ORIGINAL

STATE OF NEVADA

TAXICAB AUTHORITY RECORDS MANAGEMENT MODERNIZATION PROJECT (RMS)

REQUEST FOR PROPOSAL: 3422

THURSDAY, JUNE 15, 2017

John Wilkins
5519 53rd Street
Lubbock, TX 79414
800.646.2633
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tyler technologies

COPY

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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 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, if any
- Customized Statement of Work/Implementation Plan

Each of these sections 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.

Thursday, June 15, 2017

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State of Nevada
Marti Marsh, Purchasing Officer
State of Nevada, Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Dear Marti Marsh,

On behalf of Tyler Technologies, Inc. we respectfully submit the enclosed proposal for your evaluation and consideration in response to State of Nevada Taxicab Authority Records Management Modernization Project (RMS) Request for Proposal: 3422.

Our firm has carefully reviewed the project goals, objectives and requirements delineated within the RFP and we are excited about the opportunity to work with State of Nevada on this project. We are confident that Tyler's Incode Public Safety, Incode Court Case Management, and Brazos eCitation solutions bring the right mix of resources, experience, and technology to foster an environment for success.

Tyler is proposing our COTS Enforcement, Computer Aided Dispatch and our complete eCitation application including hand held devices and printers. Having implemented thousands of these COTS applications we are confident that the Nevada Taxicab Authority will save countless hours' and money over systems that require modification or are built from scratch. Our Project Management Approach and Methodology is fully detailed below.

Tyler understands the demands State personnel face and has a proven track record for delivering solutions to meet those challenges. We've drawn from our extensive experience to design, develop, deliver and support Tyler software solutions to meet your agency's unique needs.

Tyler's 30+ years of government focus and employee dedication enables our partner government agencies to leverage a vast network of experience and domain knowledge with every project. We are committed to this strategy and believe in utilizing our deep breadth of industry / domain experts to facilitate unprecedented innovation within the government technology marketplace.

Tyler Technologies, Inc. is the largest government sector software provider in the United States with over 11,000 customers, 1 million SaaS Subscribers, over 3,800 employees, and 500+ million dollars a year in revenue. Our commitment and investment in the government technology market is our sole focus and strategy.

Tyler continually seeks out business partners rather than just customers, and we want you to become a Tyler partner to share in our success. Our partners, like you, understand the difference between value and cost, and want what is best for their communities. Please contact John Wilkins, your Account Executive at 800.646.2633 or via John.Wilkins@tylertech.com if you have any questions, or if you need additional information.

Sincerely,

Dane Womble
President – Local Government Division
Tyler Technologies, Inc.

TAB I – TITLE PAGE

Part IA – Technical Proposal	
RFP Title:	Taxicab Authority Records Management Modernization Project (RMS)
RFP:	3422
Vendor Name:	Tyler Technologies, Inc
Address:	5519 53rd Street, Lubbock, TX 79414
Opening Date:	6/15/2017
Opening Time:	2:00 pm

TAB II – TABLE OF CONTENTS

Tab I – Title Page 5
Tab II – Table of Contents 6
Tab III – Vendor Information Sheet 7
Tab IV – State Documents 8
Tab V – Vendor Certification of Compliance 84
Tab VI – Scope of Work 85
Tab VII – Company Background & References 100
Tab VIII – Proposed Staff Resume 137
Tab IX – Other Informational Material 141
Tab X – Requirements Matrix 188

VENDOR INFORMATION SHEET FOR RFP 3422

Vendor Must:

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Tab III of the Technical Proposal.

V1	Company Name	Tyler Technologies, Inc.

V2	Street Address	5519 53rd Street

V3	City, State, ZIP	Lubbock, TX 79414

V4	Telephone Number		
	Area Code: 800	Number: 646-2633	Extension:

V5	Facsimile Number		
	Area Code: 806	Number: 797-4849	Extension:

V6	Toll Free Number		
	Area Code: 800	Number: 646-2633	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: John Wilkins
	Title: Account Executive
	Address: 5519 53rd Street, Lubbock, TX 79414
	Email Address: john.wilkins@tylertech.com

V8	Telephone Number for Contact Person		
	Area Code: 435	Number: 764-1060	Extension:

V9	Facsimile Number for Contact Person		
	Area Code: 806	Number: 797-4849	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: Dane Womble	Title: President - LGD

V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: 6/1/2017

State of Nevada
Department of Administration
Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
Governor

Jeffrey Haag
Administrator

SUBJECT:	Amendment 1 to Request for Proposal 3422
RFP TITLE:	Taxicab Authority Records Management Modernization Project (RMS)
DATE OF AMENDMENT:	May 15, 2017
DATE OF RFP RELEASE:	April 12, 2017
OPENING DATE:	June 15, 2017
OPENING TIME:	2:00 PM
CONTACT:	Marti Marsh, Procurement Staff Member

The following shall be a part of RFP 3422**.** If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

---

1. It is my understanding that funding for this project will come from the State Legislature. Is that correct?

   Funding for this project has already been approved.

2. Are you able to indicate how much funding has been allocated towards this effort?

   The current funding ranges from $800,000 to $950,000. There is also funding for ongoing operations. The TA has organized the project into three phases, which are based on priorities. The TA understands that vendors may not be able to get all desired functionality within the current funds available. That is why the TA is asking for individual costs for each phase.

3. Are you able to provide the names of all vendors who provided information for RFI #TA2014-01?

   This information is confidential.

4. Are you able to provide the names of all vendors and their proposal amounts (if applicable) to RFP #3239?

   This information is confidential.

5. As mentioned within the RFP, there will be a separate solicitation for a Real Time System:

   a. Are you able to indicate whether a funding source for the Real Time System has been identified; and if so, which source may be used?

If the Real Time System is implemented in the future, a funding source is available from a Technology Fee charged to the taxicab cab companies and paid to the TA.

b. Are you able to indicate how much funding has been allocated towards the replacement of the Real Time System?

There is specific funding allocated however current ongoing legislation could impact the necessity for a Real Time Tracking System.

c. Which vendor provided the current Real Time System and approximately how long has the Authority contracted with them?

There is no Real Time System in place. This is a future potential project.

6. Section 3.2.9.2 Dispatch center providing support

a. Document retention whether paper or electronic...
Does TA have document retention codes on their documents?
If not...

The TA does not have document retention codes on their documents but the TA does have a document retention schedule document.

b. Will TA want to develop a system of document retention for legal purpose?

The TA would like the vendor to incorporate the State's document retention schedule into the TA RMS system.

7. The RFP references an Attachment I - "Certification Regarding Lobbying" which we're unable to find. The RFP document has an Attachment I embedded within it, but the attachment defines the proposed staff resume template. Can you please advise where we can find the lobbying certification document?

The reference to Attachment I – Certification Regarding Lobbying identified in Section 11.2.3.4 (D) should have been removed. Certification Regarding Lobbying pertains to projects that are federally funded only. This project is not federally funded. The resume template embedded in Attachment I is correct.

8. Regarding the "Taxicab Permit Walk-In Process", we're trying to determine just how digital the process is intended to be. We're particularly interested in the processing of supporting paper-based documents (e.g. court documents, copies of the NV driver's license, etc.). In the Web Portal solution, we would assume that the driver would somehow obtain digital copies of these documents (e.g. via their scanner at home) and upload them via a web form. For walk-ins processing their applications through a kiosk though, are you looking for a more streamlined experience whereby drivers scan their documents into the application from directly within the app? Ultimately, we're trying to assess just how "native" an experience the driver should have while working at the kiosk.

The current "Taxicab Permit Walk-In Process" is a paper driver operation. The vendor should propose a solution to convert paper forms to a web form/digitized format and

streamline the applicant/renewal process. The DOT Medical Form will need to be scanned since the TA has no control over this form. The app should prompt the staff/applicant to scan/upload paper documents and attach these documents to the application.

9. Regarding BR01.131, can you please advise what the existing credit card processor is for the TA?

   The state uses Wells Fargo's Payment Gateway, Cybersource. The State of Nevada Treasurer's Office, is the agency in charge of the contract with Wells Fargo, and is involved with coordinating activities between Wells Fargo and agencies interfacing with the Payment Gateway. See ATTACHMENT A – Additional Information on Wells Fargo Payment Gateway, at the end of this document for additional information.

10. Regarding BR01.12, can you describe how permits are printed today? We're looking for details about the type of printers being used, file formats, etc.

    The LicenseEase COTS application creates a PDF document of the taxicab drivers permit which is then printed on locally attached HP Color Inkjet All-In-One devices or network Color Laser All-In-One device.

11. Can the TA list all the types of licenses, registrations, permits, etc. that the agency supports, the approximate number of entities applying for and holding each type, and specify which license type(s) will require which types of online functionality (e.g. online applications, renewals, verifications, disciplinary processes, etc.)?

    The TA provides three different Taxicab Driver Permit categories (an employee only driver, a lease only driver, or an employee and lease combination driver) of taxicab permits, but only one permit type . Please review the information on the http://taxi.nv.gov/

12. Please provide the names of all system outputs required, including reports, queries, and correspondences. Also provide the audience and the location from which each will be run (back-office, public website, specific login-secured area of public website, etc.). If such details are not available at this time, please provide at least the total numbers of each type of output required.

    The TA is looking for a robust reporting engine providing access to all data elements in Licensing, Medallions, Enforcement, Inspections, Dispatch, and Fiscal on a daily, weekly, monthly and annual basis as well as ad-hoc time frames.

    Example:

    - ***Number of Citations written by Investigator, NRS Violation, TA Permit #, Taxicab Company etc.***
    - ***Number of Court Hearings by Number Waived before Hearings, Trails Held, FTA's (Failure to Appear – TA Permits Suspended), Guilty, Not Guilty, Denied, Revocations, etc.***
    - ***Number of Vehicles Inspected, by Inspector, VDR's written, Accidents, Meter Seals, Out of Service (OSN) notices issued, 24-Hour Notices issued, New Taxicab Added, Cleared OSN, by Taxicab Company, etc.***
    - ***Dispatch Call Report by category, Complaints, Fare Disputes, Robbery, Lost Property, Long Haul/Route etc.***
    - ***Number of TA Permits due to expire in timeframe to be selected, Number of Inactive Permits, Number of Expired Permits, Number of Suspended Permits, etc.***

13. Please fully define and quantify the ongoing support the agency will require after system implementation, including inclusion or exclusion of each item (and sub-item) in the following categories:

(a) Help Desk Support (24x7 emergency support, end-user support, configuration and troubleshooting, developer-to-developer support, hardware/network/security tips, architecture and best practice guidance, online remote desktop support, dedicated account management, local user group support)

Operational timeframes fit into two categories:

<u>Normal Business Hours</u> – In general the agency's operation is 7am – 5pm, Monday through Friday; these are the hours the majority of staff are working. User and technical support is typically required during these time periods; if there is a critical system problem, then technical staff will need to be on call outside of normal business hours.

<u>24x7 Patrol Hours</u> – There is a small staff working at this time – 1 dispatcher (located in the office) and 4 to 7 investigators working in the field 24 x 7. Support could be limited to critical system problems.

(b) Training and Documentation (web courses, agency-specific process training, software training, core software documentation, user conference)

The expectation is that the majority of training and documentation will be completed prior to production go-live. After production go-live, there should be a support resource available to answer questions on the use of the system (or troubleshooting issues) on an as needed basis.

(c) Software Patches and Releases (new major version software release versions, installation of new software versions, core software patches, installation of core software patches)

This will probably vary depending if the solution is a custom built system or Commercial-Off-The-Shelf (COTS) system, and how it is hosted – state hosted or vendor hosted (cloud). The table below provides a general outline of the type of support needed.

Hosting\Solution	Custom System	COTS
Vendor Hosted (cloud)	Vendor: - OS patches & upgrades - Application software upgrades and defect fixes - Infrastructure software (e.g. Oracle, SQL Server, JBoss, etc.) upgrades & patches	Vendor: - OS patches & upgrades - Application software upgrades and defect fixes - Infrastructure software (e.g. Oracle, SQL Server, JBoss, etc.) upgrades & patches
State Hosted	State does: - OS patches & upgrades - Basic database support Vendor: - Fixes software defects - Assists state with application software and infrastructure software upgrades & patches	State does: - OS patches & upgrades - Basic database support Vendor: - Fixes software defects Assists state with application software and infrastructure software upgrades & patches

(d) Customization, Enhancement, and Corrections (design/configuration/testing support, customization projects, customization tasks, defect correction, installation of customization corrections)

Please see 13.c. above.

(e) Hosting Service (weekly backup, daily backup, hosting of proposed proprietary software solution, IP address owned and provided by Company, maintenance of hosting environment, data security)

If the system is hosted by the state, then the state will handle backups. If the system is vendor hosted, then the vendor must provide robust, secure backup and recovery process and infrastructure.

14. We offer multiple support plan options in addition to the primary support plan we will be proposing. How would you like us to incorporate the additional options and corresponding contract language into our proposal, to provide the agency with the right and option to choose from our full range of support options in the future?

Vendors must clearly define various support plans when submitting their proposal – what is included and the associated costs. The TA is open to vendors providing a "menu" of options.

15. Where information and images can be provided to clarify and serve to answer multiple questions, and/or this content does not fit well in the in-line response format, rather than repeat or cram such supporting information in-line, may vendors include supporting documents at the end of the main RFP response file, and reference specific documents in the in-line answers? If not, please elaborate on where/how such information should be included.

Vendors can provide additional information in appendices/attachments as needed. Vendors ensure they reference the additional document in the appropriate sections.

16. Can you elaborate on any need for mobile inspection/field investigation capabilities? If there is any need, please respond to the following: (a) How many mobile devices would the agency need set up to use on the new system? (b) Would the agency need to use its own devices and mobile service, or could it pursue an all-inclusive solution integrated with its back-office system? (c) In order that we may determine the number of forms that would be integrated into the new mobile system, how many different forms are currently in use in the field? (d) How should pricing for these items be proposed?

The TA is looking to reduce paper forms and the inefficiencies that go along with paper documents. The RMS should support both mobile e-citation process and mobile vehicles inspection process using mobile hand-held devices. The vendor should identify the equipment types, operating systems and operating environment their application fully supports.

The TA envisions 10 paper forms that would need to be integrated into the e-citation and vehicle inspection mobile process.

17. The project management and external monitoring/assessment/reporting requirements, while achievable, may be excessive for the size and scope of this project, and may greatly increase the cost of the project. These requirements will likely double the cost of the project versus our standard and historically successful approaches to managing implementations and support. Is the stated project management approach necessary and required, or is there flexibility on the project management and external monitoring/assessment/reporting requirements in order to reduce costs?

There is flexibility on these items. The agency is open to vendors proposing the methodology, approach, tasks and deliverables that they believe are appropriate to successfully meet the agency's requirements while mitigating project risks. The agency is interested in focusing resources on the delivery of a system solution rather than "overhead" tasks that contribute little to the end product.

Vendors should describe (including assumptions) their approach to delivering the solution. For example, vendors that use an "agile" methodology might present sub-tasks that involve the "sprint" concept.

The agency encourages vendors to propose a methodology that has been successful and is appropriate for this project. The agency is most interested in meeting their requirements at a reasonable cost.

18. What is the budget for this project? If all cost proposals come in above a certain amount, would this RFP be cancelled? What is that amount? Did the legislature allocate any funds specifically for this project? If so, what is the amount allocated, and when does it need to be used?

See the response to #2 above. If all cost proposals come in above a certain amount the RFP would <u>not</u> necessarily be cancelled. If the proposed solutions are viable, the TA may modify the scope of the project to fit into available funds. In addition, the project is organized into three (3) phases, which represent the priorities. The TA might choose what gets implemented - for example, the TA could implement all of Phase 1 and part of Phase 2 if that is all that fits into the available funds.

This may involve the TA requesting a "best and final" offer from the vendors.

19. Please identify instances where any agency employee has viewed or discussed a potential software application similar to the one being solicited in this RFP in the last 24 months. Please name the vendor(s), dates of contact and describe the nature of the contacts including whether pricing was discussed. Has the agency received any estimates or quotations for the services and software describe in this RFP, and if so, which ones and what were the amounts?

This information is confidential.

20. Sometimes we see that an agency desires to meet an overall schedule but struggles with finding the time to deliver on regularly scheduled items which add up to the total schedule. Given any limited resources on the part of the TA, will 10-day turnarounds on vendor approval requests be met, and where not met, allow for automatic approvals at 10 days in order to stay on schedule? If not, will there be any other mechanism to ensure adherence to the schedule on the Agency's end?

The TA understands this concern and the impact it has on the project and the vendor. The time necessary for reviewing deliverables can vary significantly depending on the type of

deliverable. The TA is open to negotiate the review time on the project deliverables. Vendors, using their best judgement, can state their assumptions about review timeframes in their proposal.

21. Requirement 13.3.11 implies that the State shall own all source code. COTS solutions do not typically come with software source code rights, but it is common practice that in the event of termination for breach of contract, insolvency, etc. the software agreement between the agency and the vendor include a provision for the placement of the certain types of code in escrow to be released to the agency upon termination of said agreement. Does the use of escrow for release of source code as described above qualify as an "equivalent" to fulfill this requirement for COTS vendors, or can this requirement be updated to align with COTS practices or removed?

Yes, the use of an escrow account for a COTS solution should meet this requirement.

22. Item 13.3.12.2 outlines unusual escrow requirements, including items which would apparently need to be fully tested by the escrow company in order to meet the requirements. As a vendor that routinely provides escrow for clients, is the TA open to an alternative, more typical escrow agreement?

Yes.

23. Can you please elaborate on the desired public website functionality described in the RFP?

- ***The public facing web portal function (Phase 1) would allow for the submission of new Taxicab Driver applications and the renewal of existing Taxicab Drivers permits following the established permit processing workflow for walk-in applicants and renewals. The web portal will also allow for the payment of the initial Taxicab Driver Permit Fee and Renewal Fee by credit card only.***

- ***The payment of taxicab driver fines would be a Phase 2 requirement of the public facing web portal.***

- ***The public facing web portal would allow for the self-registration function and password reset functionality without the intervention of the TA.***

24. Requirement 13.3.4.1 states that the contractor will be required to have its project management located in Las Vegas for the duration of the project, while requirement 5.4.1.5 says that the agency is open to vendors proposing their approach to the project.

(a) Is it a mandatory or preferred requirement to have staff working on site for the duration of the implementation?

The TA is open to vendors proposing their approach to project management including the amount of time spent onsite and methods of communication. In regards to #13.3.4.1, The TA will <u>not</u> require that the project manager be onsite 100% of the time.

The agency is interested in executing the project in the most effective manner possible and ensuring a quality system is delivered.

(b) How much weight will be given to vendors' onsite presence?

There is not a specific weight for this. The TA will assess the vendor's solution and project plan and approach as a whole. The focus is to implement the appropriate solution at a reasonable cost.

(c) How much additional cost would the TA prefer to invest for onsite presence?

Vendors should propose what they believe is appropriate to achieve a successful project.

(d) To prevent unnecessarily increasing project costs for onsite presence which may be found to be unnecessary, should vendors propose onsite presence as an optional pricing item?

Vendors can do this, however it is not necessary. Vendors should propose what is required for a successful project.

25. Deliverable submission and review sections 5.6 require particular paper processes and documentation for the submission of various deliverables.

a) Is the state open to alternative, proven processes and tools for documenting, reviewing and accepting solutions deliverables?

Yes. We encourage vendors to propose what they believe will be most effective.

b) If a vendor proposes an alternative process and format for deliverable and solution specification acceptance (which may also reduce the costs and waste for conforming to the TA's proposed sign-off forms and process), will that vendor be disqualified?

No, the vendor will not be disqualified. The TA is open to the vendor's proposed approach. If there are concerns, then the TA may negotiate with the vendor.

26. Requirement 13.3.19 states that the agency wishes to maintain a hand in selecting transitioning staff throughout the project. In cases where the workload for an installation is distributed among various members within teams, can the TA elaborate what key personnel roles would need to be designated for this requirement?

This requirement primarily relates to changing out the original staff that the vendor proposes to use on the project. Once the project commences, the concerns center around changes in project management and key technical staff. The other area is maintaining TA domain knowledge throughout the course of the project. For example, a key business analyst leaves the project after they gain knowledge of the TA's business processes and requirements and is replaced with a resource without that knowledge. This can have significant impacts "down-stream".

27. Requirement BR06.40 states that the system shall provide a central email inbox using taxicomplaints@state.nv.us. Can the TA elaborate on the intended functionality for this requirement?

The TA receives email complaints from the general public via this email link which is monitored by TA Dispatch staff and assigned to TA Investigators for resolution. The TA would like this manual process to be incorporated into the RMS solution for tracking, resolution and statistical purposes.

28. Requirement BR10.38 discusses hover technology. Can the TA elaborate on the intended functionality of this requirement, and the specific need(s) which it will satisfy? If a vendor proposes online help functionality accessible by clicking specific sections of the screen, will that be considered valid, or will that be unacceptable?

The hover technology would assist TA staff with specific help information or direction when accessing various application processes without additional help screen accesses. The TA is flexible to other solutions to offer on-line help in all areas of the RMS system.

29. Section 1: Project: Please provide existing documentation for this project? (This could include user's manuals, functional specifications, design specifications, or even memos and e-mails.)

There are not good documents or artifacts beyond this RFP and the attachments.

The COTS application LicenseEase was installed in the 2006 timeframe. With staff turnover since that timeframe, only limited user documentation is available and very little if any technical documentation is available.

There is no technical information available for the MS Access applications.

30. GOALS AND OBJECTIVES: Please provide:

    1. Current number of users and expected number of user's details are required.

The TA expects 50 users of the RMS which includes Administrative staff, Supervisors, Enforcement Staff, Administrative Court staff, Vehicle Inspectors, Dispatch staff and senior Management.

    2. Roles privilege matrix is required for all the users.

The Roles/Group matrix will follow the normal IT based minimal privileges to accomplish their task and allow for certain users to be assigned multiple roles.

31. 1.1.8: Can Wireless citation/vehicle inspection can be done through mobile app/website, or any specific device to be integrated with the application?

The TA does not use mobile devices at this time, therefore the vendor must identify which mobile devices and mobile operating system their system fully supports. The vendor should also provide a detailed overview of how their system works with the mobile devices to achieve the TA proposed solution. Purchase of mobile device hardware is not a requirement of this RFP.

32. Section 1.1.9: 1.What kind of dashboard and frequency of reports (daily, weekly, monthly, quarterly and annual) are required.

    a. Any tool is available with TA to create dashboard/Report?

The TA is looking for the RMS system vendor to propose customizable Dashboard style views based upon job functions, with Supervisor views of their staffs tasks and status and

Management staff with views of daily agency operations, all configured/assigned by the TA system administrator.

b. Need information on types of reports.

Licensing Supervisor – Dashboard displays permit application outstanding and status, web portal applications submitted and status etc.

Chief Investigator – Investigators in the field, Citations written, Citations waiting for approval, Court Calendar etc.

33. 5.1 Project: Phase 1 Permitting: Please provide more clarity on the content and UI design for driver permits portal.

The Permitting UI should provide an easy to read data entry style format with minimal screen changes and allow the TA System Administrator to configure new fields within the application including the UI.

34. 3.1 .1 Project: Phase 1 Permitting: What is the technology preference based on the current infrastructure availability?

The TA is somewhat open on the technology, as long as it is mainstream and meets industry standards.

