanding of policies and procedures, pain points, operational deficiencies, and key rate calculations is critical. Using a combination of interviews and visual validation, Tyler gathers the information and builds the [Current State](#) component of the System Design Document ([DED-10](#)).

Next, to build familiarity with Tyler applications, concepts, data flow, and terminology, our Consultants conduct Fundamentals Process Introduction sessions. Initially a demonstration with a pre-populated database, during subsequent opportunities, we encourage City decision makers and subject matter experts to jump in and get some early hands-on transactional process experience. The exposure gained during these sessions are invaluable in preparing them to understand Future State options and to see new opportunities for process change. During this same timeframe, Tyler builds the Requirements Traceability Matrix (RTM) ([DED-16](#)) and is preparing it for use during the Future State Sessions.

In Future State Analysis sessions, Tyler leads discussions with City decision makers around Current State, the specified Functional Requirements, additional options available in Tyler applications, a deep 'in-application' explanation of data flow, data storage, process steps, and how the extremely flexible setup options allow Tyler customers to 'customize' through configuration. This process includes developing a customer experience model, making sure that the new system design supports ease of use and sensible means to meeting customer needs...external and internal.

As an understanding of the inherent integration is learned, we introduce sessions to define the Future State of the Chart of Accounts. Being exposed to Tyler applications and concepts at a deep level prior to the Chart of Accounts analysis is of key importance so that the new Chart design reflects the most updated future needs of the City. The Chart design is led by Tyler Consultants and the outcome put through significant testing prior to being finalized.

Next, Tyler Best Practice Recommendations ([DED-07](#)) are prepared for each major process area, all based on Tyler’s direct project experience implementing over 15,000 governmental entities and known industry best practice standards. A formal review of these recommendations occurs, ensuring that the City’s decision makers understand them fully, and the City begins its internal review process. After internal review concludes, Tyler and the City meet to review baseline Future State decisions. The output from these decisions are two-fold: (1) future state System Design Test Scripts ([DED-08](#)) to lead the build of a Future State sandbox and testing of new processes and workflows according to the baseline decisions; and (2) a Change Impact Report ([DED-09](#)), which evaluates and points out detailed procedural impact areas across the organization.

So that City decision makers can see their baseline decisions in action, Tyler will conduct the future state System Design Test and conduct ‘real world’ daily activities using what the City has selected as the preferred, new processes and workflows. Careful attention is paid to ensure that unique, complex scenarios *and* functional requirements are part of this test so that the City is confident in their decisions and the new System Design. This process is repeated until final Future State process decisions can be made. The RTM is updated, any requirements no longer required are disposed of, and Tyler delivers a completed System Design Document ([DED-10](#)). Tyler finalizes the process by creating a Business Process Improvement Report ([DED-11](#)), which documents the improvements captured through the business re-engineering process. This provides information for reporting on investment benefits early in the project.

Analysis of all remaining components, such as forms, data conversions, interfaces, reports, dashboard design, and program modifications can also be completed, now that the System Design is largely in place, and a detailed Implementation Plan ([DED-12](#)) is delivered. The Assess & Define Stage reaches closure as exploration of all of the requirements, options, configurations, and other design elements are completed.

Invaluable tools are customized and delivered, such as detailed Process Manuals ([DED-13](#)) geared towards Power Users and End User Guides ([DED-14](#)), with basic and easy to follow steps for end user processes.

## STAGE 2: ASSESS & DEFINE DELIVERABLES

<b>Deliverable Name:</b> Installation Report	<b>DED-05</b>
<b>Objective:</b> Provide Client with listing of all products, installation paths and accounts installed for Client-hosted or Tyler-hosted agreements.	
<b>Scope:</b> All Tyler products and associated hardware and software	
<b>Format:</b> MS Word	
<b>Outline:</b> The Installation Report will contain the following key sections: <ul style="list-style-type: none"> <li>• Application and Database Server details</li> <li>• Network names and domain(s)</li> <li>• Installation paths, IPs and user accounts</li> </ul>	

<ul style="list-style-type: none"> <li>• Application and software user accounts details</li> <li>• Application and web service URLs</li> <li>• Tyler License Keys</li> <li>• Recommended on-going IT tasks</li> </ul>
<p><b>Client Role:</b></p> <ul style="list-style-type: none"> <li>• Participate in a call with Tyler Technology team</li> <li>• Review details of hardware and software configuration, ongoing tasks</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• Review and accept DED-05</li> </ul>
<p><b>Tyler Role:</b></p> <ul style="list-style-type: none"> <li>• Prepare Installation Report</li> <li>• Schedule and conduct call to review report and answer questions</li> </ul>
<p><b>Acceptance Criteria:</b></p> <ul style="list-style-type: none"> <li>• The Installation Report accurately outlines all items identified in the Deliverable Outline</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Name:</b> Organizational Change Assessment Study	<b>DED-06</b>
<b>Objective:</b> Identify the organization's capacity for change and outline key areas where change may be more difficult.	
<b>Scope:</b> Study includes all departments impacted by ERP Project.	
<b>Format:</b> MS Word	
<p><b>Outline:</b> The Organizational Change Assessment will contain the following key sections:</p> <ul style="list-style-type: none"> <li>• Overview of Change Assessment Process</li> <li>• Results from assessment surveys and interviews</li> <li>• Analysis of results</li> <li>• Study Conclusion</li> </ul>	
<p><b>Client Role:</b></p> <ul style="list-style-type: none"> <li>• Make resources available for assessment input</li> <li>• Participate in formal review of Organizational Change Assessment Study</li> <li>• Review and accept DED-06</li> </ul>	
<p><b>Tyler Role:</b></p> <ul style="list-style-type: none"> <li>• Develop tools needed to conduct Organizational Change Assessment Study</li> </ul>	