TA Desktops utilize the Windows 7 operating system. In terms of hosting applications, the TA is open to both State hosted or vendor hosted as well as cloud based solutions. The TA will evaluate the merits of each. The State hosting options include:

- ***The TA hosting on agency servers (purchase new server);***
- ***or EITS (Enterprise Information Technology Services) hosting on a virtual server in the State server farm facility.***
- ***Systems hosted on State servers should run on a Windows Server environment however, the TA is open to discuss other platforms***

35. 3.1 .1 Project: Phase 1 Permitting- Medallions: How would the unique id be generated? Will it be random pick or sequential or User has a choice on his own?

The Medallions numbering schemes for each Taxicab Company are controlled by the TA along with the Medallion color. The TA has an inventory of non-issued (replacement) Medallions for each Taxicab Company in the event Medallions are lost, damaged or stolen. The current Medallion inventory is maintained in a Microsoft Access Database.

36. 3.1 .1 Project: Phase 1 Permitting: Can user select his appointment date /annual retraining online, if it is not system generated?

Driver Safety training classes are held each Wednesday at 9:00 am; 10:00 am; 1:00 pm; and 2:00 pm. The classes are 1 hour (+/-) in duration. The driver's renewal date will dictate the class options the driver has to schedule his class.

Driver Awareness training classes are held on Tuesdays and Thursdays in eight-hour sessions, with a final exam conducted at the end of the class. New applicants are scheduled into this class but may opt to attend class on another day if a scheduling conflict arises.

37. 3.1.1.4 Payment Processing & Accounts Receivable; Are we going to use payment gateway and what level of security needed?

Wells Fargo is the current credit card processor for the TA and the State of Nevada. The vendor should interface with their payment gateway product CyberSource.

38. 3.2.10 Complaints- Are the status of the complaints tracked online? Can the complaints evidence and other related documents submitted online?

No, the complaints are not tracked online. The Nevada Taxicab Authority website contains a complaint (http://taxi.nv.gov/Complaints/complaint_form/Complaint/Incident_Affidavit/) web form. This web form when completed and Submitted is sent to the taxicomplaint@state.nv.us mailbox for logging, review and possible investigation.

39. 3.2.12 Revenue Collection and Cash Management: Are refunds and adjustments can be handled in cash for any case?

No, cash is never refunded. All refund checks are issued through the State of Nevada accounting system.

40. 3.4.1: Which version of Oracle application server is used? Which version of Oracle database server is used?

Oracle Application Server Enterprise Edition 10g and Oracle Database Server Standard Edition 10g.

41. 3.4.1: Please provide current data volume details required for every application.

LicenseEase is a COTS program which includes an Oracle Database 10g (10.2.0). The Hearings Database (12.6 MB), Events Database (256 MB), Vehicle Database (7 MB) and the Medallion Database are Access 2007 Databases.

42. 3.4.2: Need more information on the driver testing application

The initial taxicab drivers test is a computer based multiple choice test with 15 questions consisting of general tourist destination locations, general math question and general alphabet questions.

43. 3.4.3: What is MS-Access version?

MS Access 2007

44. Please provide more clarity on the process to access non migrated data (external systems).

No external data will be migrated.

45. Any specific model of mobile devices/scanners procured by the TA, or the feature can be implemented as smart mobile app and can be downloaded to use in any mobile to serve the feature.

The TA does not use mobile devices at this time, therefore the vendor must identify which mobile devices and mobile operating system their system fully supports. The vendor should also provide a detailed overview of how their system works with the mobile devices to achieve the TA proposed solution.

46. Can users have online chat features? Does any video/audio demo to the new applicant /users visiting the website required?

An Online Chat feature is not required. A web portal help video showing the new applicant and renewal process is not required for the Taxicab Drivers web portal but is a vendor option.

47. Does the site need multilingual support for this website?

No, the website does not need multilingual support for the Taxicab Drivers web portal.

48. Does the site need a blog or forum? Does the social sharing features built in required?

No, the site does not need a blog or forum. Social Sharing features are not required.

49. Does the site require printer friendly options?

The Taxicab Drivers web portal should provide a facility to email and print receipts for any payment processing.

50. Do internal site search feature required?

No, an internal search feature for the Taxicab Drivers web portal is not required but is a vendor option.

51. Reference: Security Standards, 4.5.1 - System must meet State security standards for transmission of personal information as outlined in NRS 205.4742 and NRS 603A.

Question: Are Proponent's bound to all terms and conditions outlined in NRS 205.4742 and NRS 603A or only terms around transmission of personal information. There are many terms and conditions in these links that do not apply to cloud-based solutions. Additionally, TA has outlined transmission requirements in Attachment K 'Requirements Matrix'. Therefore would TA please remove requirement 4.5.1?

The TA cannot remove the requirements identified in 4.5.1. In general, the TA does not want to enforce security requirements that are not relevant to the particular solution that is presented. Vendors can present their exceptions to the security standards in their proposals which will be reviewed by the Enterprise Information Technology Services' CIO and the Attorney General's Office.

52. Reference: Security Standards, 4.5.9 - Application systems and information that become obsolete and no longer used must be disposed of by appropriate procedures. The application and

associated information must be preserved, discarded, or destroyed in accordance with Electronic Record and Record Management requirements defined in NRS and NAC 239, Records Management.

Question: We are not able to access NRS and NAC 239, Records Management. Cloud Service Provider (CSP) maintains our own company Media Handling Policy which includes destruction of processing equipment. For instance, Corporate and Production backup tapes which are bad, failing or expired are retained in secure storage within the dedicated CSP data center space for future onsite destruction. CSP receives a certificate of destruction from the mobile destruction vendor. Therefore would TA please allow CSPs to respond with their own Media Handling Policy to meet this requirement?

Yes, CSPs as well as other vendors can respond with their own media handling policy.

53. Reference: 13.3.11 - Source Code Ownership

Question: For PaaS/SaaS solutions, a Cloud Services Provider (CSP) would be responsible for maintaining access in terms of performance and availability to TA's data.. TA's data would be owned by TA. TA would have access to its data and metadata, but not all of the PaaS/SaaS solution source code. TA would have full rights to extract their data at any time during the subscription service. However, PaaS/SaaS CSP does not typically offer system source code because it is inapplicable to software delivered as a service subscription through a multitenant architecture. While it is possible to provide the source code in an escrow account for a configured solution, the source code would only be able to operate in the CSP's PaaS/SaaS environment. Therefore, can TA remove the source code requirements or consider it not applicable to cloud solutions?

Vendors providing cloud solutions (PaaS/SaaS) will not be required to provide source code. They must provide the TA all its data (and electron documents) in a format that can be accessed and potentially loaded into another system.

54. Reference: 4.5.10 - Software development projects must comply with State Information Security Consolidated Policy 100, Section 4.7, Software Development and Maintenance and State Standard 131, "Security for System Development".

Question: We assume a SaaS COTS solution does not meet TA's definition of a software development project. For instance, requirement 4.5.10.1 states the production environment must be established on State systems. Would TA please remove requirement 4.5.10 and the requirements under 4.5.10 or would TA consider those requirements not applicable to cloud solutions?

Requirement 4.5.10 does not apply to cloud solutions, in that the vendor would not need to physically establish the described environments on state systems. Cloud and COTS vendors are expected to follow appropriate best practices in terms of managing and securing their development, test and production environments.

55. Reference: Attachment D - Contract Form, 9. INSPECTION & AUDIT

Question: As a multi-tenant cloud service provider, we do not typically offer a Right to Audit clause as part of the base service offering. As a multi-tenant service, compartmentalization is virtual, not physical. Annual site visits can be arranged at TA's expense, but in consideration of

our other customers, random access cannot be permitted. We have third party auditors that inspect and review our security. We undergo annual audits for compliance with additional frameworks such as SSAE 16 SOC 1, SOC 2, SOC 3, ISO 27001, and PCI-DSS Level 1. The results of these audits can be provided to TA as desired under NDA. Is this acceptable to meeting TA's requirements?

These should be acceptable but will be reviewed by the Attorney General's Office before being agreed to.

56. Reference: Attachment K - Requirements Matrix. BR10.41 - The system shall allow encryption of all data elements.

Question: The Cloud Service Provider (CSP) provides capabilities that would allow TA to encrypt its data. CSP encryption offers native platform encryption and key management features. TA's data would be encrypted at rest using a hardware security module-based key derivation system. Examples of encrypted items include, files, attachments, email attachments, certain standard and custom fields, knowledge articles, etc. Would TA please define what 'all' data elements mean? Would CSP's explanation above meet TA's goal for requirement BR10.41?

The primary requirement is to encrypt sensitive Personal Identifiable Information (PII), such as social security numbers. The explanation above appears to satisfy this requirement.

57. Reference: Attachment K - Requirements Matrix BR10.54 - A proposed cloud-ready solution shall have encryption on all storage devices.

Question: In a cloud-based, multi-tenant environment, multiple customers share a single database. The PaaS/SaaS offering provides encryption capabilities to encrypt TA's stored data at the field level in the database, however, whole database encryption is not supported. If TA is able to encrypt its data put into the cloud PaaS/SaaS service, but not encrypt the entire underlying PaaS/SaaS database, will this meet TA's 's requirement?

The intent of this requirement was to make sure the data was encrypted if not through the application then by the hardware. If the vendor's solution is encrypted by the application then this could be 'Desired' a desired requirement.

58. Reference: General

Question: If a requirement in TA's requested response format is not applicable to a SaaS model, how do we respond that it is not applicable without our evaluation being negatively impacted?

Vendors can add attachments or appendices to their proposals to present their information in a manner that properly describes their solution, how it meets the TA's requirements and the associated costs. The vendor will need to include the appropriate references in their proposal so the TA evaluators can easily locate the information. In terms of the Project Costs spreadsheet (Attachment J) vendors can add cost details and descriptive information as appropriate.

59. Reference: Section 3.2.12.4

Question: Does the TA have a preferred vendor for payment processing? Does the TA use any sort of payment gateway currently? If so, which one. Does the TA expect to integrate with a statewide financials system for these payments (receivables)?

Please see the answer to question #9. The TA's preference is to use the state's current payment platform vendor – Wells Fargo Cybersource.

The new TA system will not have a direct interface to the statewide financial system (Advantage).

60. Reference: Section 3.6.4

Question: Can the TA confirm that the total number of users that need to access the system is 64. Or are there other users expected to use the system.

The Taxicab Authority expects the total number of TA users to be 50.

61. Reference: BR02.16 - The system shall allow for scanning and uploading of submitted certificate holder documents, i.e., interventions, pleadings, insurance documentation, etc.

Question: Does the TA already have a scanning solution to scan documents? If so, which one. Also, does the TA intend to scan documents simply to attach them digitally to the RMS?

The Taxicab Authority does not have a scanning solution to scan and index documents.

Yes, the Taxicab Authority intends to scan certain historical documents and attach them digitally to the RMS for viewing on Taxicab Company Portal.

62. Reference: General

Question: Does the TA require the reporting component of the RMS to be able to report on data from multiple data sources over and above the data in the RMS? Does the TA require advanced analytics that mashed up data from the RMS and other data sources? If so, can you reply with examples of those reports and report structures.

No, The Taxicab Authority reporting module of the RMS is expected to report on any data element within the RMS.

No, The Taxicab Authority expects advanced analytics only from data from the RMS.

63. What are the Timeline's for 3 phases mentioned in the RFP."

Based on 3.1 Project section of RFP-3422, the vendor should identify the timeline they feel comfortable with in completing each Phase including the go-live portion of each Phase.

64. What will be the project location?

The project location is the Taxicab Authority office in Las Vegas.

65. What is the legacy data format and size within the system as a part of migration i.e. LicenseEase, Inspections database, Events/dispatch database, Hearing database etc.

LicenseEase is a COTS program which includes an Oracle Database 10g (10.2.0). The Hearings Database (12.6 MB), Events Database (256 MB), Vehicle Database (7 MB) and the Medallion Database are Access 2007 Databases.

66. Mobile devices are available with the department or bidder need to provide the same?

The TA does not use mobile devices at this time; therefore the vendor must identify which mobile devices and mobile operating system their system fully supports. The vendor should also provide a detailed overview of how their system works with the mobile devices to achieve the TA proposed solution. Purchase of mobile device hardware is not a requirement of this RFP.

67. As mentioned in the RFP there are 16 companies, how many users per company will be using the system?

The Taxicab Company drivers will only be using the Taxicab Driver web portal to renew their Driver Permits or pay citations. There are an estimated 9,000 taxicab drivers in Clark County. For the Taxicab Company web portal, it is estimated the number of management employees accessing that web portal is 35.

68. Please share the number of users who will be accessing the solution, both for Document management system and Workflow system separately. Newgen provides user licenses in the following formats: Named users; Dedicated users who will be working on the solution with individual login credentials; and Concurrent users: The total number of users who will be logged in the system simultaneously.

The number of users for the RMS system is estimated at 50 users of which 10 would be supervisory staff. Max concurrent users would be 25.

Supervisory staff should have the ability to monitor workflow queues and the TA System Administrator should have the ability to create, modify, delete and manage Workflow and Workflow queues.

69. The RFP states that there are 9000 drivers presently, what is the percentage increase annually?

The number of drivers entering the Taxicab Industry has declined over the past year.

70. For Enforcement/investigations is there a need for case management capabilities in the system to create case files and assign tasks to multiple users for actions, tracking of case file and assigned tasks etc.

The terminology used currently by the Taxicab Authority is an Event # given to each Item handled by the TA Dispatch which includes citations issued, complaints received, assigned and follow-up. Body Camera video files and in-car video files may also be included.

71. We assume there is a huge volume of documents linked to every case file. The system should have a inbuilt Document Management system?

One of the goals of the RFP is to provide document management functionality to reduce the amount of paper based records, and automate workflow tasks that are currently inefficient and/or being performed manually.

72. Finger Print devices are available with the department or bidder need to provide the same?

Finger Print devices are not required in the RFP.

73. Is there a need for High Availability of systems?

The TA is a 24x7 operation. However, most staff works standard business hours, Monday-Friday, 7am – 5 pm. One dispatch person and 4-7 investigators (working in the field) will be on duty at any given time outside normal business hours. The TA prefers a high availability, however, we are open to other levels of availability as long as there is a low risk of outage for an extended period of time. The TA will consider the costs/benefits of various solutions.

74. Do we need a calendar in the system with capability of case specific and user specific calendar displaying important dates like court hearing?

- ***An Administrative Court calendar is required for the Enforcement Investigators to schedule Administrative Court dates during the issuance of a citation to a Taxicab Driver.***

- ***In the new RMS system the vendor will need to supply an Administrative Court calendar function that provides update capabilities from hand held devices as well as Dispatch assigned.***

- ***A court docket document is also required to be generated prior to each court date that identifies the Taxicab Drivers Name and Permit Number scheduled for each time slot for that Administrative court day.***

75. We understand that court hearings will be from court however taxi authority will maintain documents and information from the court. Do we need any integration with any court system?

The Taxicab Authority Administrative Court does not interface with any other court system.

76. For drivers to make payment from the portal, TA have a payment gateway or bidder need to propose.

Please see the answers to questions #9 and #59 above.

77. What are the requirements for Mobile application ,please describe? How many mobile users will be accessing the solution through mobile?

Please refer to BR04-01 – BR04-145, and BR05-01 and BR05-42 for mobile device requirements for the TA Enforcement staff and Vehicle Inspection staff.

78. Mobile devices should be with mobile application for users to generate citation, search DB for records etc.?

Yes.

79. List the names of processes to be automated through mobile devices? Please provide the details

Please refer to BR04-01 – BR04-145, and BR05-01 and BR05-42 for mobile device requirements for the TA Enforcement staff and Vehicle Inspection staff.

80. Is there any system for Account receivable presently in use.

Yes, in the LicenseEase application there is an Accounts Receivable module.

81. Do you want to initiate new cases from mobile at the field level or just approvals need to be provided from mobile.

Please refer to BR04-01 – BR04-145, and BR05-01 and BR05-42 for mobile device requirements for the TA Enforcement staff and Vehicle Inspection staff.

82. What are the requirements for smart phone app for Permit Holder payment processing activities.

There is no requirement for a smart phone app at this time, just a web portal.

83. Do you want to integrate system from telephony system. Please provide the details.

Not required for this RFP.

84. Is there any Requirement of Warehouse/Physical Records management System i.e both for physical and electronic record management? How many Record Administrators will be there?

There is no requirement for a physical records management system. There are no positions designated as Record Administrators.

85. Is there any compliance requirement of retention and disposal of the documents based on regulatory mandates (Ex. Agreements to be archived for 7 years). Please share some sample requirements.

Yes, the State of Nevada has a Document Retention Schedule. See embedded document below.

Licensing_Taxicab_RR
.pdf

86. The system shall provide for bar code (or similar) tracking and medallion management, please explain what activities need to be performed within system?

The TA Taxicab Driver Permits include a color photo of the driver, a unique TA Permit #, physical descriptors, expiration dates, additional information, and an electronic signature of the Administrator in blue, with fonts in black and red. A new requirement will be the printing of a barcode (format to be determined) of the Taxicab Drivers Permit Number on the printed permit form for scanning by wireless hand-held devices and/or wired barcode scanners. This barcode when scanned by a wireless device would Auto-populate field with the Taxicab Driver information onto the wireless device.

87. The system shall provide for an Electronic signature acceptance process on the web portal.

There are several forms the TA uses in the Taxicab Driver Permitting process that require the application to sign. The vendor should provide a facility for a Taxicab driver using the web portal to electronically sign documents requiring a signature.

88. Provide clarity on electronic signature requirement"

Refer to answer to Question 87.

89. Are you looking for on premise or cloud deployment?

The TA is open to both types of solutions.

90. Is there also requirement for scanning solution? if yes, How many scanning stations required?

One of the goals of the RMS project is to reduce paper forms with web forms or digitized forms replacing paper documents wherever possible. A Phase 3 requirement for the a Taxicab Company portal will require scanning of specific Taxicab Company historical documents as part of each company's history.

91. How many documents need to be scanned? Are you also looking for scanning activities to be performed by vendor?

- ***Under 100 historical documents.***
- ***No, we are looking for the vendor to scan documents.***

92. Please provide details on the duration and type of training required.

The TA is open to the approach (e.g. train the trainer) and amount of training. The training must be thorough and enable users to effectively utilize the system from go-live. Also, the User Acceptance Testing (UAT) team must be trained to the level where they can effectively perform UAT.

93. The Source code of the Software Product shall be retained by the Licensor . However the Source code of the base product of the Licensed Software Products can be deposited with Escrow Agent, NCC, with a Tri Party Agreement making the Customer as the beneficiary

The TA will accept that approach.

94. Please provide the tenure of support (years) that you require after successful roll out of project.

This can vary depending of the type of solution the vendor is proposing. In general the TA would like to see support for at least one (1) after go-live. The TA understands the will be a cost for ongoing support.

95. Please describe the Account receivable process in detail along with flowchart.

The TA needs the ability to process payments related to permit fees (original and renewals), penalties and fines. Key processes include:

- ***Accept and process payments***

- ***Apply payment to an individual or company account in the system***
- ***Track the payment history details***
- ***Generate customer receipts***

- ***Setup receivable records for individuals or companies for amounts due, with due dates***
- ***Generate delinquency notices***
- ***Generate a receivable aging reports***
- ***Establish payment schedule for fines and penalties***
- ***Generate reconciliation reports***

96. The proposed Newgen solution comes with an environment package which would allow to create up to five non production environment instance (Test, Development, UAT, Staging and DR). Is there requirement of any additional environment beyond these environment?

No.

97. What is the agency's record retention schedule, and what are the business rules associated with that schedule? (BR04.13/BR04.14)

The Taxicab Authority follows the State of Nevada Document Retention Schedule. The vendor solution should provide the ability for the Taxicab Authority System Administer to add, modify, and delete Business Rules within the RMS. See document embedded below Question 85 above.

98. Is the agency wanting the ability to cut and paste information from field to field, or more like a narrative and/or text found in a Word document tied to the event? (BR06.24)

Cut and Paste information ability from field to field.

99. What pertinent information are you wanting to capture from callers, specifically? (BR06.54)

Date, Time, Calling Number, Description of the Complaint, Taxicab Company, Taxicab Number, Taxicab Driver Permit Number, etc.

100. Do you have more than one dispatch position live at any given time? If so how many? Do you want to have the Dispatch software available at more than one seat?

There is only one active Dispatch operator per shift but there are two Dispatch workstations within Dispatch and the Dispatch operator may move locations in the event of PC equipment issues.

101. How many officers will be issuing e-citations using the Brazos solution?

- ***The TA does not use mobile devices at this time, therefore the vendor must identify which mobile devices and mobile operating system their system fully supports. The vendor should also provide a detailed overview of how their system works with the mobile devices to achieve the TA proposed solution.***
- ***It is anticipated that four Investigators per shift will be utilizing e-citation devices.***

102. Will the mobile units be TC70/75 handhelds, tablets/MDCs, or a combination of both and how many total devices? Is the TA desire to have each officer equipped with their own set of handheld and printer or equip each vehicle? How many vehicles?

The TA does not use mobile devices at this time, therefore the vendor must identify which mobile devices and mobile operating system their system fully supports. The vendor should also provide a detailed overview of how their system works with the mobile devices to achieve the TA proposed solution.

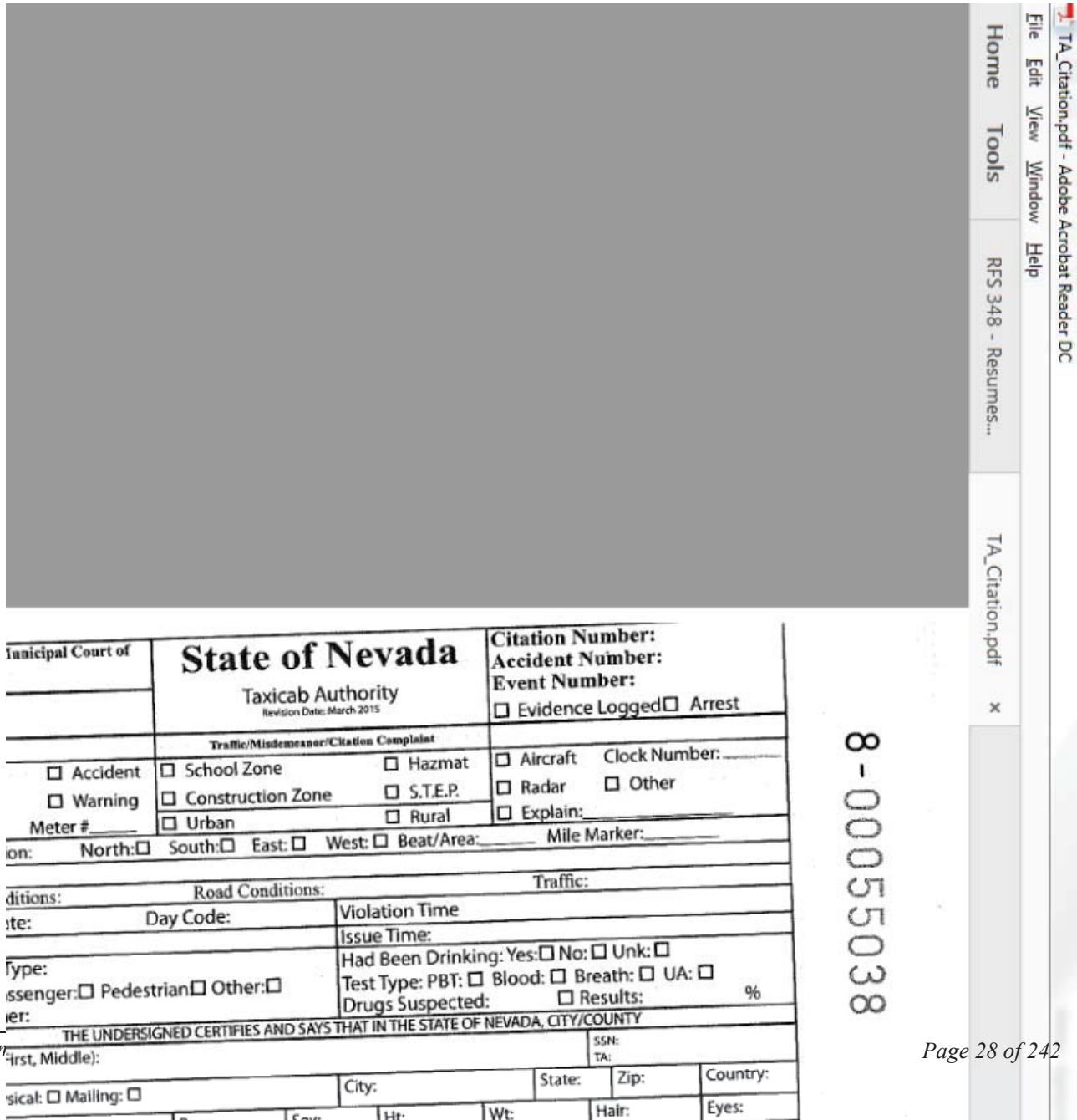
103. Does the Taxicab Authority prefer a 4" printout or 8 1/2x11" for the e-citations and forms?