<ul style="list-style-type: none"> <li>• Solicit information for content, current/future state delta</li> <li>• Write Evolution Plan using provided material and assessment</li> </ul>
<p><b>Acceptance Criteria:</b></p> <ul style="list-style-type: none"> <li>• The Organizational Change Assessment encompasses comprehensive material gathered from the organization, from which detailed change management information can be extracted and utilized for further planning.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Name:</b> Tyler Best Practice Recommendations	<b>DED-07</b>
<p><b>Objective:</b> Provide best practice recommendations for the use of Tyler software, capturing business process improvements, relying on industry standards, and outlining methods for capturing achievable operational efficiencies.</p>	
<p><b>Scope:</b> Recommendations for all processes under Tyler Agreement.</p>	
<p><b>Format:</b> MS Word</p>	
<p><b>Outline:</b> Tyler Best Practice Recommendations will contain the following key sections:</p> <ul style="list-style-type: none"> <li>• Overview of business analysis process</li> <li>• Identification of key business process</li> <li>• Best Practice Recommendation, with justification</li> <li>• Client Internal Review Notes</li> <li>• Formal Review Notes</li> <li>• Specific Data to be used in System Design Test</li> <li>• Critical Testing Areas (to be focused on in System Design Test)</li> </ul>	
<p><b>Client Role:</b></p> <ul style="list-style-type: none"> <li>• Participate in informal review of Tyler Best Practice Recommendations</li> <li>• Participate in formal review of Tyler Best Practice Recommendations</li> <li>• Review and accept DED-07</li> </ul>	
<p><b>Tyler Role:</b></p> <ul style="list-style-type: none"> <li>• Review current and future state materials, functional requirements, and develop Tyler Best Practice Recommendations</li> <li>• Validate that all processes have been included in the solution</li> <li>• Write formal Tyler Best Practice Recommendations document</li> <li>• Lead formal review of Tyler Best Practice Recommendations</li> </ul>	
<p><b>Acceptance Criteria:</b></p>	

- The Tyler Best Practice Recommendations documents address all processes relevant to the use of Tyler software and contain sufficient detail to allow the Client to conduct internal review sessions.
- The respective Tyler and Client project team members have resolved all material content and/or quality issues.
- The deliverable is free of formatting and spelling errors.

<b>Deliverable Name:</b> System Design Test Scripts	<b>DED-08</b>
<b>Objective:</b> Provide test scripts outlining steps for testing processes based on decisions or best practice recommendations. Visualization of daily work processes in Tyler software following new processes and validation of design assumptions.	
<b>Scope:</b> All processes covered under Tyler Agreement.	
<b>Format:</b> MS Word or MS Excel	
<b>Outline:</b> System Design Test Scripts will follow an outline similar to the following: <ul style="list-style-type: none"> <li>• Access Invoice Entry and Add Batch (this batch will be for Check and EFT payments only) <ul style="list-style-type: none"> <li>• Confirm Fund and Cash account are for the Pooled cash account</li> <li>• Leave Check Run blank as run will be determined during the Select Check Process</li> <li>• Due Date should reflect today's date</li> <li>• Add Direct Pay invoices. Three direct pay invoices will be included: <ul style="list-style-type: none"> <li>• One, or more, will have a payment method of check</li> <li>• One, or more, will have a payment method of EFT</li> <li>• One, or more, will have a payment method of EFT</li> <li>• One, or more, vendor will be a one-time pay vendor <ul style="list-style-type: none"> <li>• One-time pay vendors will use all 6 digits and will begin with 999001. Client may use multiple one time pay vendors determined by department or by type.</li> </ul> </li> </ul> </li> <li>• Review the legacy direct pay invoice for Account information <ul style="list-style-type: none"> <li>• Search for the new Munis Account number: <ul style="list-style-type: none"> <li>• Financials&gt;General Ledger Menu&gt;Miscellaneous Setup&gt;Account X-Reference <ul style="list-style-type: none"> <li>• Use the Legacy Account in the Account field and Accept</li> </ul> </li> </ul> </li> </ul> </li> </ul> </li> </ul>	
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Review the test scripts to ensure processes and critical testing points are accurately and adequately covered.</li> <li>• Report any discrepancies.</li> <li>• Review and accept DED-08</li> </ul>	
<b>Tyler Role:</b>	

<ul style="list-style-type: none"> <li>• Develop test scripts based on Best Practice Recommendations and Client feedback during Current and Future State sessions.</li> <li>• Validate that all processes have been included in the test scripts</li> <li>• Validate that all critical testing points have been included</li> </ul>
<p><b>Acceptance Criteria:</b></p> <ul style="list-style-type: none"> <li>• The System Design Test Scripts outline test steps for all key processes relevant to the use of Tyler software and allow the Client sufficient detail to see processes completed according to proposed design.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Name:</b> Change Impact Report	<b>DED-09</b>
<p><b>Objective:</b> Provide guidance on significant procedural impact points throughout the organization based on the outcome of the System Design Test and the Client's process decisions.</p>	
<p><b>Scope:</b> All Departments impacted by the use of Tyler Software</p>	
<p><b>Format:</b> MS Word</p>	
<p><b>Outline:</b> Tyler Change Impact Report will contain:</p> <ul style="list-style-type: none"> <li>• Overview of changed business process</li> <li>• Identification of impacted groups</li> <li>• Change impact rating</li> <li>• Timing for Change Management action</li> </ul>	
<p><b>Client Role:</b></p> <ul style="list-style-type: none"> <li>• Participate in informal review of Change Impact Report</li> <li>• Participate in formal review of Change Impact Report</li> <li>• Review and accept DED-09</li> </ul>	
<p><b>Tyler Role:</b></p> <ul style="list-style-type: none"> <li>• Review outcome of System Design test, Tyler Best Practice Recommendations, Future State sessions</li> <li>• Review change impact with Tyler Consultants</li> <li>• Write Change Impact Report</li> <li>• Lead formal review of Change Impact Report</li> </ul>	
<p><b>Acceptance Criteria:</b></p> <ul style="list-style-type: none"> <li>• The Change Impact Report address all major areas of significant change that will have impact on the Client's user group as they adopt their new processes and use Tyler software.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>	