The TA does not use mobile devices at this time, therefore the vendor must identify which mobile devices and mobile operating system their system fully supports. The vendor should also provide a detailed overview of how their system works with the mobile devices to achieve the TA proposed solution.

104. Can we get a sample of the existing citation layout?

Yes. See sample below.

Current Citation Layout


TA_Citation.pdf - Adobe Acrobat Reader DC

File Edit View Window Help

Home Tools RFS 348 - Resumes... TA_Citation.pdf

8-00055038

Municipal Court of

State of Nevada

Taxicab Authority

Revision Date: March 2015

Citation Number:
Accident Number:
Event Number:
☐ Evidence Logged ☐ Arrest

Traffic/Misdemeanor/Citation Complaint

☐ Accident ☐ Warning Meter #_____

☐ School Zone ☐ Construction Zone ☐ Urban ☐ Hazmat ☐ S.T.E.P. ☐ Rural

☐ Aircraft ☐ Radar ☐ Explain: Clock Number: _____ ☐ Other

ion: North:☐ South:☐ East:☐ West:☐ Beat/Area:_____ Mile Marker:_____

ditions: Road Conditions: Traffic:

ate: Day Code: Violation Time

Issue Time:

Type:
ssenger:☐ Pedestrian☐ Other:☐
ver:

Had Been Drinking: Yes:☐ No:☐ Unk:☐
Test Type: PBT: ☐ Blood: ☐ Breath: ☐ UA: ☐
Drugs Suspected: ☐ Results: %

THE UNDERSIGNED CERTIFIES AND SAYS THAT IN THE STATE OF NEVADA, CITY/COUNTY

First, Middle): SSN: TA:

sical: ☐ Mailing: ☐ City: State: Zip: Country:

Wt: Hair: Eyes:

ATTACHMENT A – Additional Information on Wells Fargo Payment Gateway

Below is additional information on the Wells Fargo Payment Gateway (CyberSource) integration methods.

Integration Methods

Each Integration Method features a different way for payment information to enter CyberSource's system. We offer fast and simple methods and more advanced options that provide greater flexibility and control. Determine which Integration Method best matches your business' needs, learn how each method works, its advantages, and the technical skills required.

Secure Acceptance Web / Mobile

Accept payments from any browser – web or mobile, while benefiting from language packs and other easily configurable options. Hosted payment solution, allowing card data to bypass merchant's network and travel directly from end-user consumer to Cybersource, greatly simplifying the PCI compliance process.

http://apps.cybersource.com/library/documentation/dev_guides/Secure_Acceptance_WM/html/wwhelp/wwhimpl/js/html/wwhelp.htm

Secure Acceptance Silent Order POST

Host your own order page and post payment data to CyberSource to process each transaction. Direct post solution, allowing card data to buypass merchant's network and travel directly from end-user consumer to Cybersource, greatly simplifying the PCI compliance process. Support full customization.

http://apps.cybersource.com/library/documentation/dev_guides/Secure_Acceptance_SOP/html/wwhelp/wwhimpl/js/html/wwhelp.htm

SOAP Toolkit API

Scalability, full range of services & more control for developers. You build your own client software to have scalability, rull range of services and great control over buying experience. Access to all Cybersource transaction services. Any code or technology able to build a SOAP message or consume a web-service may be integrated due to the open-source nation of this solution.

http://www.cybersource.com/developers/integration_methods/simple_order_and_soap_toolkit_api/soap_api/html/wwhelp/wwhimpl/js/html/wwhelp.htm

Recurring Billing (Subscription ID/tokenization)

Consolidate one-time and recurring payment processing on a single platform. CyberSource Recurring Billing supports subscription and installment payments, enabling billing via multiple payment options in numerous currencies. Sensitive payment information is stored in secure datacenters, reducing data storage risks.

http://apps.cybersource.com/library/documentation/sbc/SB_Reporting_UG/html/wwhelp/wwhimpl/js/html/wwhelp.htm#href=cover.html

Reporting API

In addition to the pre-defined reports in the previous chapter, the Business Center offers on-demand reports. On-demand means that these reports are not automatically generated every day (or week or month), but that you can request them at any time. You can obtain on-demand reports by downloading in the Business Center, using a Client Application or Query API.

Reporting & Reconciliation Implementation Guides

Reporting Developer Guide
View | Download
Merchant Account Reports Developer Guide
View | Download
Merchant Account Reports User Guide
View | Download

Gateway Developers Guides For Card and eCheck services

Credit Card Services Using the Simple Order API: View | Download
Card-Present Processing Using the Simple Order API (Supplement to *Credit Card Services Using the Simple Order API*): View | Download
Electronic Check Services for the Simple Order API: View | Download

ALL ELSE REMAINS THE SAME FOR RFP 3422.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name:	Tyler Technologies, Inc.		
Authorized Signature:			
Title:	President – LGD	Date:	6/5/2017

This document must be submitted in the "State Documents" section/tab of vendors' technical proposal.

State of Nevada
Department of Administration
Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
Governor

Jeffrey Haag
Administrator

SUBJECT:	Amendment 2 to Request for Proposal 3422
RFP TITLE:	Taxicab Authority Records Management Modernization Project (RMS)
DATE OF AMENDMENT:	May 31, 2017
DATE OF RFP RELEASE:	April 12, 2017
OPENING DATE:	June 15, 2017
OPENING TIME:	2:00 PM
CONTACT:	Marti Marsh, Procurement Staff Member

The following shall be a part of RFP 3422. If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

---

1. Section 5.3 Phase 3. Will the taxicab company portal be for all taxicab companies?

   Yes, but each taxicab company will require their own unique sign-on and must be secure to prevent another taxicab company from access to their data.

   - ***Although there are 16 taxicab companies there are 8 ownership groups. The taxicab company portal may be divided by Ownership Group or Taxicab Company.***

2. In the RFP Cost Tables, we do not see a tab for COTS software, neither Subscription, nor, Traditional Perpetual License and Maintenance. Would the State please advise as to how they would like Vendors to itemize COTS Software in the Cost proposal?

   Vendors can utilize the tab labeled:" 7.1.11 Annual Prod Lic-Main Sch". This is the "Annual Product Licensing and Maintenance Schedule".

   Vendors should clearly label cost components (e.g. COTS Licenses, Subscription, Hosting Fees, etc.). Vendors are encourages to add appropriate narrative to the Cost Tables to ensure cost components are clear. Vendors can also provide an "introduction" section to the Cost Proposal to provide additional descriptive information.

3. Does the State distinguish Prime from Subcontractor References? Are 5 total references expected, or are 5 references required from each contractor?

Contractor and subcontractor references will be evaluated as outlined in Section 6.1 of the RFP. Per Section 6.2.1.4, the same information for any proposed subcontractors as outlined in Section 6.1 Vendor Information must be provided. That means a minimum of 5 references each, not combined.

4. Does the State expect a separate pricing attachment – Attachment J – for each hosting/subscription model?

   Yes, the vendor should include separate Project Cost sheets for each of their proposed hosting/subscription models. Vendors should also provide a description of each of the models so that the cost, scope and terms are clear to the State. They should all be included in the same cost proposal envelope.

5. How many named back office users and field/mobile users do you expect to use the new system (please identify number of named users by system component)?

   Permitting – 6
   Medallions – 1
   Court – 3
   Vehicle Inspectors (Mobile) – 7 (2 Shifts)
   Enforcement (Mobile) - 17 (3 Shifts)
   Dispatch – 6 (3 Shifts)
   Management – 4
   IT – 1
   Financial - 2

6. In section 5.4.1.9 there is a list of current forms. Can the State provide a hardcopy or link to each of these forms?

   The Citation form was included in Amendment #1 (Question #104). Copies of the other forms are contained in the embedded document below.

   Amendment 2
   RFP3422 - TA_Forms_

7. In Section 5.4 there is a list of Systems that data will be migrated from. Can the state provide a data element dictionary for this data or a sample data set for each system to be migrated?

   As indicated there is no documentation for the Microsoft Access databases. The LicenseEase COTS program does not have a data dictionary available and the database schema cannot be published to the general public (due to confidentiality requirement).

   LicenseEase COTS Program – Oracle Database 10g
   Medallion Database – Microsoft Access 2007 Database
   Hearings Database – Microsoft Access 2007 Database
   Events Database – Microsoft Access 2007 Database
   Vehicle Database – Microsoft Access 2007 Database

8. Section 11.2.3 - Format and Content for Part I A - Technical Proposal of the RFP and Section 14 - Submission Checklist appear to contain conflicting information. Section 11.2.3 outlines a different set and order of required information than Section 14. For the sake of accuracy and to avoid any potential requirements being missed resulting in a non-responsive determination of a proposal, which section should be referenced when compiling the RFP response?

Revised Submission Checklist is embedded below.

Section 14. Revised Submission Checklist.(

Note: The Revised Submission Checklist shows two tabs not listed in Section 11.2.3 – Tab X Preliminary Project Plan and Tab XI Requirements Matrix. Vendors must include these two tabs in their proposals.

9. Section 4.5.10.1 states that separate environments for development, testing and production must be established on State systems. Typically, even in an agency-hosted scenario, development environments would be maintained on the contractor's system in order to guarantee efficiency in vendor access and work. Would this be an acceptable approach?

Yes. The State is interested in utilizing the most cost effective and efficient approach to meet its requirements. For additional information see the answer to Amendment 1, Question #54.

10. Section 3.1 breaks down 3 different phases that the TA wishes to accomplish within the scope of this project.

(a) Is there any specific expectation for when each phase will be completed, or is the purpose of the 3 phases to place a priority on the desired functionality of the proposed system?

The purpose of the 3 phases to place a priority on the desired functionality of the proposed system. The completion of Phase 1 will also allow the elimination of legacy system licensing fees and other support.

(b) Is the expectation to go live with the completion of each specific phase? Or is the expectation to go live after all 3 phases have been completed?

The expectation to go live with the completion of each specific phase.

(c) Is the expectation that the phases will be priced independently, to allow the TA to pursue them independently based on cost?

The TA's intension is to use the same vendor for all three phases. By pricing each phase independently it allows the TA to prioritize which functionality is implemented first, given current available funding.

11. BR10.45 of the Requirements Matrix indicates "The system shall provide a browser based platform for all functions in this RFP". While GL Suite is a web-based platform, including browsers on mobile devices, the use of wireless handheld technology in may utilize true mobile apps rather than browsers to allow offline functionality. Would it be correct to assume that this functionality would not be included in the requirement to be web-based?

BR10.45 refers to the Workflow Schedulers in part and <u>does not restrict</u> a vendor's wireless handheld technology to that requirement. Vendors can utilize mobile applications for off-line functionality on mobile devices.

12. BR01.01 discusses text message notifications. Please estimate the average number of text messages to be sent in an average day, week, month, or year; or a maximum number of texts to be assumed.

The text message notification process would be used to inform taxicab drivers of scheduled appointments times for the continuation of their permit processing. It may also be used to remind taxicab drivers of pending permit renewals.

13. In question 27 of amendment 1, the TA's response to the functionality of BR06.40 regarding the central email inbox mentioned that "The TA would like this manual process to be incorporated into the RMS solution for tracking, resolution and statistical purposes."

    (a) Please elaborate on which components are to be automated.

    See response under (b) below.

    (b) Does the TA expect for this manual process to become automated?

    The TA envisions that incoming e-mail to the Complaints mail box will be visible and readable on the Dispatch Dashboard. The dispatcher would read and interrupt the e-mail and assign the e-mail (as a component to a complaint record) to an investigator or other TA staff member for follow-up and possible action. Each of these steps should be time-stamped and tracked by the system showing the staff members assigned and timeframe of completion.

    (c) Or does the TA expect Dispatch staff to continually manually monitor the inbox, manually assign Investigators, and perform other described functions manually?

    The TA staff will continue to manually monitor the "complaints" inbox.

14. Assuming the second and final round of questions is answered on May 31, this gives vendors two weeks to submit responses before the response due date. In order to provide vendors sufficient time to create, adjust, and produce fully-informed and quality responses, if any final answers are delayed beyond May 31, will the State adjust the schedule to provide at least two weeks between these answers and the RFP response due date? (It would be most helpful if this question can be answered as soon as possible, in advance of other questions.)

    Yes.

15. Section 4.6 (Requirements Matrix): In this subsection, the RFP lists out all conditions and descriptions as they apply to the different categorizations that vendors can employ to respond to each System Requirement. Please verify that the only category not requiring an explanation or description is that for "W". Workflow or System Configuration Required.

The TA envisions that most Workflow and System Configuration Required can be perform by the TA System Administrator when properly trained. If a Workflow or System Configuration Required feature must be performed by the vendor only that information should be noted.

16. BR01.16: The system shall provide an electronic signature process for applicant signature capture.

    a. What is the use case that the State is expecting "electronic signatures" to be employed? We'd like to confirm that the state is interested in electronic signatures and not digital signatures as explained here: https://www.assuresign.com/electronic-signatures-vs-digital-signatures/

The TA is looking to replace paper forms wherever possible but several forms currently require the applicant to sign the paper forms. The State is expecting to capture "electronic signatures", i.e. hand-written on a screen using finger or stylus pen. The primary use cases are:

- ***a. Signature in the field on mobile device***
  - ***i. Citation, including associated forms***
  - ***ii. Inspections, including associated forms***
- ***b. TA front office – front counter and kiosk***
  - ***i. Driver permit applications, including associated forms***
  - ***ii. Driver permit renewals, including associated forms***

    b. Similar verbiage is included in requirement BR01.30

See answer to "a." above.

17. BR01.81 The system shall send clearance letter to the customer correspondence management system.

    a. Could you please describe what is meant by "the customer correspondence management system"? Is this a 3rd party system in use by the TA that Accela would need to be integrated to or is this a general reference to the proposed solution's inherent capabilities for sending outbound communication via email, print, SMS, online, etc.?

See answer to "b." below.

    b. Similar verbiage is included in requirements BR01.87, BR01.92, BR01.93 and BR01.97

The customer correspondence management system is just a general term and not a third party software used by the TA. The Clearance letter is used for notification to a taxicab company when a taxicab driver who was previously suspended due to an FTA (Failure to Appear) is cleared to drive after adjudication. This form can be an e-mail template and added to the taxicab drivers file when sent.

18. With respects to Attachment K, if a requirement is met with 'S – Standard Function', is narrative still required?

No, but the vendor is welcome to add details if their feature adds additional value to the requirement.

ALL ELSE REMAINS THE SAME FOR RFP 3422.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: Tyler Technologies, Inc.

Authorized Signature: _____

Title: President – LGD Date: 6/1/2017

This document must be submitted in the "State Documents" section/tab of vendors' technical proposal.

ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" **will not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a "trade secret" as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' technical and cost proposals become public information.

In accordance with the Submittal Instructions of this RFP, vendors are requested to submit confidential information in separate binders marked "**Part IB Confidential Technical**" and "**Part III Confidential Financial**".

The State will not be responsible for any information contained within the proposal. Should vendors not comply with the labeling and packing requirements, proposals will be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that will be in an open meeting format, the proposals will remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information as defined in ***Section 2 "ACRONYMS/DEFINITIONS."***

Please initial the appropriate response in the boxes below and provide the justification for confidential status.

Part IB – Confidential Technical Information			
YES	X	NO	
Justification for Confidential Status			
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 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, if any*** ○ ***Customized Statement of Work/Implementation Plan*** ***Each of these sections has separately been labeled "Proprietary and Confidential – Subject to Restrictions on Disclosure."***			

A Public Records CD/Flash Drive has been included for the Technical and Cost Proposal			
YES	X	NO (See note below)	
Note: By marking "NO" for Public Record CD/Flash Drive included, you are authorizing the State to use the "Master CD/Flash Drive" for Public Records requests.			

Part III – Confidential Financial Information			
YES		NO	X
Justification for Confidential Status			

Company Name Tyler Technologies, Inc.

Signature

Print Name Dane Womble – President LGD Date 6/1/2017

AT **This document must be submitted in Tab IV of vendor's technical proposal**

ATTACHMENT C – VENDOR CERTIFICATIONS

Vendor agrees and will comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

(4) All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.

(5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.

(6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.

(7) Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

(8) All employees assigned to the project are authorized to work in this country.

(9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

(10) The company has a written policy regarding compliance for maintaining a drug-free workplace.

(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

(12) Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

(13) The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

Tyler Technologies, Inc.

Vendor Company Name

Vendor Signature

Dane Womble – President LGD | 6/1/2017

Print Name | Date

This document must be submitted in Tab IV of vendor's technical proposal

STANDARD TERMS & CONDITIONS

Please see the Tyler Technologies standard Terms and Conditions contract in this section of this RFP Response. Tyler Technologies is willing to negotiate contract terms to suit both parties upon award of contract.

State of Nevada

Taxicab Authority Records Management Modernization Project (RMS)

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.

The State of Nevada and Brazos, a division of Tyler Technologies, are parties to a Department of Public Safety Agreement dated 11/9/10. If Tyler is the selected vendor, Tyler is willing to amend the existing contract to document the Client's procurement of the Taxicab Authority Records Management System and any terms and conditions unique to that additional procurement.

RFP Section Number	RFP Page Number	Exception (Provide a detailed Explanation)
5.13	45	Tyler is willing to negotiate a mutually agreeable acceptance process. Any such process must provide that final acceptance will be issued when the Tyler software operates in live production without Priority Level 1 Defect, as defined in the support call process attached to Tyler's standard contract as an exhibit, for a mutually agreeable period of time.
6.5	57	Tyler will provide information on representative Tyler personnel. We are unable to assign personnel to a project until Tyler is selected and a contract is signed, in an effort to most effectively use resources.
8	64/65	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. Tyler cannot agree to liquidated damages provisions. Tyler is willing to negotiate a mutually agreeable retention amount on services payments.
11.2.3.8	69	Tyler will provide information on representative Tyler personnel. We are unable to assign personnel to a project until Tyler is selected and a contract is signed, in an effort to most effectively use resources.

11.3	70	We reserve the right to protest the public disclosure of our confidential business information/trade secrets but will comply with applicable public records laws.
13.1.18	75	Tyler retains all intellectual property rights in and to its Proposal. Tyler reserves the right to protest the public disclosure of confidential trade secret information contained in its Proposal.
13.2.1	76	Tyler conducts routine background checks as part of pre-employment screening. Any additional background checks for Tyler personnel providing onsite services must be mutually agreed to by Tyler and the Client.
13.2.5	77	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.
13.3.9	81/82	Tyler is willing to negotiate a mutually agreeable dispute resolution process. See Tyler's Dispute Resolution in the attached sample agreement in Section I(3).
13.3.11.1	83	Tyler will grant the State a license to use the Tyler Software for internal business purposes only, in the scope of the internal business purposes disclosed to Tyler as of the Effective Date. The State may make copies of the Tyler Software for backup and testing purposes, so long as such copies are not used in production and the testing is for internal use only. The State's rights to use the Tyler Software are perpetual but may be revoked if the States does not comply with the terms of this Agreement.
13.3.1.7/ 13.3.11.11/ 13.3.11.12	84	Tyler shall retain ownership of all proprietary information in all Tyler deliverables, including but not limited to the Tyler software. The State will retain ownership of its proprietary information and data. The State may use the Tyler Proposal for its internal reference in evaluating proposals. Tyler shall retain ownership of all (i) software products licensed to the State; and (ii) proprietary information contained in all deliverables. Tyler reserves the right to protest the public disclosure of its confidential and proprietary information, consistent with applicable public records laws. Tyler does not agree to work for hire provisions. Because the Tyler software is proprietary to Tyler, only Tyler is able to implement its software.
13.3.12	84	Tyler has also provided its source code escrow agreement with Iron Mountain (to the extent you desire to escrow the Tyler source code under a perpetual license agreement). Tyler's source code escrow arrangements are established at a corporate level and are not subject to change on an individual customer basis.
13.3.13	86	The Client may use the Tyler Proposal for its internal reference in evaluating proposals. Tyler shall retain ownership of all (i) software products licensed to the Client; and (ii) proprietary information contained in all deliverables. Tyler reserves the right to protest the public disclosure of its confidential and proprietary information, consistent with applicable public records laws. Tyler does not agree to work for hire provisions.

		The State may terminate the contract for cause in the event Tyler fails to cure a material breach according to the terms of the dispute resolution process set forth in Tyler's standard contract. The State 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 State's remedies, will be determined through the mutually agreed dispute resolution process.
13.3.14	86	Tyler maintains an escrow agreement with a third party under which Tyler places the source code for each major release of the Tyler Software. The State may be added as a beneficiary to the escrow agreement by completing a standard beneficiary enrollment form and paying the annual beneficiary fee. The State 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. Tyler reserves all rights not expressly granted to the State in the License Agreement. The Tyler Software and Documentation are protected by copyright and other intellectual property laws and treaties. Tyler owns the title, copyright, and other intellectual property rights in the Tyler Software and the Documentation. The Tyler Software is licensed, not sold.
13.3.15	87	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. 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; 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.
13.3.19	88	Tyler will provide information on representative Tyler personnel. Tyler is unable to assign personnel to a project until Tyler is selected and a contract is signed, in an effort to most effectively use resources. In the event Tyler personnel provide services that do not conform to Tyler's services warranty, Tyler will be given an opportunity to correct the deficiency. In the event the deficiency persists, the Client may require the removal of personnel in question.
Attachment D-Standard Form Contract	94	Tyler's contract negotiation philosophy is to balance the rights and responsibilities of both Tyler and the State, taking into account issues of

		special importance to each party. ***We reserve the right to negotiate any and all terms to the mutual satisfaction of the parties.*** Tyler is providing representative "exceptions" to standard procurement terms and conditions for your review. This representative list does not negate any of the expectations Tyler has stated above.
Attachment E-Insurance	95	Tyler has provided its Evidence of Insurance certificate. Tyler's insurance program is established at a corporate level and are not subject to change on an individual customer basis. Tyler agrees 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 Tyler's certificate of insurance do not apply separately. Certificates of insurance listing the State as certificate holder are available upon request after a contract is signed. Copies of Tyler's insurance policies are only made available in the event a claim is disputed or denied. Tyler will disclose its deductibles upon written request, but those deductibles are not subject to State approval. Tyler is well-positioned financially to satisfy its deductibles. At the State's request during contract negotiations, Tyler 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 the State the same status under our excess/umbrella liability policy. A Certificate of Insurance reflecting that status may be provided at the State's request after the contract is executed. Tyler's carrier has issued blanket endorsements regarding additional insured status; Tyler does not issue separate endorsements specific to each customer. Tyler agrees that Tyler's insurance is primary for claims under our CGL or auto policies that arise out of or relate to the contract and are between Tyler and the State. If required, Tyler will agree to waive subrogation, but only on claims under our CGL or auto policies that arise out of or relate to the contract and are between Tyler and the State, except to the extent the damage or injury is caused by the State. If the State requires it in the contract, Tyler will agree to provide the State with notice of cancellation, non-renewal or reduction in Tyler's 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.