<b>Deliverable Name:</b> System Design Document	<b>DED-10</b>
<b>Objective:</b> To fully document the information flow from current state through future state to decisions; track the associated system settings based on the process decisions; capture screen shots of set up tables; maintain change control.	
<b>Scope:</b> All modules covered under the Tyler Agreement	
<b>Format:</b> MS Excel	
<b>Outline:</b> System Design Document will contain: <ul style="list-style-type: none"> <li>• Current State</li> <li>• Future State</li> <li>• Settings</li> <li>• Screen Shots</li> <li>• Change Control</li> </ul>	
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Provide responses to questions and make process decisions</li> <li>• Validate that the document accurately reflects the Client's answers and decisions</li> <li>• Communicate changes to process decisions</li> <li>• Review and accept DED-10</li> </ul>	
<b>Tyler Role:</b> <ul style="list-style-type: none"> <li>• Build the System Design Document incrementally through the Current &amp; Future State process, add decisions following the System Design Test, complete the Settings Tab and validate correctness, capture screenshots</li> <li>• Review System Design Document with Client</li> </ul>	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• The System Design Document will accurately reflect the system design at the time of delivery.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>	

<b>Deliverable Name:</b> Business Process Improvement Report	<b>DED-11</b>
<b>Objective:</b> To document the business process improvements and major adjustments resulting from business process redesign.	
<b>Scope:</b> All modules covered under the Tyler Agreement	
<b>Format:</b> MS Word	
<b>Outline:</b> Business Process Improvement Report will contain: <ul style="list-style-type: none"> <li>• Overview</li> <li>• Detail of Business Process Improvements &amp; Adjustments</li> </ul>	

<ul style="list-style-type: none"> <li>• Considerations             <ul style="list-style-type: none"> <li>• Policies &amp; Procedures</li> <li>• Strategic Operating Plan</li> <li>• Audits</li> <li>• Interfaces</li> <li>• Conversions</li> <li>• Reporting</li> <li>• Security                 <ul style="list-style-type: none"> <li>• Menu Security</li> <li>• Functional Role Permissions</li> <li>• Data Access Role Permissions</li> </ul> </li> <li>• Workflow Considerations</li> <li>• Internal Controls and Reconciliations</li> <li>• Decentralized Processing</li> <li>• Notes</li> </ul> </li> </ul>
<p><b>Client Role:</b></p> <ul style="list-style-type: none"> <li>• Validate that the document accurately reflects the Client's decisions</li> <li>• Review and accept DED-11</li> </ul>
<p><b>Tyler Role:</b></p> <ul style="list-style-type: none"> <li>• Write the Business Process Improvement Report using the results from the System Design Test, the System Design Document, and the Change Impact Report, and other analysis sessions as the basis for the information.</li> <li>• Review the Business Process Improvement Report with Client</li> </ul>
<p><b>Acceptance Criteria:</b></p> <ul style="list-style-type: none"> <li>• The Business Process Improvement Report accurately captures the design and the areas of significant improvement at the time of delivery.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Name:</b> Implementation Plan	<b>DED-12</b>
<b>Objective:</b> Detailed plan for implementation of Tyler products based on decisions made during Assess & Define Stage.	
<b>Scope:</b> All modules and associated services covered under the Tyler Agreement	
<b>Format:</b> MS Word	
<p><b>Outline:</b> Implementation Plan will contain:</p> <ul style="list-style-type: none"> <li>• Conversion Plan</li> <li>• Integration Plan</li> <li>• Testing Plan</li> </ul>	

<ul style="list-style-type: none"> <li>• Interface Plan</li> <li>• Forms Plan</li> <li>• System Build Plan</li> <li>• Process Change Management Plan</li> </ul>
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Attend sessions to review plans</li> <li>• Review and accept DED-12</li> </ul>
<b>Tyler Role:</b> <ul style="list-style-type: none"> <li>• Write the plans to accurately reflect the approach to implement all modules and services, meeting requirements as determined by the accepted Design Document.</li> <li>• Lead the review sessions with Client</li> </ul>
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• The Implementation Plan thoroughly covers the required details to implement the design and the areas of significant improvement at the time of delivery.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Name:</b> Process Manuals	<b>DED-13</b>
<b>Objective:</b> Provide customized documents outlining process steps according to specific Client design decisions.	
<b>Scope:</b> All major processes in Tyler modules covered under the Agreement.	
<b>Format:</b> MS Word	
<b>Outline:</b> Process Manuals will follow the following structure: <ul style="list-style-type: none"> <li>• Objective</li> <li>• Overview</li> <li>• Prerequisites</li> <li>• Procedure</li> <li>• Results</li> <li>• Other Modules Impacted</li> <li>• What's Next?</li> </ul>	
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Test documents by completing processes in system</li> <li>• Notify Tyler of any corrections needed</li> <li>• Review and accept DED-13</li> </ul>	
<b>Tyler Role:</b> <ul style="list-style-type: none"> <li>• Write Process Documents to accurately reflect the specific requirements for the Client according to the accepted Design Document.</li> </ul>	