LICENSE AND SERVICES AGREEMENT[1]

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

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

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

SECTION A – DEFINITIONS

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

[1] HIGHLIGHTED PROVISIONS INDICATE PROVISIONS THAT MAY OR MAY NOT APPLY TO THE PARTICULAR CLIENT/CONTRACT. DURING CONTRACT NEGOTIATIONS, THOSE PROVISIONS WILL BE ADJUSTED AS NECESSARY.

roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit E.

- **"Support Call Process"** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as Schedule 1 to Exhibit C.
- **"Third Party Terms"** means, if any, the end user license agreement(s) or similar terms for the Third Party Software, as applicable and attached as Exhibit D.
- **"Third Party Hardware"** means the third party hardware, if any, identified in the Investment Summary.
- **"Third Party Products"** means the Third Party Software and Third Party Hardware.
- **"Third Party Software"** means the third party software, if any, identified in the Investment Summary.
- **"Tyler"** means Tyler Technologies, Inc., a Delaware corporation.
- **"Tyler Software"** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **"we", "us", "our"** and similar terms mean Tyler.
- **"you"** and similar terms mean Client.

SECTION B – SOFTWARE LICENSE

1. License Grant and Restrictions.

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

1.2 Without limiting the terms of Section 1.1, you understand and agree that the Postal Xpress, Transparency Portal and Tyler Notify modules set forth in the Investment Summary are licensed to you on a subscription basis. If you do not pay the required annual fee in accordance with the Invoicing and Payment Policy, your license to use the associated module will be suspended unless and until payment in full has been made.

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

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

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

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

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

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

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

4. Limited Warranty. We warrant that the Tyler Software will be without Defect(s) as long as you have a Maintenance and Support Agreement in effect. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect as set forth in the Maintenance and Support Agreement.

SECTION C – PROFESSIONAL SERVICES

1. Services. We will provide you the various implementation-related services itemized in the Investment Summary and described in the Statement of Work/our industry standard implementation plan. We will finalize that documentation with you upon execution of this Agreement.

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

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

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

cancelled professional services if we are unable to reassign our personnel. We will make all reasonable efforts to reassign personnel in the event you cancel within two (2) weeks of scheduled commitments.

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

6. Site Access and Requirements. At no cost to us, you agree to provide us with full and free access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us. You further agree to provide a reasonably suitable environment, location, and space for the installation of the Tyler Software and any Third Party Products, including, without limitation, sufficient electrical circuits, cables, and other reasonably necessary items required for the installation and operation of the Tyler Software and any Third Party Products.

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

SECTION D – MAINTENANCE AND SUPPORT

This Agreement includes the period of free maintenance and support services identified in the Invoicing and Payment Policy. If you have purchased ongoing maintenance and support services, and continue to make timely payments for them according to our Invoicing and Payment Policy, we will provide you with maintenance and support services for the Tyler Software under the terms of our standard Maintenance and Support Agreement.

If you have opted not to purchase ongoing maintenance and support services for the Tyler Software, the Maintenance and Support Agreement does not apply to you. Instead, you will only receive ongoing maintenance and support on the Tyler Software on a time and materials basis. In addition, you will:

(i) receive the lowest priority under our Support Call Process;
(ii) be required to purchase new releases of the Tyler Software, including fixes, enhancements and patches;
(iii) be charged our then-current rates for support services, or such other rates that we may consider necessary to account for your lack of ongoing training on the Tyler Software;
(iv) be charged for a minimum of two (2) hours of support services for every support call; and
(v) not be granted access to the support website for the Tyler Software or the Tyler Community Forum.

SECTION E – THIRD PARTY PRODUCTS

To the extent there are any Third Party Products set forth in the Investment Summary, the following terms and conditions will apply:

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

2. Third Party Software. Upon payment in full of the Third Party Software license fees, you will receive a non-transferable license to use the Third Party Software and related documentation for your internal business purposes only. Your license rights to the Third Party Software will be governed by the Third Party Terms.

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

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

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

3. Third Party Products Warranties.

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

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

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

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

SECTION F – INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. We will invoice you for all fees set forth in the Investment Summary per our Invoicing and Payment Policy, subject to Section F(2).

2. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in

dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of the invoice. We reserve the right to suspend delivery of all services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

SECTION G – TERMINATION

1. For Cause. If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section I(3). You may terminate this Agreement for cause in the event we do not cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within the thirty (30) day window set forth in Section I(3). In the event of termination for cause, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination.

2. Lack of Appropriations. If you should not appropriate or otherwise receive funds sufficient to purchase, lease, operate, or maintain the software or services set forth in this Agreement, you may unilaterally terminate this Agreement effective on the final day of the fiscal year through which you have funding. You will make every effort to give us at least thirty (30) days written notice prior to a termination for lack of appropriations. In the event of termination due to a lack of appropriations, you will pay us for all undisputed fees and expenses related to the software and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Any disputed fees and expenses must have been submitted to the Invoice Dispute process set forth in Section F(2) at the time of termination in order to be withheld at termination. You will not be entitled to a refund or offset of previously paid license and other fees.

3. Force Majeure. Except for your payment obligations, either you or we may terminate this Agreement if a Force Majeure event suspends performance of scheduled tasks for a period of forty-five (45) days or more. In the event of termination due to Force Majeure, you will pay us for all undisputed fees and expenses related to the software and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Any disputed fees and expenses must have been submitted to the Invoice Dispute process set forth in Section F(2) at the time of termination in order to be withheld at termination. You will not be entitled to a refund or offset of previously paid license and other fees.

SECTION H – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.

   1.1 We will defend you against any third party claim(s) that the Tyler Software or Documentation infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its

defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.

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

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

1.4 If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either: (a) procure the right to continue its use; (b) modify it to make it non-infringing; (c) replace it with a functional equivalent; or (d) terminate your license and refund the license fees paid for the infringing Tyler Software, as depreciated on a straight-line basis measured over seven (7) years from the Effective Date. We will pursue those options in the order listed herein. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.

2. General Indemnification.

2.1 We will indemnify and hold harmless you and your agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by our negligence or willful misconduct; or (b) our violation of a law applicable to our performance under this Agreement. You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.

2.2 To the extent permitted by applicable law, you will indemnify and hold harmless us and our agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for personal injury or property damage to the extent caused by your negligence or willful misconduct; or (b) your violation of a law applicable to your performance under this Agreement. We will notify you promptly in writing of the claim and will give you sole control over its defense or settlement. We agree to provide you with reasonable assistance, cooperation, and information in defending the claim at your expense.

3. DISCLAIMER. EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL OTHER WARRANTIES

AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

4. LIMITATION OF LIABILITY. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (A) 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 THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS H(1) AND H(2).

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

6. Insurance. During the course of performing services under this Agreement, we agree to maintain the following levels of insurance: (a) Commercial General Liability of at least $1,000,000; (b) Automobile Liability of at least $1,000,000; (c) Professional Liability of at least $1,000,000; (d) Workers Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of at least $5,000,000. We will add you as an additional insured to our Commercial General Liability and Automobile Liability policies, which will automatically add you as an additional insured to our Excess/Umbrella Liability policy as well. We will provide you with copies of certificates of insurance upon your written request.

SECTION I – GENERAL TERMS AND CONDITIONS

1. Additional Products and Services. You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date, and thereafter at our then-current list price, by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twelve (12) months have expired, you may purchase additional products and services at our then-current list price, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.

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

3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, either of us may assert our respective rights and remedies in a court of competent

jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.

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

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

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

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

8. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of, either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.

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

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

11. Entire Agreement; Amendment. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. Purchase orders submitted by you, if any, are for your internal administrative purposes only, and the terms and conditions contained

in those purchase orders will have no force or effect. This Agreement may only be modified by a written amendment signed by an authorized representative of each party.

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

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

14. Independent Contractor. We are an independent contractor for all purposes under this Agreement.

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

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

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

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

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

19. Governing Law. This Agreement will be governed by and construed in accordance with the laws of your state of domicile, without regard to its rules on conflicts of law.

20. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature. Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.

21. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. We reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.

22. Performance Bond. Within ten (10) days of the Effective Date, we will secure a performance bond for the fee set forth in the Investment Summary, which is payable according to the Invoicing and Payment Policy. The bond will have an initial term of twenty-four (24) months. In the event you desire to extend or renew that term, you will provide timely notice of your request to us. You will be responsible for the cost of the extended or renewed bond, and any such extension or renewal is subject to surety approval.

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

Exhibit A	Investment Summary
Exhibit B	Invoicing and Payment Policy
	Schedule 1: Business Travel Policy
Exhibit C	Maintenance and Support Agreement
	Schedule 1: Support Call Process
Exhibit D	Third Party Terms
Exhibit E	Statement of Work

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

Tyler Technologies, Inc.

By:_____

Name:_____

Title:_____

Date:_____

Address for Notices:
Tyler Technologies, Inc.
One Tyler Drive
Yarmouth, ME 04096
Attention: Associate General Counsel

[INSERT CLIENT NAME]

By:_____

Name:_____

Title:_____

Date:_____

Address for Notices:
[INSERT CLIENT NAME]
[INSERT CLIENT ADDRESS]
[INSERT CLIENT ADDRESS]
[INSERT CLIENT TITLE]

SOFTWARE AS A SERVICE AGREEMENT[2]

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

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

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

SECTION A – DEFINITIONS

- **"Agreement"** means this Software as a Services Agreement.
- **"Business Travel Policy"** means our business travel policy. A copy of our current Business Travel Policy is attached as Schedule 1 to Exhibit B.
- **"Client"** means [INSERT CLIENT NAME].
- **"Data"** means your data necessary to utilize the Tyler Software.
- **"Data Storage Capacity"** means the contracted amount of storage capacity for your Data identified in the Investment Summary.
- **"Defect"** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in our written proposal to you, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **"Defined Concurrent Users"** means the number of concurrent users that are authorized to use the SaaS Services. The Defined Concurrent Users for the Agreement are [INSERT].
- **"Developer"** means a third party who owns the intellectual property rights to Third Party Software.
- **"Documentation"** means any online or written documentation related to the use or functionality of the Tyler Software that we provide or otherwise make available to you, including instructions, user guides, manuals and other training or self-help documentation.
- **"Effective Date"** means the date on which your authorized representative signs the Agreement.
- **"Force Majeure"** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.
- **"Investment Summary"** means the agreed upon cost proposal for the products and services attached as Exhibit A.

[2] HIGHLIGHTED PROVISIONS INDICATE PROVISIONS THAT MAY OR MAY NOT APPLY TO THE PARTICULAR CLIENT/CONTRACT. DURING CONTRACT NEGOTIATIONS, THOSE PROVISIONS WILL BE ADJUSTED AS NECESSARY.

- **"Invoicing and Payment Policy"** means the invoicing and payment policy. A copy of our current Invoicing and Payment Policy is attached as Exhibit B.
- **"SaaS Fees"** means the fees for the SaaS Services identified in the Investment Summary.
- **"SaaS Services"** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting or other professional services.
- **"SLA"** means the service level agreement. A copy of our current SLA is attached hereto as Exhibit C.
- **"Statement of Work"** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software, and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit E.
- **"Support Call Process"** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as Schedule 1 to Exhibit C.
- **"Third Party Terms"** means, if any, the end user license agreement(s) or similar terms for the Third Party Software, as applicable and attached as Exhibit D.
- **"Third Party Hardware"** means the third party hardware, if any, identified in the Investment Summary.
- **"Third Party Products"** means the Third Party Software and Third Party Hardware.
- **"Third Party Software"** means the third party software, if any, identified in the Investment Summary.
- **"Tyler"** means Tyler Technologies, Inc., a Delaware corporation.
- **"Tyler Software"** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **"we", "us", "our"** and similar terms mean Tyler.
- **"you"** and similar terms mean Client.

SECTION B – SAAS SERVICES

1. Rights Granted. We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your internal business purposes for the number of Defined Concurrent Users only. The Tyler Software will be made available to you according to the terms of the SLA. You acknowledge that we have no delivery obligations and we will not ship copies of the Tyler Software as part of the SaaS Services. You may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Section C(8).

2. SaaS Fees. You agree to pay us the SaaS Fees. Those amounts are payable in accordance with our Invoicing and Payment Policy. The SaaS Fees are based on the number of Defined Concurrent Users and amount of Data Storage Capacity. You may add additional concurrent users or additional data storage capacity on the terms set forth in Section H(1). In the event you regularly and/or meaningfully exceed the Defined Concurrent Users or Data Storage Capacity, we reserve the right to charge you additional fees commensurate with the overage(s).

3. Ownership.

   3.1 We retain all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by us under this Agreement. You do not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.

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

   3.3 You retain all ownership and intellectual property rights to the Data.

4. Restrictions. You may not: (a) make the Tyler Software or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party's business operations; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services; (c) access or use the SaaS Services in order to build or support, and/or assist a third party in building or supporting, products or services competitive to us; or (d) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the SaaS Services, Tyler Software, or Documentation available to any third party other than as expressly permitted by this Agreement.

5. Software Warranty. We warrant that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with the maintenance and support process set forth in Section C(8), below, the SLA and our then current Support Call Process.

6. SaaS Services.

   6.1 Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 16, Type 2. We have attained, and will maintain, Type II SSAE 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 SSAE-16 compliance report or its equivalent. Every year thereafter, for so long as the NDA is in effect and in which you make a written request, we will provide that same information.

   6.2 You will be hosted on shared hardware in a Tyler data center, but in a database dedicated to you, which is inaccessible to our other customers.

   6.3 We have fully-redundant telecommunications access, electrical power, and the required hardware to provide access to the Tyler Software in the event of a disaster or component failure. In the event any of your data has been lost or damaged due to an act or omission of Tyler or its subcontractors or due to a defect in Tyler's software, we will use best commercial efforts to restore all the data on servers in accordance with the architectural design's capabilities and with the goal of minimizing any data loss as greatly as possible. In no case shall the recovery point objective ("RPO") exceed a maximum of twenty-four (24) hours from declaration of disaster. For

purposes of this subsection, RPO represents the maximum tolerable period during which your data may be lost, measured in relation to a disaster we declare, said declaration will not be unreasonably withheld.

6.4 In the event we declare a disaster, our Recovery Time Objective ("RTO") is twenty-four (24) hours. For purposes of this subsection, RTO represents the amount of time, after we declare a disaster, within which your access to the Tyler Software must be restored.

6.5 We conduct annual penetration testing of either the production network and/or web application to be performed. We will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. We will provide you with a written or electronic record of the actions taken by us in the event that any unauthorized access to your database(s) is detected as a result of our security protocols. We will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties, at your written request. You may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords or other confidential information, and unauthorized vulnerability and penetration test scanning of our network and systems (hosted or otherwise) is prohibited without the prior written approval of our IT Security Officer.

6.6 We test our disaster recovery plan on an annual basis. Our standard test is not client-specific. Should you request a client-specific disaster recovery test, we will work with you to schedule and execute such a test on a mutually agreeable schedule.

6.7 We will be responsible for importing back-up and verifying that you can log-in. You will be responsible for running reports and testing critical processes to verify the returned data. At your written request, we will provide test results to you within a commercially reasonable timeframe after receipt of the request.

6.8 We provide secure data transmission paths from each of your workstations to our servers.

6.9 For at least the past ten (10) years, all of our employees have undergone criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies. Our data centers are accessible only by authorized personnel with a unique key entry. All other visitors must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.

SECTION C – OTHER PROFESSIONAL SERVICES

8. Other Professional Services. We will provide you the various implementation-related services itemized in the Investment Summary and described in the Statement of Work/our industry standard implementation plan. We will finalize that documentation with you upon execution of this Agreement.

9. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and

Payment Policy. You acknowledge that the fees stated in the Investment Summary are good-faith estimates of the amount of time and materials required for your implementation. We will bill you the actual fees incurred based on the in-scope services provided to you. Any discrepancies in the total values set forth in the Investment Summary will be resolved by multiplying the applicable hourly rate by the quoted hours.

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

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

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

13. Site Access and Requirements. At no cost to us, you agree to provide us with full and free access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us.

14. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to provide such cooperation and assistance (either through action or omission).

15. Maintenance and Support. For so long as you timely pay your SaaS Fees according to the Invoicing and Payment Policy, then in addition to the terms set forth in the SLA and the Support Call Process, we will:

    15.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (limited to the then-current version and the immediately prior version);

    15.2 provide telephone support during our established support hours;

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

15.4 make available to you all major and minor releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and

15.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with our then-current release life cycle policy.

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

For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (b) application design; (c) other consulting services; or (d) support outside our normal business hours as listed in our then-current Support Call Process. Requested services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) weeks' advance notice.

SECTION D – THIRD PARTY PRODUCTS

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

6. Third Party Software. As part of the SaaS Services, you will receive access to the Third Party Software and related documentation for internal business purposes only. Your rights to the Third Party Software will be governed by the Third Party Terms.

7. Third Party Products Warranties.

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

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

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

SECTION E - INVOICING AND PAYMENT; INVOICE DISPUTES

3. Invoicing and Payment. We will invoice you the SaaS Fees and fees for other professional services in the Investment Summary per our Invoicing and Payment Policy, subject to Section E(2).

4. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of the invoice. We reserve the right to suspend delivery of all SaaS Services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

SECTION F – TERM AND TERMINATION

1. Term. The initial term of this Agreement is five (5) years from the first day of the first month following the Effective Date, unless earlier terminated as set forth below. Upon expiration of the initial term, this Agreement will renew automatically for additional one (1) year renewal terms at our then-current SaaS Fees unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current renewal term. Your right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.

2. Termination. This Agreement may be terminated as set forth below. In the event of termination, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Disputed fees and expenses in all terminations other than your termination for cause must have been submitted as invoice disputes in accordance with Section E(2).

4.1 Failure to Pay SaaS Fees. You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of SaaS Fees. If you fail to timely pay the SaaS Fees, we may discontinue the SaaS Services and deny your access to the Tyler Software. We may also terminate this Agreement if you don't cure such failure to pay within forty-five (45) days of receiving written notice of our intent to terminate.

4.2 For Cause. If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section H(3). You may terminate this Agreement for cause in the event we do not cure, or create a mutually agreeable action plan to address, a material

breach of this Agreement within the thirty (30) day window set forth in Section H(3).

4.3 Force Majeure. Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of the SaaS Services for a period of forty-five (45) days or more.

4.4 Lack of Appropriations. If you should not appropriate or otherwise make available funds sufficient to utilize the SaaS Services, you may unilaterally terminate this Agreement upon thirty (30) days written notice to us. You will not be entitled to a refund or offset of previously paid, but unused SaaS Fees. You agree not to use termination for lack of appropriations as a substitute for termination for convenience.

4.5 Fees for Termination without Cause during Initial Term.[3] If you terminate this Agreement during the initial term for any reason other than cause, Force Majeure, or lack of appropriations, or if we terminate this Agreement during the initial term for your failure to pay SaaS Fees, you shall pay us the following early termination fees:

a. if you terminate during the first year of the initial term, 100% of the SaaS Fees through the date of termination plus 75% of the SaaS Fees then due for the remainder of the initial term;

b. if you terminate during the second year of the initial term, 100% of the SaaS Fees through the date of termination plus 50% of the SaaS Fees then due for the remainder of the initial term; and

c. if you terminate after the second year of the initial term, 100% of the SaaS Fees through the date of termination plus 25% of the SaaS Fees then due for the remainder of the initial term.

SECTION G – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

7. Intellectual Property Infringement Indemnification.

1.5 We will defend you against any third party claim(s) that the Tyler Software or Documentation infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.

1.6 Our obligations under this Section G(1) will not apply to the extent the claim or adverse final judgment is based on your use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties, or your willful infringement.

1.7 If we receive information concerning an infringement or misappropriation claim related to the Tyler Software, we may, at our expense and without obligation to do so, either: (a) procure for

[3] IF SERVICES HAVE BEEN PRICED SEPARATELY FROM SAAS FEES, THEN THE APPLICABLE PERCENTAGES ARE 25%, 15% AND 10%.

you the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent, in which case you will stop running the allegedly infringing Tyler Software immediately. Alternatively, we may decide to litigate the claim to judgment, in which case you may continue to use the Tyler Software consistent with the terms of this Agreement.

1.8 If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either: (a) procure the right to continue its use; (b) modify it to make it non-infringing; (c) replace it with a functional equivalent; or (d) terminate this Agreement and refund you the prepaid but unused SaaS Fees for the year in which the Agreement terminates. We will pursue those options in the order listed herein. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.

8. General Indemnification.

2.3 We will indemnify and hold harmless you and your agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by our negligence or willful misconduct; or (b) our violation of a law applicable to our performance under this Agreement. You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.

2.4 To the extent permitted by applicable law, you will indemnify and hold harmless us and our agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for personal injury or property damage to the extent caused by your negligence or willful misconduct; or (b) your violation of a law applicable to your performance under this Agreement. We will notify you promptly in writing of the claim and will give you sole control over its defense or settlement. We agree to provide you with reasonable assistance, cooperation, and information in defending the claim at your expense.

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

10. LIMITATION OF LIABILITY. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (A) DURING THE INITIAL TERM, AS SET FORTH IN SECTION F(2), TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (B) DURING ANY RENEWAL TERM, THE THEN-CURRENT ANNUAL SAAS FEES PAYABLE IN THAT RENEWAL TERM. THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS G(1) AND G(2).

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

12. Insurance. During the course of performing services under this Agreement, we agree to maintain the following levels of insurance: (a) Commercial General Liability of at least $1,000,000; (b) Automobile Liability of at least $1,000,000; (c) Professional Liability of at least $1,000,000; (d) Workers Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of at least $5,000,000. We will add you as an additional insured to our Commercial General Liability and Automobile Liability policies, which will automatically add you as an additional insured to our Excess/Umbrella Liability policy as well. We will provide you with copies of certificates of insurance upon your written request.

SECTION H – GENERAL TERMS AND CONDITIONS

24. Additional Products and Services. You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twelve (12) months have expired, you may purchase additional products and services at our then-current list price, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.

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

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

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

28. Nondiscrimination. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment

concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.

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

30. Subcontractors. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.

31. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of, either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.

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

33. No Intended Third Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party Terms.

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

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

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

37. Independent Contractor. We are an independent contractor for all purposes under this Agreement.

38. Notices. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the

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

39. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials.

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

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

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

42. Governing Law. This Agreement will be governed by and construed in accordance with the laws of your state of domicile, without regard to its rules on conflicts of law.

43. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature. Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.

44. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. We reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.

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

Exhibit A	Investment Summary
Exhibit B	Invoicing and Payment Policy
	Schedule 1: Business Travel Policy
Exhibit C	Service Level Agreement
	Schedule 1: Support Call Process
Exhibit D	Third Party Terms
Exhibit E	Statement of Work

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

Tyler Technologies, Inc.

By:_____

Name:_____

Title:_____

Date:_____

Address for Notices:
Tyler Technologies, Inc.
One Tyler Drive
Yarmouth, ME 04096
Attention: Associate General Counsel

[INSERT CLIENT NAME]

By:_____

Name:_____

Title:_____

Date:_____

Address for Notices:
INSERT CLIENT NAME
INSERT
INSERT
Attn:

Exhibit A
Investment Summary

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

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Exhibit B
Invoicing and Payment Policy

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

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

1. SaaS Fees. SaaS Fees are invoiced on an annual basis, beginning on the commencement of the initial term as set forth in Section F (1) of this Agreement. Your annual SaaS fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual SaaS fees will be at our then-current rates.

2. Other Tyler Software and Services.

   2.1 *Project Planning Services*: Project planning services are invoiced upon delivery of the implementation planning document.

   2.2 *VPN Device*: The fee for the VPN device will be invoiced upon installation of the VPN.

   2.3 *Implementation and Other Professional Services (including training)*: Implementation and other professional services (including training) are billed and invoiced as delivered, at the rates set forth in the Investment Summary.[4]

   2.4 *Consulting Services*: If you have purchased any Business Process Consulting services, if they have been quoted as fixed-fee services, they will be invoiced 50% upon your acceptance of the Business System Design document, by module, and 50% upon your acceptance of custom desktop procedures, by module. If you have purchased any Business Process Consulting services and they are quoted as an estimate, then we will bill you the actual services delivered on a time and materials basis.

   2.5 *Conversions*: Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion option, and 50% upon Client acceptance to load the converted data into

[4] IF IMPLEMENTATION SERVICES, ETC. ARE QUOTED AS PART OF SAAS FEES, REPLACE THIS TEXT WITH: "IMPLEMENTATION AND CONVERSION SERVICES ARE QUOTED AS PART OF YOUR SAAS FEES, AND WILL BE INVOICED AS SET FORTH ABOVE."

Live/Production environment, by conversion option. Where conversions are quoted as estimated, we will bill you the actual services delivered on a time and materials basis.[5]

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

2.7 *Other Fixed Price Services*: Other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where "Project Planning Services" are provided, payment will be due upon delivery of the Implementation Planning document.

2.8 *Change Management Services*: If you have purchased any change management services, those services will be invoiced in the following amounts and upon the following milestones:

Acceptance of Change Management Discovery Analysis	15%
Delivery of Change Management Plan and Strategy Presentation	10%
Acceptance of Executive Playbook	15%
Acceptance of Resistance Management Plan	15%
Acceptance of Procedural Change Communications Plan	10%
Change Management Coach Training	20%
Change Management After-Action Review	15%

3. Third Party Products.

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

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

3.3 *Third Party Hardware*: Third Party Hardware costs, if any, are invoiced upon delivery.

4. Expenses. The service rates in the Investment Summary do not include travel expenses. Expenses will be billed as incurred and only in accordance with our then-current Business Travel Policy, plus a 10% travel agency processing fee. Our current Business Travel Policy is attached to this Exhibit B at Schedule 1. Copies of receipts will be provided upon request; we reserve the right to charge you an administrative fee depending on the extent of your requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.

[5] REMOVE IF IMPLEMENTATION AND CONVERSION SERVICES FEES ROLLED INTO SAAS FEES.

5. Credit for Prepaid Maintenance and Support Fees for Tyler Software. Client will receive a credit for the maintenance and support fees prepaid for the Tyler Software for the time period commencing on the first day of the SaaS Term.[6]

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

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

[6] USE FOR FLIP CONTRACTS WHERE THE SAAS TERM BEGINS BEFORE THE END OF THE ANNUAL MAINTENANCE TERM.

Exhibit B
Schedule 1
Business Travel Policy

1. Air Travel

   A. Reservations & Tickets

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

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

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

   B. Baggage Fees

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

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

   Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

   A. Private Automobile

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

B. Rental Car

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

C. Public Transportation

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

D. Parking & Tolls

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

3. Lodging

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

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

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

4. Meals and Incidental Expenses

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

A. Overnight Travel

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

Departure Day

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

Return Day

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

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

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

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

B. Same Day Travel

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

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

5. Internet Access – Hotels and Airports

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

Exhibit C

SERVICE LEVEL AGREEMENT

I. Agreement Overview

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

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

Attainment: The percentage of time the Tyler Software is available during a calendar quarter, with percentages rounded to the nearest whole number.

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

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

Service Availability: The total number of minutes in a calendar quarter that the Tyler Software is capable of receiving, processing, and responding to requests, excluding maintenance windows, Client Error Incidents and Force Majeure.

III. Service Availability

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

a. Your Responsibilities

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

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

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

b. Our Responsibilities

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

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

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

c. Client Relief

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

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

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

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

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

IV. Applicability

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

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

V. Force Majeure

You will not hold us responsible for not meeting service levels outlined in this SLA to the extent any failure to do so is caused by Force Majeure. In the event of Force Majeure, we will file with you a signed request that said failure be excused. That writing will at least include the essential details and circumstances

supporting our request for relief pursuant to this Section. You will not unreasonably withhold its acceptance of such a request.

Exhibit C
Schedule 1
Support Call Process

Support Channels

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

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

Support Resources

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

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

Support Availability

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

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

Issue Handling

Incident Tracking

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

Incident Priority

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

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

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

Incident Escalation

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

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

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

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

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

Remote Support Tool

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

Exhibit E

Statement of Work

TO BE INSERTED

SOFTWARE SOURCE CODE ESCROW AGREEMENT
TERMS AND CONDITIONS

IN CONSIDERATION OF the terms and conditions of the Agreement and other good and valuable consideration, the parties hereto agree as follows:

ESCROW AGREEMENT. Tyler Technologies agrees to name, _____hereinafter CLIENT, as a beneficiary in accordance with the provisions of the Software Escrow Service Agreement Tyler Technologies maintains with an independent escrow service.

PRICE. CLIENT agrees to pay an initial start-up fee of $1500.00, due upon execution of this agreement. Future annual payments of $1500.00 will be invoiced in the month prior to the renewal date and will be due in full for this agreement to continue in effect.

SOFTWARE SOURCE CODE COVERED. This Agreement applies to all Tyler Software Products for which CLIENT has paid the full agreed upon price of the Tyler Software license. If CLIENT acquires additional Tyler Software Products in the future, such software shall also be covered by this Agreement. If CLIENT fails to pay the Escrow fee when due, Tyler Technologies shall have the right in its sole discretion to suspend its performance or terminate this Agreement.

TERM. This Agreement shall become effective on the date executed by an officer of Tyler Technologies and shall have a term ending upon the last day of the month one year following that date.

A. This Agreement will automatically renew for subsequent one year terms unless either party gives the other party at least thirty days prior written notice of its intent not to renew. Fees for subsequent years are subject to change.

PROVISIONS. As a minimum requirement, Tyler Technologies agrees to provide the following service to CLIENT through an escrow agreement:

A. Tyler Technologies will maintain a software escrow service agreement with an independent escrow service provider.
B. Tyler Technologies will deposit a current copy of source code for all licensed Tyler Software Products and will update the deposit when a major revision of the software is released.
C. If Tyler Technologies chooses to change the provider of the escrow service, Tyler Technologies will notify CLIENT of the name and address of the new escrow service provider.
D. The provisions included in the escrow service agreement will include provisions for the beneficiary to receive access to the Tyler Software Products source code when the escrow service provider has received written instruction directly from Tyler Technologies, Tyler Technologies' trustee in bankruptcy, or a court of competent jurisdiction and payment to the escrow service provider of the deposit copying and delivery fees, then the escrow service provider will release a copy of the deposit materials to CLIENT.

ACCEPTED BY:	ACCEPTED BY:
Tyler Technologies, Inc. Local Government Division	[CLIENT NAME]
By:_____	By:_____
Name:_____	Name:_____
Title:_____	Title:_____
Date:_____	Date:_____

ATTACHMENT B – VENDOR CERTIFICATION OF COMPLIANCE

I have read, understand and agree to comply with ***all*** the terms and conditions specified in the attachments noted in the table below.

Vendors must initial next to each noted attachment and then sign with an original signature in the designated space.

Attachment	Attachment Title	Agree to Comply *Initials Required*
A	Confidentiality and Certification of Indemnification	DW
C	Vendor Certifications	DW
D	Contract for Services of Independent Contractor	DW
E	Insurance Schedule for RFP 3422	DW
I	Certification Regarding Lobbying	DW

Company Name Tyler Technologies, Inc.

Signature

Print Name Dane Womble – President LGD

Date 6/1/2017

This document must be submitted in Tab V of vendor's technical proposal

1.8 PLANNING AND ADMINISTRATION

1.8.1 Objective

The objective of this task is to ensure that adequate planning and project management are dedicated to this project.
Tyler complies with this requirement

1.8.2 Activities

The awarded vendor must:

1.8.2.1 Work with the State to provide a detailed project plan with fixed deadlines that take into consideration the State holiday schedule provided in ***Section 2.1, State Observed Holidays*** to include, but not be limited to:

A. Project schedule including tasks, activities, activity duration, sequencing and dependencies;
Tyler complies with this requirement

B. Project work plan for each deliverable, including a work breakdown structure;
Tyler complies with this requirement

C. Completion date of each task;
Tyler complies with this requirement

D. Project milestones;
Tyler complies with this requirement

E. Entrance and exit criteria for specific project milestones; and
Tyler complies with this requirement

F. Project organization including a resource plan defining roles and responsibilities for the awarded vendor, subcontractors (if applicable) and State.
Tyler complies with this requirement

1.8.2.2 Attend and participate in all project related meetings requested by the State at a location to be determined by the State. Attendance may be in person or via teleconferencing, as mutually agreed to by the project team. These meetings shall follow an agenda mutually developed by the awarded vendor and the State. The awarded vendor shall prepare materials or briefings for these meetings as requested by the State. Minutes will be taken and distributed by

State staff within five (5) working days after the meeting. Minutes may be distributed via facsimile or email.

Tyler complies with this requirement

The agenda may include, but not be limited to:

A. Review and approval of previous meeting minutes;
B. Contractor project status;
C. State project status;
D. Contract status and issues, including resolutions;
E. Quality Assurance status;
F. New action items;
G. Outstanding action items, including resolutions;
H. Setting of next meeting date; and
I. Other business.

Tyler complies with this requirement

1.8.2.3 Provide written semi-monthly project status reports delivered to State project management by the third (3rd) working day following the end of each reporting period. The format must be approved by the State prior to issuance of the first semi-monthly project status report. The first semi-monthly report covers the reporting period from the 1st through the 15th of each month; and the second semi-monthly report covers the reporting period from the 16th through the end of the month. The status reports must include, but not be limited to the following:

A. Overall completion status of the project in terms of the State approved project work plan and deliverable schedule;

Tyler complies with this requirement

B. Accomplishments during the period, including State staff/stakeholders interviewed, meetings held, JAD sessions and conclusions/decisions determined;

Tyler complies with this requirement

C. Problems encountered and proposed/actual resolutions;

Tyler complies with this requirement

D. What is to be accomplished during the next reporting period;

Tyler complies with this requirement

E. Issues that need to be addressed, including contractual;

Tyler complies with this requirement

F. Quality Assurance status;
Tyler complies with this requirement

G. Updated MS Project time line showing percentage completed, tasks assigned, completed and remaining;
Tyler complies with this requirement

H. Identification of schedule slippage and strategy for resolution;
Tyler complies with this requirement

I. Contractor staff assigned and their location/schedule;
Tyler complies with this requirement

J. State resources required for activities during the next time period; and
Tyler complies with this requirement

K. Resource allocation percentages including planned versus actual by project milestone.
Tyler complies with this requirement

1.8.2.4 Develop a comprehensive approach for handling communications with both internal and external audiences. Effective communication is critical to the development of productive relationships with concerned stakeholders. The communication plan must include, but not be limited to: a plan for generation, documentation, storage, transmission and disposal of all project information.
Tyler complies with this requirement

1.8.2.5 Develop a risk management plan to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.
Tyler complies with this requirement

1.8.2.6 Develop a quality assurance plan including, but not limited to, the methodology for maintaining quality of the code, workmanship, project schedules and subcontractor(s) activities.
Tyler complies with this requirement

1.8.2.7 Develop a Change Management Plan and Control Procedures and present it to the State for acceptance. This plan will be used by the vendor and the State in the design, specification, construction, implementation and support of the system.
Tyler complies with this requirement

1.8.2.8 Develop a Knowledge Transfer Plan, present the plan to the State, execute the plan and obtain State acceptance before and after the

plan is executed. The plan must include sufficient time and resources to accomplish a full transfer of knowledge to assure that the State can operate the system independently and obtain timely and effective support from the vendor.

Tyler complies with this requirement

1.8.2.9 The State will perform a Post Implementation Evaluation Review (PIER) approximately six (6) months after full implementation and State acceptance of all deliverables. The awarded vendor's Project Manager will be required to participate on site for a period of not to exceed three (3) days.

Tyler complies with this requirement

1.8.3 Deliverables

5.8 PLANNING AND ADMINISTRATION DELIVERABLES			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	**STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**
5.8.3.1	Detailed Project Plan	5.8.2.1	15
5.8.3.2	Attendance at all scheduled meetings	5.8.2.2	N/A
5.8.3.3	Written Semi-Monthly Project Status Report	5.8.2.3	5
5.8.3.4	Communication Plan	5.8.2.4	10
5.8.3.5	Risk Management Plan	5.8.2.5	10
5.8.3.6	Quality Assurance Plan	5.8.2.6	10
5.8.3.7	Change Management Plan	5.8.2.7	10
5.8.3.8	Knowledge Transfer Plan	5.8.2.8	10
5.8.3.9	Post Implementation Evaluation Review	5.8.2.9	5

Tyler complies with this requirement

1.9 REVIEW AND VALIDATE REQUIREMENTS AND GAP/FIT ANALYSIS

1.9.1 Objective:

1.9.1.1 To ensure the vendor has a clear understanding of the TA's requirements, "map" the requirements to their system, identify gaps and identify options to address the gaps. If the vendor proposes a custom solution, this task will focus on the system design.

Tyler complies with this requirement

1.9.2 Activities:

1.9.2.1 The vendor will review relevant TA artifacts (e.g. documentation, forms, reports, etc.) and interview key TA staff to fully understand the TA's operation and system requirements.

Tyler complies with this requirement

1.9.2.2 The vendor will document the gaps between TA's needs and what their software supports. They will also document options (including cost estimates) to address the gaps, including: custom development, process work-arounds, and utilization of 3rd party projects.

Tyler complies with this requirement

1.9.2.3 The vendor will perform a thorough walk-through demonstration of their system showing how it supports the TA's business processes, and explaining the various options to address the gaps in software functionality. Based on the results of the review, the TA, working with the vendor will make decisions on how the gaps will be addressed. The agreed upon implementation scope will then formally documented.

Tyler complies with this requirement

1.9.3 Deliverables

5.9 REVIEW AND VALIDATE REQUIREMENTS & GAP/FIT ANALYSIS			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	**STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**
5.9.3.1	Gap Analysis Report, which includes description of gaps and options to address the gaps, including costs (one-time and ongoing). If a custom system, then focus will be on the Design Report below.	5.9.2.2	15
5.9.3.2	Implementation Scope Document (That documents how each of the TA's core business processes will be supported and how the gaps will be addressed).	5.9.2.3	10

Tyler complies with this requirement

1.10 SYSTEM DESIGN/IMPLEMENTATION CONFIGURATION

1.10.1 Objective:

1.10.1.1 The objective of this task is to develop a design document that describes the system architecture, the software and hardware components. The design documentation should be to a level of detail that all project stakeholders can understand what will be developed/implemented. Note: For COTS solutions, this does not need to be an extensive document.

Tyler complies with this requirement

1.10.2 Activities:

1.10.2.1 Based on requirements and gap analysis, the vendor will develop system design specifications. This includes, but not limited to:

A. Overall system architecture, including technology that will be used (hardware & software), including any third-party products that will be used;

Tyler complies with this requirement

B. Configuration parameters, including, but not limited to: lookup values, event triggers, key data fields, user roles, user interface and screen navigation, list of key reports and description on how they will be developed, etc. ;

Tyler complies with this requirement

C. Description of administrative functions (technical and non-technical) the TA will need to perform for the ongoing support of the system; and

Tyler complies with this requirement

D. Description of security and backup and recovery methods and technology.

Tyler complies with this requirement

1.10.3 Deliverables

5.10 SYSTEM DESIGN/IMPLEMENTATION CONFIGURATION			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
5.10.3.1	System Design/Implementation Configuration	5.10.2.1 (A-D)	10

Tyler complies with this requirement

1.11 SETUP AND CONFIGURE/BUILD SYSTEM

1.11.1 Objective:

1.11.1.1 The objective of this task is to configure/customize/develop, test, and deliver a fully functional system that meets the TA's requirements. Throughout this task, the vendor must work closely with TA staff to verify the system will meet their requirements in an intuitive and efficient manner.

Tyler complies with this requirement

1.11.2 Activities:

1.11.2.1 Establish System Environments

Tyler complies with this requirement

A. Setup development & test environment;
B. Setup UAT/training environment; and
C. Setup production environment.

Tyler complies with this requirement

1.11.2.2 Configure/Customize/Develop System

A. Configure/develop system components according to specifications.

Tyler complies with this requirement

B. Perform structured demonstrations/pilots/walk-throughs of system components to users at various stages this task to ensure the end product is on target. Prior to UAT, users need to see how the system will provide end-to-end support for all their business processes.

Tyler complies with this requirement

C. Adjust/modify system based on user feedback. If necessary, re-demonstrate system after making the changes.

Tyler complies with this requirement

D. The vendor will conduct thorough quality assurance testing of system and correct defects prior to delivering it for User Acceptance Testing (UAT) and production. The vendor will also ensure the system meets appropriate performance and throughput requirements.

Tyler complies with this requirement

E. Conduct walkthrough of entire system with users prior to UAT.

Tyler complies with this requirement

F. Deliver fully functional system that has been thoroughly tested by the vendor (ready for the TA UAT team to test).

Tyler complies with this requirement

1.11.3 Deliverables

5.11 SET UP AND CONFIGURE/BUILD SYSTEM			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	**STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**
5.11.3.1	Establish development & test, UAT/training and production environments	5.11.2.1 (A-C)	10
5.11.3.2	Configure/develop working system; vendor to conduct demonstrations/ pilot/walk-throughs of system components.	5.11.2.2 (A-D and F)	TBD
5.11.3.3	Walk-through of entire system prior to UAT.	5.11.2.2 (E)	10

Tyler complies with this requirement

1.12 DATA MIGRATION

1.12.1 Objective:

1.12.1.1 The objective of this task is to migrate historical data from the existing legacy systems to the new system.

Tyler complies with this requirement

1.12.2 Activities:

1.12.2.1 The vendor shall work with the TA to develop a comprehensive data migration plan. The TA will work with the vendor to develop a plan that is feasible, given limited funds. The TA wishes to focus on converting data that add value. The plan must include at a minimum:

A. Map legacy data to the new system. The TA will provide staff knowledgeable of the existing systems.

Tyler complies with this requirement

B. Document business rules and program specifications for extracting legacy data, performing data cleansing, and loading it to the new system and validating it.

Tyler complies with this requirement

1. The legacy systems will include the following databases:

   a. Licensing Database, LicenseEase –COTS (Oracle database)
   b. Inspections Database (Access)
   c. Events/Dispatch Database (Access)
   d. Hearings Database (Access)

Tyler complies with this requirement

1.12.2.2 The vendor will work with the TA to define test cases for validating the migrated data.

Tyler complies with this requirement

1.12.2.3 Migrate legacy data to the test environment for demonstrations and UAT.

Tyler complies with this requirement

1.12.2.4 Migrate legacy data to the production environment prior to go-live.

Tyler complies with this requirement

1.12.3 Deliverables

5.12 DATA MIGRATION			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
5.12.3.1	Develop comprehensive data migration plan.	5.12.2.1 5.12.2.2	10
5.12.3.2	Define test cases for validating converted data (ensure accuracy of data migration).	5.12.2.3	10
5.12.3.3	Migrate data to test environment.	5.12.2.4	10
5.12.3.4	Migrate data to production environment.	5.12.2.5	10

Tyler complies with this requirement

1.13 USER ACCEPTANCE TESTING

1.13.1 Objective:

1.13.1.1 The objective of this task is to ensure the system meets The TA's functional requirements. The TA, with the assistance of the vendor will develop a User Acceptance Test (UAT) Plan and test cases. The vendor will need to provide a fully functional system for UAT.

Tyler complies with this requirement

1.13.2 Activities:

1.13.2.1 The vendor will provide a fully functional test environment and system prior to the start of UAT. This includes ensuring the database tables are properly populated to support all test cases, including daily, weekly, monthly, quarterly and annual processes.

Tyler complies with this requirement

1.13.2.2 The vendor will provide training to the TA UAT team that so that they understand how to use the system prior to testing.

Tyler complies with this requirement

1.13.2.3 The vendor will review the TA's UAT plan and test cases and provide constructive feedback on the approach and testing coverage.

Tyler complies with this requirement

1.13.2.4 Vendor will provide technical support throughout the UAT task and correct software defects, data issues, and other system issues in an expedient manner to keep testing on schedule.

Tyler complies with this requirement

1.13.3 Deliverables

5.13 USER ACCEPTANCE TESTING			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	**STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**
5.13.3.1	Provide test environment and fully functioning system, including test data (vendor to have performed comprehensive system testing).	5.13.2.1	NA
5.13.3.2	Provide training of TA UAT team so that they understand the system to a level necessary to effectively complete UAT.	5.13.2.2	5
5.13.3.3	Review of TA's UAT plan and cases.	5.13.2.3	NA

Tyler complies with this requirement

1.14 DOCUMENTATION

1.14.1 Objective:

1.14.1.1 The objective of this task is to develop user and system documentation that will allow the TA to effectively utilize, operate and maintain the system.

Tyler complies with this requirement

1.14.2 Activities:

1.14.2.1 Vendor will develop user manual for system users, tailored to the TA's terminology and business processes.

Tyler complies with this requirement

1.14.2.2 Vendor will provide online user help that tie to the context of the specific area of the system (or function) that is in use.

Tyler complies with this requirement

1.14.2.3 Vendor will develop system administration/operations guide for the TA and state technical staff to operate and maintain the system. The includes, but not limited to: maintenance of user accounts and roles, configuring system parameters and business rules, security features, running of jobs, backup and recovery, building and running reports, setup of letter templates, etc.