<ul style="list-style-type: none"> <li>• Make needed corrections to manuals</li> </ul>
<p><b>Acceptance Criteria:</b></p> <ul style="list-style-type: none"> <li>• The Process Manuals accurately reflect the Client's processes according to the accepted Design Document.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Name:</b> End User Guides	<b>DED-14</b>
<b>Objective:</b> Provide customized documents outlining simplified process steps for End User functions.	
<b>Scope:</b> All major End User processes in Tyler modules covered under the Agreement.	
<b>Format:</b> MS Word	
<b>Outline:</b> End User Guides will follow the following structure: <ul style="list-style-type: none"> <li>• Process Name</li> <li>• Process Steps</li> <li>• Process Screen Shots</li> </ul>	
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Test documents by completing processes in system</li> <li>• Notify Tyler of any corrections needed</li> <li>• Review and accept DED-14</li> </ul>	
<b>Tyler Role:</b> <ul style="list-style-type: none"> <li>• Write End User Guides to accurately reflect the specific requirements for the Client according to the accepted Design Document.</li> <li>• Make needed corrections to guides</li> </ul>	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• The End User Guides accurately reflect the Client's processes according to the accepted Design Document in a simple and easy to follow approach.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>	

### STAGE 3: BUILD & VALIDATE

With the system design approved and the City decision makers confident in the new processes, the investment in building the solution can truly begin in earnest. The application is configured to meet the System Design Document while data extractions for conversions are delivered to the Tyler Conversion Lead for review, programming and initial testing. All converted data is first loaded in a test environment and reviewed by Tyler for data issues. The Tyler Conversion Lead will work with Tyler Consultants and review the first pass for obvious balancing errors or other discrepancies, making corrections to the program and preparing the second pass. Once the second pass is ready and initially reviewed, the City Team is taught how to validate the converted data with Tyler Consultants assisting them. Conversion passes are repeated until accuracy is achieved and we know the conversion program produces correct results.

Once configuration is finalized, transactional process testing begins again, and as it progresses, the addition of converted data to the testing scope broadens and deepens the test arena. More layers of set up are built and tested, eventually adding Roles & Permissions and Workflow to the mix. These activities are all carefully managed in appropriate environments or databases to keep test activities isolated, according to the detailed Implementation Plan.

Should program modifications be required, they are introduced into an isolated environment for unit testing, gradually broadening the scope of testing to include hand keyed data, converted data, larger integration processes, and then finally testing in primary training environments.

Forms, such as Accounts Payable or Payroll Checks, Direct Deposits, EFT/ACHs, Purchase Orders, Contracts, and all other included form types are built and loaded for testing against City data. Review by Tyler, the City Team, and appropriate banking institutions occurs during this Stage.

Interfaces, temporary or permanent, are constructed during this phase and robust tracking of the system requirements, deliverables, and testing steps are part of our process in ensuring that this critical step is fulfilled early in the project.

Custom Reports, if required, are developed and delivered, making sure that the information presented meets the City's needs and is accessible to the appropriate users.

Roles & permissions, workflow, user Dashboards for Power Users are built out in preparation for the next Stage.

User Acceptance Test Scripts ([DED-15](#)) are developed and reviewed with the City Team to provide guidance and control in testing that the new processes and system set-up work in context of the overall business plan.

The updated Requirements Traceability Matrix ([DED-16](#)) is delivered, containing all of the applicable requirements and their disposition.

The conclusion for this Stage is significant in that we expect the applications to be standing up, fully configured, processes and conversions largely proofed and ready for a larger audience to engage in training and testing.

### STAGE 3: BUILD & VALIDATE DELIVERABLES

<b>Deliverable Name:</b> User Acceptance Test Scripts (UAT Scripts)	<b>DED-15</b>
<b>Objective:</b> Provide test scripts for testing to ensure the system configuration and data will function as required once in a live environment.	
<b>Scope:</b> All major processes in Tyler modules covered under the Agreement.	
<b>Format:</b> MS Excel	
<b>Outline:</b> UAT Scripts will follow the following structure: <ul style="list-style-type: none"> <li>• Test Case Name</li> <li>• Test Case ID #</li> <li>• Step #</li> <li>• Step Description</li> <li>• Data Entry (if any)</li> <li>• Expected Results</li> <li>• Outcome <ul style="list-style-type: none"> <li>• Pass</li> <li>• Fail</li> <li>• Incomplete</li> </ul> </li> <li>• Comments</li> <li>• Retest Date</li> </ul>	
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Review UAT scripts for thoroughness</li> <li>• Notify Tyler of any corrections needed</li> <li>• Review and accept DED-15</li> </ul>	
<b>Tyler Role:</b> <ul style="list-style-type: none"> <li>• Write UAT scripts to accurately reflect process and test the configuration and data entry process.</li> <li>• Make needed corrections to guides</li> </ul>	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• The UAT Scripts accurately reflect the Client's processes according to the accepted Design Document and provide sufficient detail to drive thorough acceptance testing.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>	