Tyler complies with this requirement

1.14.3 Deliverables

5.14 DOCUMENTATION			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	**STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**
5.14.3.1	Develop user manual for system users.	5.14.2.1	15
5.14.3.2	Provide online help functionality and content.	5.14.2.2	NA
5.14.3.3	Develop system administration/operations guide.	5.14.2.3	10

Tyler complies with this requirement

1.15 TRAINING

1.15.1 Objective:

1.15.1.1 Develop and execute training for users, trainers and technical staff. Training will need to cover all key aspects of the system and presented in the context of how TA staff performs their business processes.

Tyler complies with this requirement

1.15.2 Activities:

1.15.2.1 The vendor and the TA will work together to develop a training plan that describes the objectives, content and duration for each topic/module, as well as the delivery approach.

Tyler complies with this requirement

1.15.2.2 The vendor, working with the TA will develop training materials and scenarios. The training must cover the core business functions performed within the TA.

Tyler complies with this requirement

1.15.2.3 The vendor will provide a training environment with a fully functional system that is populated with data necessary to cover the subject matter described in the training plan and materials.

Tyler complies with this requirement

1.15.2.4 The vendor will conduct training which is tailored to the TA's business processes. The TA is open to the train-the-trainer approach.

Tyler complies with this requirement

1.15.3 Deliverables

5.15 TRAINING			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	**STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**
5.15.3.1	Develop training plan, and training materials	5.15.2.1 5.15.2.2	5
5.15.3.2	Provide a fully functional training environment with data.	5.15.2.3	5
5.15.3.3	Conduct user training.	5.15.2.4	5

Tyler complies with this requirement

1.16 TRANSITION TO PRODUCTION

1.16.1 Objective:

1.16.1.1 The objective of this task is to migrate to the new production system and ensure a smooth transition for the TA's operations.

Tyler complies with this requirement

1.16.2 Activities:

1.16.2.1 The vendor and the TA will work together to develop a transition plan that will insure system availability to all users and minimize the impact to the TA's operations.

Tyler complies with this requirement

1.16.2.2 The vendor performs a final conversion from the legacy systems just prior to go live. The final data conversion will be scheduled to minimize the impact to the TA's operations.

Tyler complies with this requirement

1.16.2.3 The vendor will provide immediate technical support at least the first four weeks of production to address any critical issues that

may arise. Vendor will have staff available to monitor system and communicate with TA staff.

Tyler complies with this requirement

1.16.3 Deliverables

5.16 TRANSITION TO PRODUCTION			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
5.16.3.1	Provide technical support after go-live for at least four weeks.	5.16.2.3	N/A

Tyler complies with this requirement

1.17 POST IMPLEMENTATION REVIEW

1.17.1 Objective:

1.17.1.1 The objective of this task is to evaluate the new system from a functional and performance perspective approximately eight to ten weeks after completion of the production rollout.

Tyler complies with this requirement

1.17.2 Activities:

1.17.2.1 The vendor and the TA will work together to develop a Post Implementation Review Plan (PIRP).

Tyler complies with this requirement

1.17.2.2 The TA, working closely with the vendor, will execute the PIPR to validate that the production system meets the TA's requirements and that the vendor is meeting their service level requirements.

Tyler complies with this requirement

1.17.2.3 The vendor will resolve reported deficiencies in a timely manner.

Tyler complies with this requirement

1.17.3 Deliverables

5.17 POST IMPLEMENTATION REVIEW			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	**STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**
5.17.3.1	Vendor and the TA work together to develop a Post Implementation Review Plan	5.17.2.1	N/A
5.17.3.2	Resolution of system and vendor operational issues.	5.17.2.3	N/A

Tyler complies with this requirement

6. COMPANY BACKGROUND AND REFERENCES

6.1 VENDOR INFORMATION

6.1.1 Vendors must provide a company profile in the table format below.

Question	Response
Company name:	***Tyler Technologies, Inc.***
Ownership (sole proprietor, partnership, etc.):	***Corporation***
State of incorporation:	***Delaware***
Date of incorporation:	***May 14th 1990***
# of years in business:	***51***
List of top officers:	***H. Lynn Moore – President*** ***Brian K. Miller – Treasurer*** ***John S. Marr – Director*** ***Michael Smith - Secretary***
Location of company headquarters:	***Plano, TX***
Location(s) of the company offices:	***Tempe, AZ*** ***Lakewood, CO*** ***Duluth, GA*** ***Ames, IA*** ***Bangor, ME*** ***Falmouth, ME*** ***Yarmouth, ME*** ***Troy, MI*** ***Kansas City, MO*** ***St. Louis, MO*** ***Billings, MT*** ***Merrimack, NH*** ***Latham, NY*** ***Moraine, OH*** ***Sioux Falls, SD*** ***Longview, TX*** ***Lubbock, TX*** ***Plano, TX*** ***Olympia, WA*** ***Renton, WA*** ***West Allis, WI*** ***Toronto, Ontario, CA***
Location(s) of the office that will provide the services described in this RFP:	***Lubbock, TX***
Number of employees locally with the expertise to support the requirements identified in this RFP:	***115***

Question	Response
Number of employees nationally with the expertise to support the requirements in this RFP:	***470***
Location(s) from which employees will be assigned for this project:	***Lubbock, TX***

6.1.2 **Please be advised**, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state must register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.
Tyler acknowledges this requirement

6.1.3 The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the State of Nevada, Secretary of State's Office pursuant to NRS76. Information regarding the Nevada Business License can be located at http://nvsos.gov.

Question	Response
Nevada Business License Number:	***NV2005167615***
Legal Entity Name:	***Tyler Technologies, Inc.***

Is "Legal Entity Name" the same name as vendor is doing business as?

Yes	X	No	

If "No", provide explanation.

6.1.4 Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.
Tyler acknowledges this requirement

6.1.5 Has the vendor ever been engaged under contract by any State of Nevada agency?

Yes		No	X

If "Yes", complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

Question	Response
Name of State agency:	
State agency contact name:	
Dates when services were performed:	
Type of duties performed:	
Total dollar value of the contract:	

6.1.6 Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

Yes		No	X

If "Yes", please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person will be performing or producing the services which you will be contracted to provide under this contract, you must disclose the identity of each such person in your response to this RFP, and specify the services that each person will be expected to perform.

6.1.7 Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor's ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP must also be disclosed.

Does any of the above apply to your company?

Yes		No	X

If "Yes", please provide the following information. Table can be duplicated for each issue being identified.

Question	Response
Date of alleged contract failure or breach:	
Parties involved:	

Question	Response	
Description of the contract failure, contract breach, litigation, or investigation, including the products or services involved:		
Amount in controversy:		
Resolution or current status of the dispute:		
If the matter has resulted in a court case:	Court	Case Number
Status of the litigation:		

6.1.8 Vendors must review the insurance requirements specified in ***Attachment E, Insurance Schedule for RFP 3422.*** Does your organization currently have or will your organization be able to provide the insurance requirements as specified in ***Attachment E.***

Yes	X	No	

Upon contract award, the successful vendor ***must*** provide the Certificate of Insurance identifying the coverages as specified in ***Attachment E, Insurance Schedule for RFP 3422.***

6.1.9 Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

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 in all 50 states, 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.

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

Public Safety, Courts & Justice, Property Appraisal & Tax, Permitting & Land Management, Public Maintenance Management, Citizen Services, Land & Vital Records, and Document Management.

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

Tyler always puts its clients first. We succeed because we take our client's success seriously, and we have a proven record of delivering superior software solutions and services. The overwhelming majority of clients are up and running on time, and within budget. Whether it's developing, enhancing, and implementing our software, or providing excellent service and client support--we succeed because our clients succeed. We want clients for life. In fact, many of Tyler's first clients, across every solution, are still clients today – some with relationships that span decades.

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

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

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

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

Industry Leadership

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

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

Tyler Technologies was recently named to Fortune's 100 Fastest-Growing Companies list for 2016. Marking its first appearance in the ranking, Tyler was named among other publicly traded companies that were top performers in revenue growth, profit increase, and total stock returns over the last three years. "It's gratifying to be recognized by Fortune as one of the nation's fastest-growing companies and to join so many other innovative companies that span several industries," said John S. Marr Jr., president and chief executive officer of Tyler Technologies. "This recognition emphasizes Tyler's consistently strong growth, which is a direct result of our commitment to supporting our more than 14,000 clients and the development of best-in-class software and services to serve the needs of the public sector."

Tyler Technologies experienced a 20 percent increase in revenue in 2015 and generated a three-year annualized total return rate of 34 percent, which helped the company earn the No. 75 rank on the list of 100 companies. Financial, industrial, technology, health care, business services, and retail companies were included on this year's list. Additionally, Tyler has been named to the following prestigious lists alongside some of the most innovative and influential companies in the United States.

•Forbes ranked Tyler on its "Most Innovative Growth Companies" list
•Named to Forbes "America's Best Small Companies" for the eight time
•Included on Barron's 400 Index for the sixth time.

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 executive team consists of experienced industry leaders that keep our team moving, and making sure we are able to give you the tools to succeed.

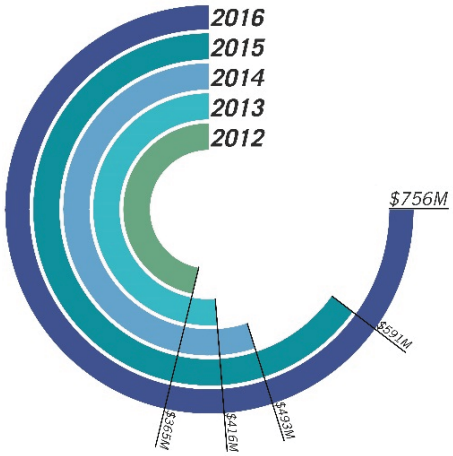
6.1.10 Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.
Incode Public Safety solutions deliver results, enabling local law enforcement agencies to be more effective, accessible, and responsive to citizens' needs since 2000.

6.1.11 Financial information and documentation to be included in ***Part III, Confidential Financial Information*** of vendor's response in accordance with ***Section 12.5, Part III – Confidential Financial***.

6.1.11.1 Dun and Bradstreet Number
04-108-9293

6.1.11.2 Federal Tax Identification Number
75-2303920

6.1.11.3 The last two (2) years and current year interim:



Tyler consistently maintains a solid balance sheet and strong cash flow and low debt, experiencing consistent revenue growth with 20 consecutive quarters of profitability, and a total revenue for 2016 of $756 million. While experiencing significant growth opportunities from an increase in staff and expanding territories, we anticipate additional product offerings and new technology will accelerate this growth substantially in the future. We believe a debt-free balance sheet, substantial cash reserves, and a committed customer base put Tyler in a great position in our industry to weather any unexpected turbulence in the economy.

A. Profit and Loss Statement
Please see the annual review included in the box along with this response, or visit
http://investors.tylertech.com/Annual_Report_Financials

B. Balance Statement
Please see the annual review included in the box along with this response, or visit
http://investors.tylertech.com/Annual_Report_Financials

6.2 SUBCONTRACTOR INFORMATION

6.2.1 Does this proposal include the use of subcontractors?

Yes		No	X

If "Yes", vendor must:

6.2.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.

6.2.1.2 If any tasks are to be completed by subcontractor(s), vendors must:

C. Describe the relevant contractual arrangements;

D. Describe how the work of any subcontractor(s) will be supervised, channels of communication will be maintained and compliance with contract terms assured; and

E. Describe your previous experience with subcontractor(s).

6.2.1.3 Vendors must describe the methodology, processes and tools utilized for:

F. Selecting and qualifying appropriate subcontractors for the project;

G. Incorporating the subcontractor's development and testing processes into the vendor's methodologies;

H. Ensuring subcontractor compliance with the overall performance objectives for the project; and

I. Ensuring that subcontractor deliverables meet the quality objectives of the project.

6.2.1.4 Provide the same information for any proposed subcontractors as requested in ***Section 6.1, Vendor Information***.

6.2.1.5 Business references as specified in ***Section 6.3, Business References*** must be provided for any proposed subcontractors.

6.2.1.6 Provide the same information for any proposed subcontractor staff as specified in ***Section 6.4, Vendor Staff Skills and Experience Required***.

6.2.1.7 Staff resumes for any proposed subcontractors as specified in ***Section 6.5, Vendor Staff Resumes***.

6.2.1.8 Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

6.2.1.9 Vendor must notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in ***Section 6.2, Subcontractor Information***. The vendor must receive agency approval prior to subcontractor commencing work.

6.2.1.10 All subcontractor employees assigned to the project must be authorized to work in this country.

6.1 BUSINESS REFERENCES

6.1.1 Vendors should provide a minimum of five (5) business references from similar projects performed for private, state and/or large local government clients within the last five (5) years.

6.1.2 Business references must show a proven ability of:

6.1.2.1 Developing, designing, implementing and/or transferring a large scale application with public and/or private sectors;

6.1.2.2 Implementing systems that support business functions similar to those performed by the TA;

6.1.2.3 Developing and executing a comprehensive application test plan;

6.1.2.4 Developing and implementing a comprehensive training plan;

6.1.2.5 Experience with comprehensive project management;

6.1.2.6 Experience with user training and organizational change management;

6.1.2.7 Experience with data migration;

6.1.2.8 Experience maintaining effective backup and recovery infrastructure;

6.1.2.9 Experience with managing subcontractors; and

6.1.2.10 Development and execution of a comprehensive project management plan.

6.1.3 Vendors must provide the following information for ***every*** business reference provided by the vendor and/or subcontractor:

The "Company Name" must be the name of the proposing vendor or the vendor's proposed subcontractor.

Reference #:	1		
Company Name:	Tyler Technologies, Inc.		
Identify role company will have for this RFP project (Check appropriate role below):			
XXX	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Greenwood Village Police Department		

Primary Contact Information	
Name:	John Jackson
Street Address:	6060 S Quebec St
City, State, Zip:	Greenwood Village, CO 80111
Phone, including area code:	303-773-2525
Facsimile, including area code:	303-694-5050
Email address:	jjackson@greenwoodvillage.com
Alternate Contact Information	
Name:	John Jackson
Street Address:	6060 S Quebec St.
City, State, Zip:	Greenwood Village, CO 80111
Phone, including area code:	303-773-2525
Facsimile, including area code:	303-694-5050
Email address:	Chief Jackson wants to be the only contact.
Project Information	
Brief description of the project/contract and description of services performed:	RMS, Mobile RMS, CAD, Mobile CAD, Mobile Citations, Mapping, E911, NCIC, AVL, Property, Case Management, Incode Court
Original Project/Contract Start Date:	March 2013
Original Project/Contract End Date:	11/18/13
Original Project/Contract Value:	$553,889
Final Project/Contract Date:	11/05/13
Was project/contract completed in time originally allotted, and if not, why not?	Yes
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	Yes

Reference #:	2		
Company Name:	Tyler Technologies, Inc.		
Identify role company will have for this RFP project (Check appropriate role below):			
XXX	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Midwest City, OK Police Department		

Primary Contact Information	
Name:	Captain John Goforth
Street Address:	100 N. Midwest Blvd
City, State, Zip:	Midwest City, OK 73110
Phone, including area code:	405-739-1388
Facsimile, including area code:	Not available
Email address:	jgoforth@midwestcityok.org
Alternate Contact Information	
Name:	Chief Brandon Clabes
Street Address:	100 N. Midwest Blvd
City, State, Zip:	Midwest City, OK 73110
Phone, including area code:	405-739-1302
Facsimile, including area code:	Not available
Email address:	bclabes@midwestcityok.org
Project Information	
Brief description of the project/contract and description of services performed:	RMS, RMS Mobile, CAD, CAD Mobile, Mapping, e0911, NCIC, AVL, Property, Case Management, Sex Offender, Incode Court.
Original Project/Contract Start Date:	February 2012
Original Project/Contract End Date:	9/10/12
Original Project/Contract Value:	$732,680
Final Project/Contract Date:	9/10/12
Was project/contract completed in time originally allotted, and if not, why not?	Yes
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	Yes

Reference #:	3		
Company Name:	Tyler Technologies, Inc.		
Identify role company will have for this RFP project (Check appropriate role below):			
XXX	***VENDOR***		***SUBCONTRACTOR***
Project Name:	State of Nevada Brazos		

Primary Contact Information	
Name:	Kurt Davis- Traffic Records Mgr.
Street Address:	107 Jacobsen Way
City, State, Zip:	Carson City, NV 89711
Phone, including area code:	775-684-7477
Facsimile, including area code:	Not available
Email address:	kedavis@dps.state.nv.us
Alternate Contact Information	
Name:	Amy Davey- Director, Office of Traffic Safety
Street Address:	107 Jacobsen Way
City, State, Zip:	Carson City, NV 89711
Phone, including area code:	775-684-7470
Facsimile, including area code:	Not available
Email address:	Amy.davey@dps.state.nv.us
Project Information	
Brief description of the project/contract and description of services performed:	Statewide deployment of Brazos eCite/eCrash application to 21 agencies, State data warehouse, COGNOS reporting tool. Nevada State Supreme Court citation interface to 40 courts. Interface to multiple RMS systems.
Original Project/Contract Start Date:	12/1/2015
Original Project/Contract End Date:	11/30/2019
Original Project/Contract Value:	1,800,000.00
Final Project/Contract Date:	11/30/2019
Was project/contract completed in time originally allotted, and if not, why not?	In progress 95% complete
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	Yes

Reference #:	4		
Company Name:	Tyler Technologies, Inc.		
Identify role company will have for this RFP project (Check appropriate role below):			
XXX	***VENDOR***		***SUBCONTRACTOR***
Project Name:	North Las Vegas Police Department		

Primary Contact Information	
Name:	Chief Dave Noahr
Street Address:	2332 Las Vegas Blvd No. Suite 200
City, State, Zip:	North Las Vegas, NV 89031
Phone, including area code:	702-633-1655
Facsimile, including area code:	Not available
Email address:	noahrd@cityofnorthlasvegas.com
Alternate Contact Information	
Name:	Carla Stone
Street Address:	2332 Las Vegas Blvd No. Suite 200
City, State, Zip:	North Las Vegas, NV 89031
Phone, including area code:	(702)633-1462
Facsimile, including area code:	Not available
Email address:	stonemc@cityofnorthlasvegas.com
Project Information	
Brief description of the project/contract and description of services performed:	Brazos eCite/eCrash/Tow/FI Motorola P1 interface, interface to AOC(Supreme Court of NV) and Tyler Oddyssey
Original Project/Contract Start Date:	12/1/2015
Original Project/Contract End Date:	11/30/2019
Original Project/Contract Value:	$28,000 est.(is part of a larger contract)
Final Project/Contract Date:	11/30/2019
Was project/contract completed in time originally allotted, and if not, why not?	Yes
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	Yes

Reference #:	5		
Company Name:	Tyler Technologies, Inc.		
Identify role company will have for this RFP project (Check appropriate role below):			
XXX	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Ottawa Kansas Municipal Court		

Primary Contact Information	
Name:	Connie Sams
Street Address:	715 W 2nd Street
City, State, Zip:	Ottawa, KS 66067
Phone, including area code:	785-242-5333
Facsimile, including area code:	Not available
Email address:	csams@ottawaks.gov
Alternate Contact Information	
Name:	Jessica Luft
Street Address:	715 W 2nd Street
City, State, Zip:	Ottawa, KS 66067
Phone, including area code:	785-242-5333
Facsimile, including area code:	Not available
Email address:	jluft@ottawaks.gov
Project Information	
Brief description of the project/contract and description of services performed:	RMS, RMS Mobile, CAD, CAD Mobile, Mapping, e0911, NCIC, AVL, Property, Case Management, Sex Offender, Incode Court.
Original Project/Contract Start Date:	6/30/15
Original Project/Contract End Date:	01/10
Original Project/Contract Value:	$21,025
Final Project/Contract Date:	01/10
Was project/contract completed in time originally allotted, and if not, why not?	Yes
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	Yes

Reference #:	6		
Company Name:	Tyler Technologies, Inc.		
Identify role company will have for this RFP project (Check appropriate role below):			
XXX	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Ottawa Police Department Kansas		

Primary Contact Information	
Name:	Adam Weingartner
Street Address:	715 W 2nd Street
City, State, Zip:	Ottawa, KS 66067
Phone, including area code:	(785) 242-2561 ext. 404
Facsimile, including area code:	Not available
Email address:	aweingartner@ottawapd.org
Alternate Contact Information	
Name:	Dennis Butler
Street Address:	715 W 2nd Street
City, State, Zip:	Ottawa, KS 66067
Phone, including area code:	(785) 242-2561 ext. 400
Facsimile, including area code:	Not available
Email address:	dbutler@ottawaks.gov
Project Information	
Brief description of the project/contract and description of services performed:	Records Management, Case Management, Personnel, Property Room, Brazos, Brazos interface to RMS.
Original Project/Contract Start Date:	June 2015
Original Project/Contract End Date:	10/26/15
Original Project/Contract Value:	$139,466
Final Project/Contract Date:	10/26/15
Was project/contract completed in time originally allotted, and if not, why not?	Yes
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	Yes

6.1.4 Vendors must also submit ***Attachment F, Reference Questionnaire*** to the business references that are identified in ***Section 6.3.3***.

6.1.5 The company identified as the business references must submit the Reference Questionnaire directly to the Purchasing Division.

6.1.6 It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in ***Section 10, RFP Timeline*** for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.

6.1.7 The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

State of Nevada
Department of Administration

Purchasing Division

515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
Governor

Patrick Cates
Director

Jeffrey Haag
Administrator

BUSINESS REFERENCE'S RESPONSE TO REFERENCE QUESTIONNAIRE FOR

STATE OF NEVADA REQUEST FOR PROPOSAL (RFP) 3422

Taxicab Authority Records Management Modernization Project (RMS)

PART A – TO BE COMPLETED BY PROPOSING VENDOR – *Please type or print*	
Name of Company Submitting Proposal:	Tyler Technologies

PART B – IF APPLICABLE, NAME OF COMPANY ACTING AS SUBCONTRACTOR FOR VENDOR IDENTIFIED IN PART A – *Please type or print*	
Name of Subcontractor:	N/A

PART C – BUSINESS REFERENCE INSTRUCTIONS	
1.	This Reference Questionnaire is being submitted to your organization for completion as a business reference for the company listed in Part A or Part B, above.
2.	Business reference is requested to submit the completed Reference Questionnaire via email or facsimile to: State of Nevada, Purchasing Division Subject: ***RFP 3422*** Attention: ***Purchasing Division*** Email: rfpdocs@admin.nv.gov Fax: 775-684-0188 Please reference the RFP number in the subject line of the email or on the fax.
3.	The completed Reference Questionnaire **MUST** be received ***no later than 4:30 PM PT June 14, 2017.***
4.	Do **NOT** return the Reference Questionnaire to the Proposer (Vendor).
5.	In addition to the Reference Questionnaire, the State may contact references by phone for further clarification, if necessary.
6.	Questions regarding the Reference Questionnaire or process should be directed to the individual identified on the RFP cover page.
7.	When contacting the State, please be sure to include the RFP number listed at the top of this page.
8.	We request all questions be answered. If an answer is not known please answer as "U/K". If the question is not applicable please answer as "N/A".
9.	If you need additional space to answer a question or provide a comment, please attach additional pages. If attaching additional pages, please place your company/organization name on each page and reference the RFP # noted at the top of this page.

PART D – COMPANY PROVIDING REFERENCE – *Please type or print* CONFIDENTIAL INFORMATION WHEN COMPLETED	
Company Providing Reference:	Greenwood Village Police Department
Contact Name:	John Jackson
Title:	Chief
Contact Telephone:	303-773-2525
Contact Email Address:	jjackson@greenwoodvillage.com

PART E – QUESTIONS:

Name of Project(s) or System(s):		
Please provide a brief overview of the project: RMS, Mobile RMS, CAD, Mobile CAD, Mobile Citations, Mapping, E911, NCIC, AVL, Property, Case Management, Incode Court		
What was the timeframe for the project (start/end dates):		
1. Did this contractor perform any of the following on your project?		
DESCRIPTION	**YES**	**NO**
1.a Project Tasks/Deliverables:		
Project Management?		
Functional Requirements Development?		
Business Process Re-engineering?		
Evaluation of Alternatives?		
System Development?		
Data Conversion and Cleansing?		
Support of User Acceptance Testing		
Design and Development of Reports		
Documentation?		
Training?		
Cultural/Organizational Change Management?		
System Implementation		
System Maintenance and Ongoing Support (after go-live)?		
1.b Technology:		
Mobile Technology (i.e. mobile devices used in the field to support operation)		
Self-Service Portal (i.e. Internet portal/website that allows stakeholders/ customers/employees to lookup information and perform routine tasks)		
If yes, what was their level of involvement? If no, what services did the contractor perform?		

2. Was the project completed on time, within your budget, with all required major functionality delivered?	Yes	No
If no, please explain how the final results compared with the initial schedule, budget/contract value, and/or scope.		

3. What was the primary factor considered in selecting this contractor?

4. Who is/was the contractor's key personnel responsible for supervising work and completing deliverables and what were their roles?

5. Were there any changes to key personnel during the term of the contract?	Yes	No
If yes, please explain.		

6. Were there any subcontractors on your project?	Yes	No
If yes, who were the subcontractors?		
If yes, what part of the project did the subcontractor work on?		
What was the ratio of contractor staff to subcontractor staff?		
Overall, how would you rate the subcontractor on a scale of 1 (poor) to 10 (excellent)?		***Rating***:

7. Were contractually identified deliverables received as scheduled?	Yes	No
If no, please explain.		
What type of problems did you encounter?		

RATING SCALE:

Where a rating is requested and using the Rating Scale provided below, rate the following questions by noting the appropriate number for each item. Please provide any additional comments you feel would be helpful to the State regarding this contractor.

Category	Rating
Poor or Inadequate Performance	0
Below Average Performance	1 – 3
Average Performance	4 – 6
Above Average Performance	7 – 9
Excellent Performance	10

8. How would you rate this contractor on the following items using the above rating scale?			
DESCRIPTION	**RATING**	**DESCRIPTION**	**RATING**
The Firm		Functional Requirements Development	
Project Manager		Understanding of Business Needs	
Key Personnel		JAD Sessions	
Contractor Staff Skills		Business Process Re-engineering	
Management of Subcontractor(s)		Cost Benefit Analysis	
Detailed Project Plan Management		Evaluation of Alternatives	
Communication		Implementation of Solution	
Organization of Work		System Testing/QA (Did contractor thoroughly test the system?)	
Quality of Deliverables		Support of User Acceptance Testing	
Reasonableness of Cost		Training and Knowledge Transfer	
Timeliness		How Well the Contractor's System Meets the Agency's Needs	
Contract Amendments		Ongoing Support	
Cooperation			
Responsiveness			

9. Would you contract with this company/organization again?	Yes	No
Please explain.		

10. Are you still using the system that the contractor delivered?	Yes	No
Please explain.		

11. Does the system delivered by the contractor support your organizations core business functions effectively?	Yes	No
Please explain.		

12. Please provide any additional comments you feel would be helpful to the State regarding this contractor.

PART F – GENERAL INFORMATION:

1. During what time period did the vendor provide these services for your organization?				
Month/Year:		TO:	Month/Year:	

State of Nevada
Department of Administration

Purchasing Division

515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
Governor

Patrick Cates
Director

Jeffrey Haag
Administrator

BUSINESS REFERENCE'S RESPONSE TO REFERENCE QUESTIONNAIRE FOR

STATE OF NEVADA REQUEST FOR PROPOSAL (RFP) 3422

Taxicab Authority Records Management Modernization Project (RMS)

PART A – TO BE COMPLETED BY PROPOSING VENDOR – *Please type or print*	
Name of Company Submitting Proposal:	Tyler Technologies

PART B – IF APPLICABLE, NAME OF COMPANY ACTING AS SUBCONTRACTOR FOR VENDOR IDENTIFIED IN PART A – *Please type or print*	
Name of Subcontractor:	N/A

PART C – BUSINESS REFERENCE INSTRUCTIONS	
1.	This Reference Questionnaire is being submitted to your organization for completion as a business reference for the company listed in Part A or Part B, above.
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8.	We request all questions be answered. If an answer is not known please answer as "U/K". If the question is not applicable please answer as "N/A".
9.	If you need additional space to answer a question or provide a comment, please attach additional pages. If attaching additional pages, please place your company/organization name on each page and reference the RFP # noted at the top of this page.

PART D – COMPANY PROVIDING REFERENCE – *Please type or print* CONFIDENTIAL INFORMATION WHEN COMPLETED	
Company Providing Reference:	Midwest City Police Department, OK
Contact Name:	Captain Jonathan Goforth
Title:	Captain
Contact Telephone:	405-739-1388
Contact Email Address:	jgoforth@midwestcityok.org

PART E – QUESTIONS:

Name of Project(s) or System(s): Ottawa Kansas Police Department		
Please provide a brief overview of the project: RMS, RMS Mobile, CAD, CAD Mobile, Mapping, e0911, NCIC, AVL, Property, Case Management, Sex Offender, Incode Court.		
What was the timeframe for the project (start/end dates):		
1. Did this contractor perform any of the following on your project?		
DESCRIPTION	**YES**	**NO**
1.a Project Tasks/Deliverables:		
Project Management?		
Functional Requirements Development?		
Business Process Re-engineering?		
Evaluation of Alternatives?		
System Development?		
Data Conversion and Cleansing?		
Support of User Acceptance Testing		
Design and Development of Reports		
Documentation?		
Training?		
Cultural/Organizational Change Management?		
System Implementation		
System Maintenance and Ongoing Support (after go-live)?		
1.b Technology:		
Mobile Technology (i.e. mobile devices used in the field to support operation)		
Self-Service Portal (i.e. Internet portal/website that allows stakeholders/ customers/employees to lookup information and perform routine tasks)		
If yes, what was their level of involvement? If no, what services did the contractor perform?		

2. Was the project completed on time, within your budget, with all required major functionality delivered?	Yes	No
If no, please explain how the final results compared with the initial schedule, budget/contract value, and/or scope.		

3. What was the primary factor considered in selecting this contractor?

4. Who is/was the contractor's key personnel responsible for supervising work and completing deliverables and what were their roles?

5. Were there any changes to key personnel during the term of the contract?	Yes	No
If yes, please explain.		

6. Were there any subcontractors on your project?	Yes	No
If yes, who were the subcontractors?		
If yes, what part of the project did the subcontractor work on?		
What was the ratio of contractor staff to subcontractor staff?		
Overall, how would you rate the subcontractor on a scale of 1 (poor) to 10 (excellent)?		***Rating***:

7. Were contractually identified deliverables received as scheduled?	Yes	No
If no, please explain.		
What type of problems did you encounter?		

RATING SCALE:

Where a rating is requested and using the Rating Scale provided below, rate the following questions by noting the appropriate number for each item. Please provide any additional comments you feel would be helpful to the State regarding this contractor.

Category	Rating
Poor or Inadequate Performance	0
Below Average Performance	1 – 3
Average Performance	4 – 6
Above Average Performance	7 – 9
Excellent Performance	10

8. How would you rate this contractor on the following items using the above rating scale?			
DESCRIPTION	**RATING**	**DESCRIPTION**	**RATING**
The Firm		Functional Requirements Development	
Project Manager		Understanding of Business Needs	
Key Personnel		JAD Sessions	
Contractor Staff Skills		Business Process Re-engineering	
Management of Subcontractor(s)		Cost Benefit Analysis	
Detailed Project Plan Management		Evaluation of Alternatives	
Communication		Implementation of Solution	
Organization of Work		System Testing/QA (Did contractor thoroughly test the system?)	
Quality of Deliverables		Support of User Acceptance Testing	
Reasonableness of Cost		Training and Knowledge Transfer	
Timeliness		How Well the Contractor's System Meets the Agency's Needs	
Contract Amendments		Ongoing Support	
Cooperation			
Responsiveness			

9. Would you contract with this company/organization again?	Yes	No
Please explain.		

10. Are you still using the system that the contractor delivered?	Yes	No
Please explain.		

11. Does the system delivered by the contractor support your organizations core business functions effectively?	Yes	No
Please explain.		

12. Please provide any additional comments you feel would be helpful to the State regarding this contractor.

PART F – GENERAL INFORMATION:

1. During what time period did the vendor provide these services for your organization?				
Month/Year:		TO:	Month/Year:	

State of Nevada
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Purchasing Division

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BUSINESS REFERENCE'S RESPONSE TO REFERENCE QUESTIONNAIRE FOR

STATE OF NEVADA REQUEST FOR PROPOSAL (RFP) 3422

Taxicab Authority Records Management Modernization Project (RMS)

PART A – TO BE COMPLETED BY PROPOSING VENDOR – *Please type or print*	
Name of Company Submitting Proposal:	Tyler Technologies

PART B – IF APPLICABLE, NAME OF COMPANY ACTING AS SUBCONTRACTOR FOR VENDOR IDENTIFIED IN PART A – *Please type or print*	
Name of Subcontractor:	N/A

PART C – BUSINESS REFERENCE INSTRUCTIONS	
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8.	We request all questions be answered. If an answer is not known please answer as "U/K". If the question is not applicable please answer as "N/A".
9.	If you need additional space to answer a question or provide a comment, please attach additional pages. If attaching additional pages, please place your company/organization name on each page and reference the RFP # noted at the top of this page.

PART D – COMPANY PROVIDING REFERENCE – *Please type or print* CONFIDENTIAL INFORMATION WHEN COMPLETED	
Company Providing Reference:	North Las Vegas Police Department
Contact Name:	Chief Dave Noahr
Title:	Chief
Contact Telephone:	702-633-1655
Contact Email Address:	noahrd@cityofnorthlasvegas.com

PART E – QUESTIONS:

Name of Project(s) or System(s): Ottawa Kansas Municipal Court		
Please provide a brief overview of the project: Brazos eCitation		
What was the timeframe for the project (start/end dates):		
1. Did this contractor perform any of the following on your project?		
DESCRIPTION	**YES**	**NO**
1.a Project Tasks/Deliverables:		
Project Management?		
Functional Requirements Development?		
Business Process Re-engineering?		
Evaluation of Alternatives?		
System Development?		
Data Conversion and Cleansing?		
Support of User Acceptance Testing		
Design and Development of Reports		
Documentation?		
Training?		
Cultural/Organizational Change Management?		
System Implementation		
System Maintenance and Ongoing Support (after go-live)?		
1.b Technology:		
Mobile Technology (i.e. mobile devices used in the field to support operation)		
Self-Service Portal (i.e. Internet portal/website that allows stakeholders/ customers/employees to lookup information and perform routine tasks)		
If yes, what was their level of involvement? If no, what services did the contractor perform?		

2. Was the project completed on time, within your budget, with all required major functionality delivered?	Yes	No
If no, please explain how the final results compared with the initial schedule, budget/contract value, and/or scope.		

3. What was the primary factor considered in selecting this contractor?

4. Who is/was the contractor's key personnel responsible for supervising work and completing deliverables and what were their roles?

5. Were there any changes to key personnel during the term of the contract?	Yes	No
If yes, please explain.		

6. Were there any subcontractors on your project?	Yes	No
If yes, who were the subcontractors?		
If yes, what part of the project did the subcontractor work on?		
What was the ratio of contractor staff to subcontractor staff?		
Overall, how would you rate the subcontractor on a scale of 1 (poor) to 10 (excellent)?		***Rating***:

7. Were contractually identified deliverables received as scheduled?	Yes	No
If no, please explain.		
What type of problems did you encounter?		

RATING SCALE:

Where a rating is requested and using the Rating Scale provided below, rate the following questions by noting the appropriate number for each item. Please provide any additional comments you feel would be helpful to the State regarding this contractor.

Category	Rating
Poor or Inadequate Performance	0
Below Average Performance	1 – 3
Average Performance	4 – 6
Above Average Performance	7 – 9
Excellent Performance	10

8. How would you rate this contractor on the following items using the above rating scale?			
DESCRIPTION	**RATING**	**DESCRIPTION**	**RATING**
The Firm		Functional Requirements Development	
Project Manager		Understanding of Business Needs	
Key Personnel		JAD Sessions	
Contractor Staff Skills		Business Process Re-engineering	
Management of Subcontractor(s)		Cost Benefit Analysis	
Detailed Project Plan Management		Evaluation of Alternatives	
Communication		Implementation of Solution	
Organization of Work		System Testing/QA (Did contractor thoroughly test the system?)	
Quality of Deliverables		Support of User Acceptance Testing	
Reasonableness of Cost		Training and Knowledge Transfer	
Timeliness		How Well the Contractor's System Meets the Agency's Needs	
Contract Amendments		Ongoing Support	
Cooperation			
Responsiveness			

9. Would you contract with this company/organization again?	Yes	No
Please explain.		

10. Are you still using the system that the contractor delivered?	Yes	No
Please explain.		

11. Does the system delivered by the contractor support your organizations core business functions effectively?	Yes	No
Please explain.		

12. Please provide any additional comments you feel would be helpful to the State regarding this contractor.

PART F – GENERAL INFORMATION:

1. During what time period did the vendor provide these services for your organization?				
Month/Year:		TO:	Month/Year:	

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BUSINESS REFERENCE'S RESPONSE TO REFERENCE QUESTIONNAIRE FOR

STATE OF NEVADA REQUEST FOR PROPOSAL (RFP) 3422

Taxicab Authority Records Management Modernization Project (RMS)

PART A – TO BE COMPLETED BY PROPOSING VENDOR – *Please type or print*	
Name of Company Submitting Proposal:	Tyler Technologies

PART B – IF APPLICABLE, NAME OF COMPANY ACTING AS SUBCONTRACTOR FOR VENDOR IDENTIFIED IN PART A – *Please type or print*	
Name of Subcontractor:	N/A

PART C – BUSINESS REFERENCE INSTRUCTIONS	
1.	This Reference Questionnaire is being submitted to your organization for completion as a business reference for the company listed in Part A or Part B, above.
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8.	We request all questions be answered. If an answer is not known please answer as "U/K". If the question is not applicable please answer as "N/A".
9.	If you need additional space to answer a question or provide a comment, please attach additional pages. If attaching additional pages, please place your company/organization name on each page and reference the RFP # noted at the top of this page.

PART D – COMPANY PROVIDING REFERENCE – *Please type or print* CONFIDENTIAL INFORMATION WHEN COMPLETED	
Company Providing Reference:	Ottawa Kansas Municipal Court
Contact Name:	Connie Sams and/or Jessica Luft
Title:	Municipal Court Clerk
Contact Telephone:	(785) 242-5333
Contact Email Address:	csams@ottawaks.gov – jluft@ottawaks.gov

PART E – QUESTIONS:

Name of Project(s) or System(s): Ottawa Kansas Municipal Court		
Please provide a brief overview of the project:		
What was the timeframe for the project (start/end dates):		
1. Did this contractor perform any of the following on your project?		
DESCRIPTION	**YES**	**NO**
1.a Project Tasks/Deliverables:		
Project Management?		
Functional Requirements Development?		
Business Process Re-engineering?		
Evaluation of Alternatives?		
System Development?		
Data Conversion and Cleansing?		
Support of User Acceptance Testing		
Design and Development of Reports		
Documentation?		
Training?		
Cultural/Organizational Change Management?		
System Implementation		
System Maintenance and Ongoing Support (after go-live)?		
1.b Technology:		
Mobile Technology (i.e. mobile devices used in the field to support operation)		
Self-Service Portal (i.e. Internet portal/website that allows stakeholders/ customers/employees to lookup information and perform routine tasks)		
If yes, what was their level of involvement? If no, what services did the contractor perform?		

2. Was the project completed on time, within your budget, with all required major functionality delivered?	Yes	No
If no, please explain how the final results compared with the initial schedule, budget/contract value, and/or scope.		

3. What was the primary factor considered in selecting this contractor?

4. Who is/was the contractor's key personnel responsible for supervising work and completing deliverables and what were their roles?

5. Were there any changes to key personnel during the term of the contract?	Yes	No
If yes, please explain.		

6. Were there any subcontractors on your project?	Yes	No
If yes, who were the subcontractors?		
If yes, what part of the project did the subcontractor work on?		
What was the ratio of contractor staff to subcontractor staff?		
Overall, how would you rate the subcontractor on a scale of 1 (poor) to 10 (excellent)?		***Rating***:

7. Were contractually identified deliverables received as scheduled?	Yes	No
If no, please explain.		
What type of problems did you encounter?		

RATING SCALE:

Where a rating is requested and using the Rating Scale provided below, rate the following questions by noting the appropriate number for each item. Please provide any additional comments you feel would be helpful to the State regarding this contractor.

Category	Rating
Poor or Inadequate Performance	0
Below Average Performance	1 – 3
Average Performance	4 – 6
Above Average Performance	7 – 9
Excellent Performance	10

8. How would you rate this contractor on the following items using the above rating scale?			
DESCRIPTION	**RATING**	**DESCRIPTION**	**RATING**
The Firm		Functional Requirements Development	
Project Manager		Understanding of Business Needs	
Key Personnel		JAD Sessions	
Contractor Staff Skills		Business Process Re-engineering	
Management of Subcontractor(s)		Cost Benefit Analysis	
Detailed Project Plan Management		Evaluation of Alternatives	
Communication		Implementation of Solution	
Organization of Work		System Testing/QA (Did contractor thoroughly test the system?)	
Quality of Deliverables		Support of User Acceptance Testing	
Reasonableness of Cost		Training and Knowledge Transfer	
Timeliness		How Well the Contractor's System Meets the Agency's Needs	
Contract Amendments		Ongoing Support	
Cooperation			
Responsiveness			

9. Would you contract with this company/organization again?	Yes	No
Please explain.		

10. Are you still using the system that the contractor delivered?	Yes	No
Please explain.		

11. Does the system delivered by the contractor support your organizations core business functions effectively?	Yes	No
Please explain.		

12. Please provide any additional comments you feel would be helpful to the State regarding this contractor.

PART F – GENERAL INFORMATION:

1. During what time period did the vendor provide these services for your organization?				
Month/Year:		TO:	Month/Year:	

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BUSINESS REFERENCE'S RESPONSE TO REFERENCE QUESTIONNAIRE FOR

STATE OF NEVADA REQUEST FOR PROPOSAL (RFP) 3422

Taxicab Authority Records Management Modernization Project (RMS)

PART A – TO BE COMPLETED BY PROPOSING VENDOR – *Please type or print*	
Name of Company Submitting Proposal:	Tyler Technologies

PART B – IF APPLICABLE, NAME OF COMPANY ACTING AS SUBCONTRACTOR FOR VENDOR IDENTIFIED IN PART A – *Please type or print*	
Name of Subcontractor:	N/A

PART C – BUSINESS REFERENCE INSTRUCTIONS	
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9.	If you need additional space to answer a question or provide a comment, please attach additional pages. If attaching additional pages, please place your company/organization name on each page and reference the RFP # noted at the top of this page.

PART D – COMPANY PROVIDING REFERENCE – *Please type or print* CONFIDENTIAL INFORMATION WHEN COMPLETED	
Company Providing Reference:	Ottawa Police Department Kansas
Contact Name:	Adam Weingartner
Title:	Assistant Chief
Contact Telephone:	(785) 242-2561 404
Contact Email Address:	aweingartner@ottawapd.org

PART E – QUESTIONS:

Name of Project(s) or System(s): Ottawa Kansas Police Department		
Please provide a brief overview of the project:		
What was the timeframe for the project (start/end dates):		
1. Did this contractor perform any of the following on your project?		
DESCRIPTION	**YES**	**NO**
1.a Project Tasks/Deliverables:		
Project Management?		
Functional Requirements Development?		
Business Process Re-engineering?		
Evaluation of Alternatives?		
System Development?		
Data Conversion and Cleansing?		
Support of User Acceptance Testing		
Design and Development of Reports		
Documentation?		
Training?		
Cultural/Organizational Change Management?		
System Implementation		
System Maintenance and Ongoing Support (after go-live)?		
1.b Technology:		
Mobile Technology (i.e. mobile devices used in the field to support operation)		
Self-Service Portal (i.e. Internet portal/website that allows stakeholders/ customers/employees to lookup information and perform routine tasks)		
If yes, what was their level of involvement? If no, what services did the contractor perform?		

2. Was the project completed on time, within your budget, with all required major functionality delivered?	Yes	No
If no, please explain how the final results compared with the initial schedule, budget/contract value, and/or scope.		

3. What was the primary factor considered in selecting this contractor?

4. Who is/was the contractor's key personnel responsible for supervising work and completing deliverables and what were their roles?

5. Were there any changes to key personnel during the term of the contract?	Yes	No
If yes, please explain.		

6. Were there any subcontractors on your project?	Yes	No
If yes, who were the subcontractors?		
If yes, what part of the project did the subcontractor work on?		
What was the ratio of contractor staff to subcontractor staff?		
Overall, how would you rate the subcontractor on a scale of 1 (poor) to 10 (excellent)?		***Rating***:

7. Were contractually identified deliverables received as scheduled?	Yes	No
If no, please explain.		
What type of problems did you encounter?		

RATING SCALE:

Where a rating is requested and using the Rating Scale provided below, rate the following questions by noting the appropriate number for each item. Please provide any additional comments you feel would be helpful to the State regarding this contractor.

Category	Rating
Poor or Inadequate Performance	0
Below Average Performance	1 – 3
Average Performance	4 – 6
Above Average Performance	7 – 9
Excellent Performance	10

8. How would you rate this contractor on the following items using the above rating scale?			
DESCRIPTION	**RATING**	**DESCRIPTION**	**RATING**
The Firm		Functional Requirements Development	
Project Manager		Understanding of Business Needs	
Key Personnel		JAD Sessions	
Contractor Staff Skills		Business Process Re-engineering	
Management of Subcontractor(s)		Cost Benefit Analysis	
Detailed Project Plan Management		Evaluation of Alternatives	
Communication		Implementation of Solution	
Organization of Work		System Testing/QA (Did contractor thoroughly test the system?)	
Quality of Deliverables		Support of User Acceptance Testing	
Reasonableness of Cost		Training and Knowledge Transfer	
Timeliness		How Well the Contractor's System Meets the Agency's Needs	
Contract Amendments		Ongoing Support	
Cooperation			
Responsiveness			

9. Would you contract with this company/organization again?	Yes	No
Please explain.		

10. Are you still using the system that the contractor delivered?	Yes	No
Please explain.		

11. Does the system delivered by the contractor support your organizations core business functions effectively?	Yes	No
Please explain.		

12. Please provide any additional comments you feel would be helpful to the State regarding this contractor.

PART F – GENERAL INFORMATION:

1. During what time period did the vendor provide these services for your organization?				
Month/Year:		TO:	Month/Year:	

PROPOSED STAFF RESUME

A resume must be completed for all proposed contractor staff and proposed subcontractor staff.