<b>Deliverable Name:</b> Requirements Traceability Matrix (RTM)	<b>DED-16</b>
<b>Objective:</b> Document founded on the Functional Requirements established by the Client's RFP and Tyler's Proposal, tracing how requirements are met or disposed of throughout the design and test phases.	
<b>Scope:</b> All Functional Requirements as responded to in Tyler's Proposal	
<b>Format:</b> MS Excel	
<b>Outline:</b> Requirement Traceability Matrix will contain TABS for: <ul style="list-style-type: none"> <li>• Project Goals</li> <li>• Functional Requirements by Process Area (columns in TAB listed below): <ul style="list-style-type: none"> <li>• Functional Area</li> <li>• Req ID</li> <li>• Description</li> <li>• Relevant Business Module</li> <li>• Relevant Business Goals</li> <li>• Process Level 1</li> <li>• Process Level 2</li> <li>• System Design Test Script ID</li> <li>• Outcome</li> <li>• Training Document ID</li> <li>• UAT Test Script ID</li> <li>• Final Process Acceptance</li> </ul> </li> <li>• Disposals</li> </ul>	
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Participate in regular review of RTM and validation of updates</li> <li>• Participate in formal review of final RTM</li> <li>• Review and accept DED-10</li> </ul>	
<b>Tyler Role:</b> <ul style="list-style-type: none"> <li>• Create and Maintain Requirement Traceability Matrix</li> <li>• Review RTM with Client</li> <li>• Lead formal review of final RTM</li> </ul>	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• The Requirement Traceability Matrix contains all functional requirements, their associated disposition, how tested, documented, through final acceptance. <ul style="list-style-type: none"> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul> </li> </ul>	

## STAGE 4: TRAINING & TESTING

With the majority of the system fully vetted, Tyler begins Power User training, which includes teaching Power Users how system configuration works, as well as end-to-end process training. This is a critical piece of training since Tyler and the City Project Team have configured the system, but Power Users will most likely be responsible for future adjustments to configuration, should process or policy changes demand them. When training this group of users, it's also important to create scenarios that require them to understand how to problem-solve. Once functioning in production, these are the users that will need to be able to quickly identify and resolve basic issues.

After Power User Training concludes, Tyler introduces the customized UAT Scripts ([DED-15](#)) to the Power Users and the UAT process begins. Issues that are identified are reported, resolved, and go through regression testing. A preliminary Readiness Assessment ([DED-18](#)) is performed to see if the City's users are ready to move forward with Cutover Planning and End User Training. The Cutover Planning process is extremely detailed and requires the involvement of Functional Leads as well as the Project Team. Communications out to Department Heads and their staff is critical at this point, and ownership of tasks in the Production Cutover Plan ([DED-17](#)) is completed.

As part of the Change Management Plan ([DED-12](#)), a cross-functional demonstration is completed for end users. This single event can transform a mildly interested end user who complains about having to add more data into the new system into a user that understands their importance in the downstream information collection effort and its impact on City management decisions. Immediately following this demonstration, Executive Dashboard and End User training is completed.

Full Change Management Cutover communications begin to prepare the City for the activities leading up to Production Cutover, including ceasing activities in the legacy system, how to handle held transactions, timing of interfaces between systems, banking notifications, and all of the critical components of cutover. Tyler and the City establish Open Labs for users to refresh themselves on processes or to have support during go live activities. A Readiness Assessment Report ([DED-18](#)) is completed to ensure that all members of the user community are fully prepared.

The end of this Stage is ultimately the authorization to move forward with Production Cutover and acceptance that all Training and Testing is complete.

## STAGE 4: TRAINING & TESTING DELIVERABLES

<b>Deliverable Name:</b> Production Cutover Plan	<b>DED-17</b>
<b>Objective:</b> Detailed plan and task list outlining all activities leading up to production cutover. Provide cutover timelines to cease processing in legacy system, timeline for final data conversions, contingency processing plans, and instructions for decentralized departments.	
<b>Scope:</b> All functional and technical areas involved in the project.	



<b>Format:</b> MS Excel
<b>Outline:</b> Production Cutover Plan will contain: <ul style="list-style-type: none"> <li>• Summary of Plan</li> <li>• Cutover Checklist <ul style="list-style-type: none"> <li>• Item ID</li> <li>• Activity</li> <li>• Owner</li> <li>• Date Verified</li> <li>• Client Approval</li> <li>• Notes Comments</li> </ul> </li> </ul>
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Participate in development of Cutover Plan</li> <li>• Review and accept DED-17</li> </ul>
<b>Tyler Role:</b> <ul style="list-style-type: none"> <li>• Create and Maintain Cutover Plan</li> <li>• Review Cutover Plan with Client</li> </ul>
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• The Cutover Plan outlines all activities necessary to successfully reach the cutover authorization milestone.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

<b>Deliverable Name:</b> Readiness Assessment Report	<b>DED-18</b>
<b>Objective:</b> Provide information related to the organization's preparedness for transitioning to new procedures, Tyler software, and the new business vision.	
<b>Scope:</b> All functional and technical areas involved in the project.	
<b>Format:</b> MS Excel or MS Word	
<b>Outline:</b> Readiness Assessment Report will contain: <ul style="list-style-type: none"> <li>• Training Assessment</li> <li>• Procedural Assessment</li> <li>• Project Cutover Communication Assessment</li> <li>• Evolution Vision Assessment</li> <li>• Technical Assessment</li> <li>• Corrective Action Recommendations</li> </ul>	
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Participate in formal review of Readiness Assessment Report</li> <li>• Escalate areas that require additional attention to Steering Committee</li> <li>• Review and accept DED-18</li> </ul>	

<p><b>Tyler Role:</b></p> <ul style="list-style-type: none"> <li>• Conduct Readiness Assessment measurements</li> <li>• Create Readiness Assessment Report</li> <li>• Lead formal review of Readiness Assessment Report</li> </ul>
<p><b>Acceptance Criteria:</b></p> <ul style="list-style-type: none"> <li>• The Readiness Assessment Report contains sufficient detail to allow the Client to evaluate the organization's preparedness for moving into Production Cutover.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>

## STAGE 5: PRODUCTION CUTOVER

Production Cutover begins with the carefully planned and executed end of activities in the legacy system, as outlined in the Production Cutover Plan. Final conversion passes are run and delivered back to the City quickly for an expedited validation, then loaded in the Production database, once approved. Any held transactions from the cutoff point until when the final conversions are loaded may now be entered. Upon the City's authorization, Live Processing will begin.

Tyler's staff will be 'all hands-on deck' for this Production Cutover, including a large onsite presence of implementation staff to support the process. On call Support & Technical Team staff will be available and the Tyler Project Manager will have a direct line to access whatever help is needed.

Once the City is live on Tyler's products, the knowledge transfer from Tyler Implementation to Tyler Support begins. Even though our proposal includes an extended onsite post-live implementation support period, it's critical for the City to have immediate access to Tyler's Support Team... and for that team to already know and understand the specific set-up of the City's system.

Tyler Consultants continue to provide onsite support, helping to resolve any issues, filling training gaps, and conducting post-live training, such as Month-End, Reporting, and Reconciliation. Tyler Consultants will also work to evaluate where the City may have partial process collapses or slowdowns resulting from workflow issues or find the need to make minor adjustments. A Post Live Efficiency Report ([DED-19](#)) will be produced with recommendations on steps that the City can take to further improve operational performance results.

Finally, an Evolution Assessment Report ([DED-20](#)) will be produced, measuring the baseline outcome of the Evolution against the stated goals. This is key in identifying and comparing anticipated vs. realized benefits resulting from the investment in Tyler software and services. The Report also includes ROI information and recommendations for achieving a higher ROI.

Tyler also offers, *as an optional service*, a Custom Tyler University Onboarding System ([DED-OPT](#)) that is developed on a role-based level and provides the City and automated way of training new hires, replacement personnel, or expanding the cross-training capacities. The system incorporates City-specific business procedures, scenarios, and is updated both procedurally and programmatically under a maintenance agreement. This investment can provide ongoing savings in onboarding training costs and help the City realize productivity from new hires much more quickly.

Transitioning to Tyler Support at the end of this Stage brings active implementation to a close for the applicable Phase.

## STAGE 5: PRODUCTION CUTOVER DELIVERABLES

<b>Deliverable Name:</b> Post Live Efficiency Evaluation Report	<b>DED-19</b>
<b>Objective:</b> Provide information related to the organization's adoption of new processes, identification of process flow congestion points, re-emergence of shadow systems, and the need for additional training, and adoption of Evolution vision.	
<b>Scope:</b> All functional and technical areas involved in the project.	
<b>Format:</b> MS Excel	
<b>Outline:</b> Post Live Efficiency Evaluation Report will contain: <ul style="list-style-type: none"> <li>• Project Goals vs Post Live State</li> <li>• Approved Processes vs. In Practice Processes</li> <li>• Tool Utilization vs Shadow Systems</li> <li>• Areas of Additional Process Improvement</li> <li>• Organizational Evolution Measurement</li> </ul>	
<b>Client Role:</b> <ul style="list-style-type: none"> <li>• Participate in collection of data for development of Post Live Efficiency Evaluation Report</li> <li>• Escalate areas that require additional attention to Steering Committee</li> <li>• Review and accept DED-19</li> </ul>	
<b>Tyler Role:</b> <ul style="list-style-type: none"> <li>• Conduct Post Live Efficiency Evaluation assessments</li> <li>• Develop Post Live Efficiency Evaluation Report</li> <li>• Lead formal review of Post Live Efficiency Evaluation Report</li> </ul>	
<b>Acceptance Criteria:</b> <ul style="list-style-type: none"> <li>• The Post Live Efficiency Evaluation Report contains enough detail to provide the Client with specific means to measure performance and identify areas of improvement.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> </ul>	

- The deliverable is free of formatting and spelling errors.

<b>Deliverable Name:</b> Evolution Assessment Report	<b>DED-20</b>
<b>Objective:</b> Provide a detailed assessment evaluating the success of completing the Evolution Plan and meeting ROI expectations.	
<b>Scope:</b> All functional and technical areas involved in the project.	
<b>Format:</b> MS Word	
<b>Outline:</b> Evolution Report will contain:	
<ul style="list-style-type: none"> <li>• Anticipated Benefits vs. Benefits Realized</li> </ul>	
<ul style="list-style-type: none"> <li>• Benefits Realization Timeframe <ul style="list-style-type: none"> <li>• Baseline at current point in post live period</li> <li>• Expected duration of process</li> </ul> </li> <li>• ROI Analysis <ul style="list-style-type: none"> <li>• Cost Recoupment</li> <li>• Revenue Increase</li> <li>• Outcome</li> </ul> </li> </ul>	
<b>Client Role:</b>	
<ul style="list-style-type: none"> <li>• Participate in collection of data for development of Evolution Assessment Report</li> </ul>	
<ul style="list-style-type: none"> <li>• Participate in a formal review of report.</li> <li>• Review and accept DED-20</li> </ul>	
<b>Tyler Role:</b>	
<ul style="list-style-type: none"> <li>• Conduct Evolution Assessment Analysis</li> <li>• Develop Evolution Assessment Report</li> <li>• Lead formal review of Evolution Assessment Report</li> </ul>	
<b>Acceptance Criteria:</b>	
<ul style="list-style-type: none"> <li>• The Post Live Efficiency Evaluation Report contains enough detail to provide the Client with specific means to measure achieved benefits, revenue, and ROI.</li> <li>• The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>• The deliverable is free of formatting and spelling errors.</li> </ul>	

## STAGE 6: PHASE/PROJECT CLOSURE

As the final stage in the Phase or Project, Tyler closes the project with an accountant's precision. We audit the project for compliance with the contract and ensure that we have met, or surpassed, the requirements. A thorough Project Reconciliation Report ([DED-21](#)) is prepared, outlining the project budget in detail and how funds have been expended. When all of these items are delivered, reviewed, and accepted, Tyler considers the Phase/Project closed.

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

<b>Deliverable Name:</b> Project Reconciliation Report	<b>DED-21</b>
<b>Objective:</b> Provide a detailed project reconciliation report to ensure proper handling of the project budget, scope, and accounting.	
<b>Scope:</b> All software and services involved in the project.	
<b>Format:</b> MS Word or MS Excel	
<b>Outline:</b> Project Reconciliation Report will contain:	
<ul style="list-style-type: none"> <li>Accounting of all contract line items</li> <li>Change Orders and Amendments (if Any)</li> <li>Disposition of unused services</li> <li>Final project budget</li> </ul>	
<b>Client Role:</b>	
<ul style="list-style-type: none"> <li>Participate in a formal review of report.</li> <li>Review and accept DED-21</li> </ul>	
<b>Tyler Role:</b>	
<ul style="list-style-type: none"> <li>Conduct detailed accounting analysis of Project budget</li> <li>Develop Project Reconciliation Report</li> <li>Lead formal review of Project Reconciliation Report</li> </ul>	
<b>Acceptance Criteria:</b>	
<ul style="list-style-type: none"> <li>The Project Reconciliation Report contains the detail to provide the Client with specific means needed to validate compliance with contract terms.</li> <li>The information contained in the Project Reconciliation Report is accurate.</li> <li>The respective Tyler and Client project team members have resolved all material content and/or quality issues.</li> <li>The deliverable is free of formatting and spelling errors.</li> </ul>	

B. The City prefers proposer to be a member of CSA (Cloud Security Alliance).

Provide documentation in Tab 11, Certifications and Qualifications.

Tyler Technologies a Corporate Member of the Cloud Security Alliance

C. The City will give preference to proposers who are able to offer 24 hours of product support, throughout all 365 days of the year.

Tyler knows that satisfied clients — more than any other single factor — determine a company’s ongoing success. We also recognize that superior technical and operational support is critical to our client’s satisfaction. That’s why we provide a variety of resources and tools to support all aspects of your use of Munis. We want you to receive the best return on your investment in Tyler possible and our approach to technical support is designed to ensure that you have everything you need to maximize your use of Munis.

Unlike some companies who outsource their application support to a third party, Tyler offers a complete solution of customer support services provided by our in-house experts. Our mission is to deliver superior service by providing a timely response, issue resolution and operational support, resulting in a high-level of client satisfaction. Our technical support teams are certified by HDI, a global certification body dedicated to the technical software support and service industry. All support technicians undergo rigorous internal training on the Munis application and must work toward earning their HDI Customer Service Representative certification to demonstrate the highest level of service and expertise. Munis technical support has earned HDI’s Team Certification Award which demonstrates our commitment to offering the highest level of service to you.



As a Tyler client, you have access to our Tyler Community, online KnowledgeBase and Tyler University support options anytime. These are available at no addition charge outside an active maintenance agreement. At this time, only clients utilizing our SaaS service has access to critical/outage support after our normal business hours.

#### FOCUSED BY APPLICATION

Regardless of how your team contact us, Munis Technical Support is divided into application specific teams to enable product specialization and provide timely resolution of support incidents. Munis provides technical support for additional aspects of our clients’ operations such as Tyler Forms, Tyler Reporting Services, Tyler Content Manager and advanced technical assistance through our Tyler Systems Management team. This application specific approach allows our Technical Support Representatives to focus on a small group of applications and therefore offer a high level of product expertise to our clients. Our application specific teams with their standard hours of operation are shown in the below chart.

Support Team	Standard Days	Standard Hours
Munis Financials	Monday - Friday	8:00 AM - 9:00 PM EST
Munis Payroll/HR	Monday - Friday	8:00 AM - 9:00 PM EST
Payroll State Reporting	Monday - Friday	8:00 AM - 6:00 PM EST
Munis Other Revenue & Collections	Monday - Friday	8:00 AM - 6:00 PM EST
Munis Tax Billing & Collections	Monday - Friday	8:00 AM - 6:00 PM EST
Munis Utility Billing & Collections	Monday - Friday	8:00 AM - 8:00 PM EST
Tyler Forms, Content Manager & Reporting Services	Monday - Friday	8:00 AM - 9:00 PM EST
Tyler Systems Management	Monday - Friday *	8:00 AM - 9:00 PM EST

\*Tyler Systems Management is available One Saturday per month in addition to the days shown

## PHONE SUPPORT

Tyler provides a dedicated 800 number for our clients to contact Munis Technical Support. We place no limits on who from your team that may contact Support, the number of calls placed, or our time required to resolve your incidents. We are focused on providing the highest level of support to all of our clients and will work every incident with the same level of dedication to finding a timely resolution to your concerns. Customer support's goal is to return all calls within one business hour.

## ONLINE SUPPORT

In addition to phone support, you can log new and manage open incidents through our online support tool. The Munis Support Portal will provide 24/7 access for resources to submit and update incidents, including the ability to attach documentation and screenshots if needed. All account and incident data are available in real time, providing the ability for you to communicate with Munis Support Representatives directly without the need to be on the phone.

The Munis Support Portal is not the only option for you to access critical information, communicate with system experts, utilize applications, or access tools. Tyler Community, the Munis Release Management Console, the Munis KnowledgeBase, and many other tools, including the Portal can be accessed through Tyler's website, [www.tylertech.com](http://www.tylertech.com). Through Tyler Community, users can view and reply to discussions on trending topics such as state reporting, year-end close, and upcoming releases. The Release Management Console provides information about the life cycle of all current and future Munis releases, so you can plan when to adopt new versions of Munis. Users have access to the Munis KnowledgeBase which includes procedure documents, frequently asked questions, user conference documents, e-learning materials and more.

## TYLER SYSTEMS MANAGEMENT

Many public-sector clients are looking for an additional layer of technical support to assist in managing their technical infrastructure, database, and maintenance needs. Tyler offers an optional level service through our Tyler Systems Management support team. Tyler Systems Management provides expert assistance for all your Munis database and system maintenance needs as well as provide select hardware peripherals via Tyler's Hardware Loaner Maintenance program. The services

offered through Tyler Systems Management include assistance with: installations, routine maintenance, system administrator software training, database tuning, server support, remote system monitoring, data recovery and upgrade services. In addition to specializing in Microsoft operating systems (server and workstation), SQL database engines and network configuration, our team holds industry specific certifications such as Microsoft Certified Solutions Expert (MCSE) and Microsoft Certified IT Professional (MCITP).

Tyler Systems Management is a contract service, much like the Munis Maintenance Agreement, which is billed on an annual basis and renewed each year. Many of the services provided by Tyler Systems Management are available on a fee-per-incident basis to whom are not currently under an existing contract.

### TYLER COMMUNITY

Tyler Community provides a secure, online setting where you can go to find answers to common problems, connect with other Tyler users to share ideas, answer posted questions, and access information that is available 24/7. Based on a social



networking platform, Tyler Community includes blogs, forums, files, and wikis where both clients and Tyler employees can contribute. Clients and employees use Tyler Community as a dynamic way to troubleshoot problems and share best practices with Tyler's vast Munis community.

Additional benefits include:

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

### TYLER UNIVERSITY

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



Tyler University's core modules include: financials, human resources, payroll and technology. Employees in the finance department can train on a wide range of topics from req-to-check, including



requisition entry, creating a change order for a purchase order and purchase order receiving. For the human resources and payroll staff, Tyler University offers courses on the complete payroll process, the power of employee building and applicant tracking. For system administrators, courses include topics on role based security design, administering the dashboard and role synchronization from Munis into Tyler Content Manager. Courses are being added continuously into Tyler University, making it a vital resource for new employees and cross training your team.

## ONLINE HELP

Munis applications include a context sensitive online help function that provides field level and procedural information to assist you and your team in completing program tasks. When you are in a program and select the help function, the program displays a field level description of all data elements on the screen, as well as processing options for that program. It is formatted to provide you with a general overview of the program or the selected program screen, descriptions of the fields on the screen, and procedures for completing the tasks within the program. The online help function also includes a table of contents, from which you can select help for other programs within a product. This tool is linked to the Munis KnowledgeBase allowing for immediate access to additional information and resources directly from the Help screen. There are also links to Munis Technical Support for ease in requesting assistance from a Munis expert.

## RELEASE NOTES

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

## MUNIS KNOWLEDGEBASE

The Munis KnowledgeBase provides users with a single, easily accessible location to find all available documentation related to Munis. This tool uses a user-friendly search screen which can be accessed through the Munis Support website. Search criteria include the ability to filter by Munis version, search for key words, include only certain types of documentation, or perform system wide searches. Provided through the Munis KnowledgeBase are process documents, file layouts, user guides, installation manuals, setup documents, system administrator documents, data schemas, training exercises, e-learning classes and much more. More than 90% of the documents available are in MS Word format so that they can be easily customized for use in training materials, custom documentation or process checklists.

## STATE USER GROUPS

As a client, you benefit from networking and peer-to-peer collaboration through state Munis user groups. A dedicated team schedules, manages and conducts Munis user group meetings, along with other Tyler staff invited to share their expertise. Agendas are created with input from clients. Following our EverGuide continuous improvement initiative, we demonstrate new functionality and provide continuing education on existing features. Tyler Technologies is registered with the National Association of State Board of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. Breakout sessions may include formal education with CPE credit, peer knowledge sharing, and forums with State Reporting or other development resources for product input. In 2017, Munis held 90 meetings and our clients earned 3,288 CPE credits.

Meetings are typically scheduled annually; in large states, there may be several user groups or different sessions planned. Unless otherwise indicated by local state law, meetings are offered at no cost when hosted at a client site, and include lunch. A nominal fee is charged if the meeting is hosted at a hotel/convention center.

Attendees are surveyed for continuous improvement of meeting location, session content, CPE credits, and online education webinar suggestions.

Tyler Technologies offers Tyler Community, a social support site that fosters collaboration between clients and staff. Tyler Community is used extensively in the state user group process. Meetings are announced and agenda items solicited through this site, presentations are posted on the site, and discussions begun during the meeting are continued after the meeting on the site.

## ANNUAL USER CONFERENCE

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



Our clients' input from past conferences continues to impact significantly the direction of software enhancements and changes. Client attendance each year ensures that appropriate needs are

reflected in product development strategies. Connect is held in different locations every year to accommodate our geographically diverse client base and to provide fresh and exciting activities for our clients outside of the classes and labs.

D. If applicable, the City prefers to have access to the source codes for customizations and enhancements.

As customizations and enhancements to the Tyler Software are incorporated into future general releases of the software, Tyler does not permit Client development of the software. Requirements for functionality not available in the generally available versions of the Tyler Software may be submitted to Tyler's product development organization for proposal by Tyler.