Tyler actively seeks the best talent to help us develop, implement and support our solutions for our clients. Our staff consists of seasoned professionals with unique and proprietary skills, and years of industry experience, who are focused into dedicated departments. Our product expertise is strengthened by the fact that many of our employees have years of experience working at public sector agencies prior to joining Tyler. These professionals bring a unique perspective to Tyler's mission because they truly understand what our clients need to operate at their best. We recognize that our ability to hire the best candidates ultimately impacts our clients. We hire exceptional people who become part of the project team for the duration of the project.

Upon award of contract, Tyler Technologies assigns a Project Manager and quality project team to ensure your implementation success. In reviewing and understanding your goals and requirements, we provide an implementation team best suited to deliver services to achieve your needs. We believe this is an important step in the implementation process and appreciate your patience as we make arrangements for resources to be allocated to your project. Tyler staff perform services in a professional, workman-like manner, consistent with industry standards. Tyler has included a sample resume from our Director of Client services, who will be overseeing the project.

COMPANY NAME:	Tyler Technologies, Inc.		
☐ **Contractor**		☐ **Subcontractor**	
Name:	David Robinson	☐ **Key Personnel**	
Classification:	Director of Client Services	**# of Years in Classification:**	2
Brief Summary of Experience:	At Tyler Technologies, David has managed the Implementation Team for Public Safety for the last several years, worked as a Project Manager for Public Safety for approximately two years, and trained clients as an Implementation Consultant for Public Safety for approximately two years. Prior to working at Tyler Technologies, David worked as a police officer for over fifteen years in various positions including Patrol Sergeant, Vice/Narcotics Investigator, bicycle patrol officer, School Resource Officer, patrol, and as a military police officer.		
# of Years with Firm:	8		

RELEVANT PROFESSIONAL EXPERIENCE	
Required Information:	
MMYYYY to Present:	2009-Present
Vendor Name:	Tyler Technologies, Inc.
Client Name:	Boerne, TX
Client Contact Name:	Mike Raute, IT director
Client Address, Phone Number, Email:	124 Old San Antonio Road, Boerne, TX 78006 – 830-249.8645 - mraute@ci.boerne.tx.us
Role in Project:	Project Manager
Details and Duration of Project:	Boerne, Texas, is a city located about 30 miles north of the city of San Antonio. The suburb has experienced an almost 70% increase in population since 2000, making it one of the fastest growing cities in the country. Mike Raute, IT director for the City of Boerne, said that mobile technology is the main reason his city's police department has been able to handle such a fast increase in population. Boerne Police Department has been able to respond to calls in less than five minutes and decrease mobile unit costs by roughly 77% all while allowing their officers to spend more time in the field, where they're needed most.
Software/hardware used in engagement:	Boerne has replaced Toughbooks with iPad® tablets. The smaller, sleeker tablets combine the familiar, user-friendly touch screen functionality of iPads with the powerful, mission-critical software of Tyler Public Safety's Mobile CAD and RMS. After testing the tablets on a handful of officers in the field, Boerne implemented the iPads department-wide. With the Tyler Public Safety App, officers now have instant access to both flexible Mobile CAD and convenient RMS functionality to help raise situational awareness and increase officer safety.

Required Information:	
MMYYYY to MMYYYY:	2012-Present
Vendor Name:	Tyler Technologies, Inc.
Client Name:	City of Greenwood Village, CO
Client Contact Name:	Chief John Jackson
Client Address, Phone Number, Email:	6060 S Quebec St, Greenwood Village, CO 80111- 303-773-2525 - jjackson@greenwoodvillage.com
Role in Project:	Project Manager
Details and Duration of Project:	The City of Greenwood Village Police Department was struggling with its paper-based records management system. The Denver suburb's software did just enough to allow the agency to get by, forcing staff to pick up the slack in places where their software should have been responsible. Police Chief John Jackson was tired of relying on the paper-based processes that were burdening his staff – he wanted Greenwood to implement software that took advantage of technology while easing his employees' workload and improving efficiency. Greenwood's subsequent search for software led them to Tyler Public Safety and Brazos. Because the city's municipal court already used Tyler software, the Greenwood Village Police Department's decision to choose Tyler Public Safety and Brazos was even easier. The ability for both court and public safety to access and share information promised streamlined processes and better data for the Colorado city.
Software/hardware used in engagement:	

EDUCATION	
Institution Name:	Texas A&M University
City:	Waco
State:	Texas
Degree/Achievement:	Commerce: Master of Business Administration
Certifications:	

HARDWARE/SOFTWARE SUMMARY (Be Specific)		
	Description	***# of Year's Experience***
Environments:	On Premise and Hosted	15
Hardware:	Dell, Microsoft, etc.	18
Software:	Expert in Microsoft Office and Crystal Reports	8
Tools:	Javascript, Silverlight, Flex Web Mapping Platforms, AutoCAD	
Databases:	SQL, Oracle	

REFERENCES

Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	City of Greenwood Village, CO Chief John Jackson 6060 S Quebec St, Greenwood Village, CO 80111 Phone:303-773-2525 Fax: 303-694-5050 jjackson@greenwoodvillage.com Boerne, TX Mike Raute, IT director 124 Old San Antonio Road, Boerne, TX 78006 Phone: 830-249.8645 Fax: 830-816-7373 mraute@ci.boerne.tx.us Gulfport, MS Klain Garriga – Commander of Support 2220 15th Street, Gulfport, MS 39501 Phone: 228-868-5900 KGarriga@gulfport-ms.gov

TAB IX – OTHER INFORMATIONAL MATERIAL

STATE OF NEVADA

TAXICAB AUTHORITY RECORDS MANAGEMENT MODERNIZATION PROJECT (RMS)

REQUEST FOR PROPOSAL: 3422

tyler technologies

Technical Services & Requirements

Tyler provides not only best-in-breed software and services, but we also strive to provide you with hardware and IT Services to effectively and efficiently run your systems. If you choose to purchase hardware through Tyler, we can provide stellar support, high-quality hardware, and an abundant array of optional services.

Dedicated Support Staff

Tyler has a team of IT support personnel that is passionate about providing hardware, networking, and IT support services. When you turn to us, your needs are met by knowledgeable technicians, an experienced team, proven partnerships, and our ability to get the job done. Tyler employs Industry Certified Technicians that hold certifications including:

- Microsoft Certified System Engineer (MCSE)
- Microsoft Certified Professional (MCP)
- CompTIA A+ Certification
- CompTIA Network+ Certification
- SSPA Certified Support Professionals (CSP)

Partnerships

Tyler has acquired relationships with the top hardware distributors to allow us to provide our clients with the best products to serve your community. Because Tyler has access to multiple resources, we can provide you with a system that will fit your needs, and your budget. Tyler is Certified Partners and Certified Resellers of:

- Microsoft (ISV)
- Cisco
- IBM
- Citrix
- Dell
- HP

Implementation

Our clients can count on Tyler to provide thorough hardware implementation services for all hardware purchased through us. Tyler provides remote set-up services for all clients, and on-site services at an extra charge. We can build every aspect of the site's network infrastructure, as well as install servers, PCs, and peripheral units. Regardless of the client's IT levels of expertise, our dedicated team can help you.

Network Services

Tyler offers Network Support services that are designed to help you cover routine maintenance issues and problems that may arise on Tyler Supported Systems.

- New Employee Setup
- Troubleshooting
- Error Diagnosis

- Adding New Computer Systems
- Printer Help

Optional Services

System Management

Tyler's optional System Management services combine some of the most popular services into one package. These combined services provide the peace of mind to you and your IT staff.

- Remote Helpdesk
- Backup Assistance
- Network Protection Services
- Reduced rate for on-site assistance

With this service, Tyler maintains computers, servers, printers, and networking devices on your Incode Public Safety network. You benefit from knowledgeable and experienced technicians providing you with expert technical support and data backup assistance—all without the expense, personnel overhead, and management issues of additional IT staff.

Problem resolution is made fast and convenient by utilizing Bomgar technology to connect to your desktop, allowing us to see what you are seeing. Take advantage of real-time technical troubleshooting for many questions.

- Computer system operating system and hardware issues
- Network assessment, design, and implementation
- File and print server setup and management
- Microsoft Exchange messaging environment
- Network security
- Remote access & virtual private networking (VPN) clients
- Internet connectivity

Application Availability Services – DDRS plus Hosting

Tyler has created a disaster recovery service that not only protects our clients' data from loss during a disaster, but also includes data integrity checks, quick restoration of data processes, and remotely hosted data during an emergency. These features will help you to get back on your feet quickly, and maintain productivity during a time of chaos.

3RD Party Warranty Information

Tyler is an authorized reseller of all hardware proposed to our clients; however we do not provide warranties solely through Tyler. All warranty information can be obtained through the product manufacturer's website. Tyler does provide information on extended warranties through specific product vendors. For complete details on Tyler's warranty policy, please see Tyler's Terms and Conditions within this response.

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

Site Assessment

Your site's system requirements are contingent upon several factors. Tyler uses a point system to determine which specifications and configurations work best for your site. This document will help Tyler determine the best setup for you. For each of the following applications that your site will use, indicate your site's quantity for each application variable. Each quantity has a pre-determined point value in parentheses, which is used to tabulate your "Total Point Value" below.

RMS	# of Users	☐N/A (0). ☐1-15 (4) ☐16-30 (6) ☐31+ (10)
CAD	# of Calls for Service	☐N/A (0) ☐1-49,999 (4) ☐50,000-99,999 (6) ☐100,000+ (10)
Mobile	RMS # of Users	☐N/A (0). ☐1-15 (5) ☐16-30 (7) ☐31+ (10)
	CFS # of Calls for Service	☐N/A (0) ☐1-49,999 (5) ☐50,000-99,999 (7) ☐100,000+ (10)
	iPad # of Users	☐N/A (0). ☐1-15 (4) ☐16-30 (6) ☐31+ (10)
	TOTAL POINT VALUE	*0*

SERVER SPECIFICATIONS

For the following table, use your Total Point Value from the previous Site Assessment to determine which specifications are required for your site's business needs.

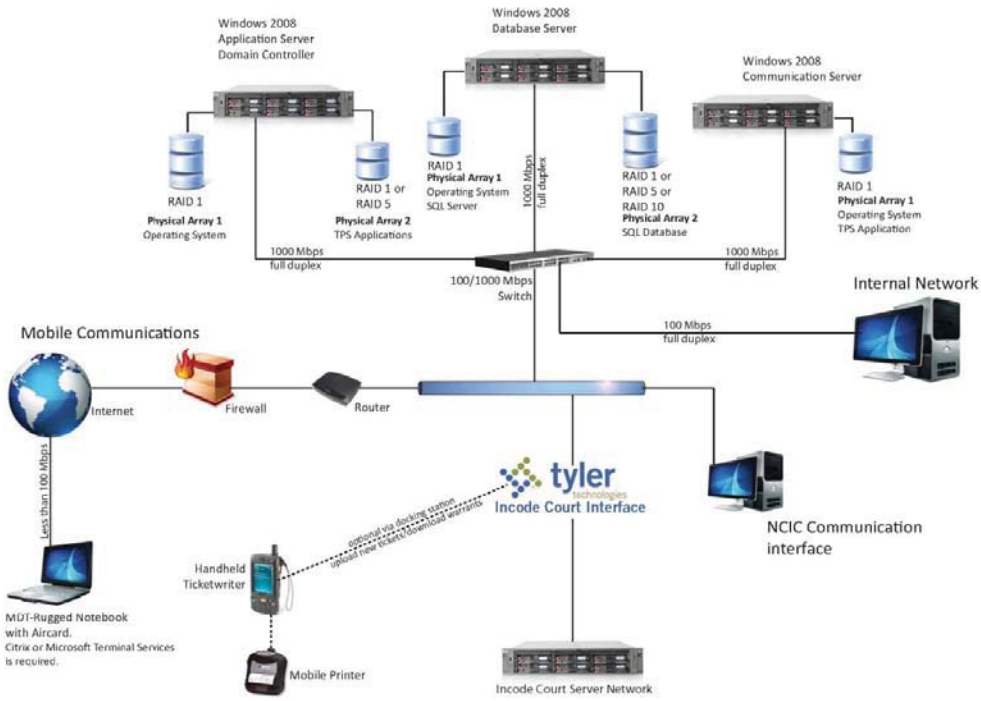
- The single server configuration is denoted as "Single."
- Multi-server configurations are broken into Application Server (AS), Database Server (DB), and Communication Server (COM) requirements.

Component	Requirement	Specifications						
		Total Point Value						
		1-8	9-18		19-30			31+
		AS[3]	AS/DB	COM	AS	DB	COM	Contact Tyler for Custom Specifications .
Processor	Xeon Quad Core (>2.0Ghz)[1]	*	*	*	*	*	*	
Memory	GB RAM	32	32	16	16	32	16	
Available Disk Space [2,4]	Bus 1	100 GB	100 GB	300 GB	100 GB	100 GB	300 GB	
	Bus 2	500 GB	500 GB		500 GB	3 TB		

1 If running in a virtual environment, four virtual cores are needed. VMWare ESXi 5.0 or greater recommended.
2 Tyler's standard maintenance plan includes an automatic backup of your database in this disk space.
3 Windows Server 2012 does not allow Active Directory services and RDP/Terminal Services to run on the same server.
4 The site may need a larger drive space for Bus 2 if it has a large amount of media files.

Tyler Public Safety Solution Diagram

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



Server Specifications

COMPONENT	REQUIREMENT	
General Server	Dedicated Server	
	MS Windows Certified Server [5,6]	
	Removable Media (for backups)	
	Gigabit Ethernet[8]	
Operating System	MS Windows 2012, 2012 R2 Standard or Enterprise	
Database Component	MS SQL 2012 Standard or Enterprise[7]	
Network Component	Domain w/ Active Directory Services	
	Internet Information Services (IIS)	
	.NET 3.5 and 4.0 Framework	
Hard Drive Arrays	For OS	SAS RAID1
	For SQL, Transaction Logs, DB files, and TPS program files	SAS RAID5 or SAS RAID10

5 Nationally recognized brand
6 Server name must be less than 15 characters long.
7 If running a dual server configuration, this is only needed on the database server.
8 If utilizing a VLAN configuration, all Public Safety servers and workstations must be in the same VLAN.

RMS/CAD Workstation

Component	Requirements
Hardware	Microsoft Windows Certified PC
Processor	Multi-Core Processor
Memory	4GB RAM [10]
Disk Space	10 GB Available Disk Space
Operating System	Windows 7 Pro, Windows 8, or 8.1[11]
Network	Gigabit Ethernet
Network Environment	Workstation is a member of the Domain[12] .NET 3.5 and 4.0 Framework
Graphics	128 Dedicated Graphics - Running 1280 x 102413

9 Nationally recognized brand
10 Tyler recommends 8+ GB RAM on CAD workstations.
11 Windows Home editions are not supported.
12 Tyler's TPS servers and workstations must authenticate with and be members of a Microsoft Active Directory network. Workgroup and peer-to-peer networks are not supported.
13 The TPS application windows are not fully visible at resolutions lower than 1280 x 1024.

Mobile RMS/CAD Workstation

Component	Requirements
Hardware	Microsoft Windows Certified PC [14]
Processor	Multi-Core Processor
Memory	4GB RAM [15]
Disk Space	10 GB Available Disk Space
Operating System	Windows 7 Pro, Windows 8, or 8.1[16]
Network	Gigabit Ethernet
Network Environment	.NET 3.5 and 4.0 Framework
Graphics	128 Dedicated Graphics - Running 1280 x 1024[17]

14 Nationally recognized brand
15 If running Mobile CAD with Mapping, Tyler recommends 8+ GB Ram
16 Windows Home editions and workgroup or peer-to-peer networks are not supported.
17 The TPS application windows are not fully visible at resolutions lower than 1280x1024.

Peripherals

Label Printer Compatibility

If you are using the TPS Inventory module, label printers are required. You can use any compatible label printer; however, if it's not listed on the Printer Compatibility Chart, you may have reduced functionality.

Printer Brand	Printer Model
Zebra	GK420T

Mobile Printers

If you are using the TPS Mobile Citation module, mobile printers are required. You can use any compatible thermal printer; however, if it's not listed on the Printer Compatibility Chart, you may have reduced functionality.

Printer Brand	Printer Model
Zebra	RW420

Bar Code Scanners

If you are using the TPS Inventory module, bar code scanners may be required. You can use any compatible bar code scanner; however, if it's not listed on the Scanner Compatibility Chart, you may have reduced functionality.

Scanner Brand	Scanner Model
Symbol	LS2208
Motorola	MC219Z-GL4H24EOW RFID

Media Scanners

If you are using the TPS RMS module, media scanners may be required. You can use any compatible media scanner; however, if it's not listed on the Scanner Compatibility Chart, you may have reduced functionality.

Scanner Brand	Scanner Model
E-Seek	M250 M260

Web Cams

If you are using the TPS RMS module, a mug shot camera may be required. You can use any compatible web camera; however, if it's not listed on the Printer Compatibility Chart, you may have reduced functionality.

Camera Brand	Camera Model
Microsoft	LifeCam (Q2F-00001)
Logitech	BCC950 (Conference Cam)

Internet Connectivity

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

VPN Options

For all mobile units, the Netmotion VPN solution is recommended. The Netmotion server must be available on UDP port 5008 (Mobility's default port) to the Netmotion clients. If clients exist on the

corporate network as well as externally, UDP port 5008 must be available through both firewalls to each Netmotion server. This requires special configuration of your router, which must be working properly before Tyler can complete the Netmotion setup. Router and firewall configuration is the client's responsibility.

Mobile Connectivity

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

GPS

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

Vehicle Installation

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

Mapping

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

Basic

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

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

Advanced

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

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

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

Before Installation

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

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

Additional

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

Display

- Workstations need a screen resolution of 1280 x 1024 or greater.
- Mobile workstations need a screen resolution of 1024 x 768 or greater.
- Dispatch workstations need at least three monitors with appropriate graphics card to function correctly.

Remote Workstations

Any workstations accessing the server with less than a wired 100 mbps full-duplex connection require a remote access solution such as Citrix XenApp or Microsoft Remote Desktop Services.
For best results, remote workstations should run Citrix or Remote Desktop Services over a permanent VPN tunnel. Remote Desktop Services requires a Private Domain or Public SSL certificate to run Remote App service. This cert should be set up by the customer and available for use on the COM server.

Court Interface

If your PD and Court software are not on the same server, provide a secure and permanent connection for both servers in order to transfer data from PD to Court through web services. Communication will be made via port 80.
The customer is responsible for ensuring the PD and Court server can communicate via DNS and IP address across the network. This might include, but is not limited to, setting up and verifying subnet routing and VPN connections. If Court and PD are not on the same network, Tyler Technologies recommends setting up a site-to-site VPN between the sites' routers.

Court LETS/NCIC

If your LETS or NCIC connection is not using the same server as Tyler Public Safety software, then the customer must provide a secure and permanent connection between the PD server and Comsys Server. The customer is responsible for ensuring the connection between the PD and State LETS systems.

E911

The 911 service must be set up and configured by the customer's 911 provider, (e.g., AT&T). The customer must then provide a RS323 connection between the 911 device and Tyler's PD server. If these devices are not physically located in close proximity to each other, the customer must ensure that the communication is working. This may include, but is not limited to, running the cable and providing signal boosters for the service to function properly.

Microsoft Office

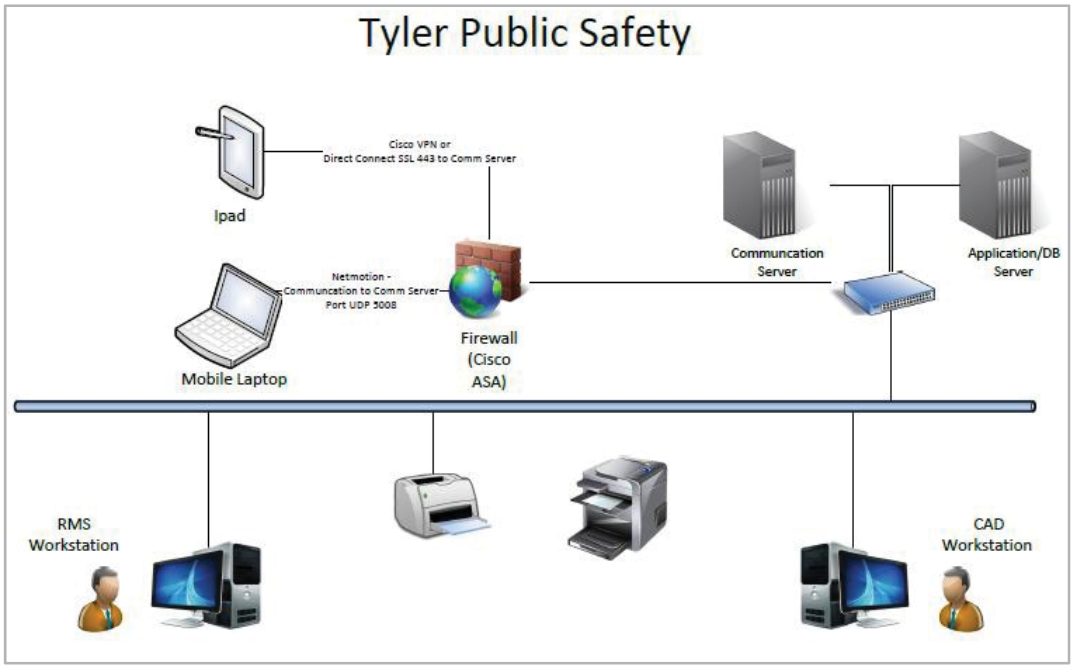
Tyler Public Safety software does interface with Microsoft Office products, such as MS Word. Microsoft Office 2010 and above is recommended and must be installed as a 32-bit software. The Microsoft Office suite must be a full installation onto the PC; Click-to-Run and online versions are not supported by Tyler Public Safety software.

iPad System Requirements

iPad Requirements

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

iPad Configuration Diagram



iPad Hardware Requirements

COMPONENT	REQUIREMENT
General PC	iPad 3 or higher (3G/4G/LTE enabled)[18]
Comm Server or Web Server	Must be accessible from the Internet (outside the PD Network via SSL)
MDM (Mobile Device Management Software)	In order to comply with CJIS Standards set by the FBI, any site accessing CJIS / LETS / NCIC data on their network must employ an MDM solution for all tablet devices (including Android, iPad, and ARM based Windows or Linux tablets) and the MDM must meet specific criteria laid out in CJIS Security Policy version 5.3. Tyler has partnered with IBM and their MaaS360 solution to provide MDM to our clients with no need of extra hardware on the client side. MDM is a CJIS Security Policy Version 5.3 requirement for iPad usage connected to a CJI network. The MDM licenses will be sold to the clients with a 5 license minimum initial order, but can then be purchased on an equivalency basis. 5 is the minimum but if they need 7, they can buy exactly 7. If they purchase 7 and then later need to add 2 more, they will again have to purchase a minimum of 5 in order to add the extra 2 so forethought and planning will be important.
Optional	Bluetooth Keyboard
	Protective Case
	Mounts

[18] The iPad 3 (or higher) device must have 3G/4G/LTE. It cannot have Wi-Fi only since the application takes advantage of GPS receivers built into the iPad.

iPad Software Requirements

COMPONENT	REQUIREMENT
TPS Public Safety Suite: Release 2013.1 or higher	iPad deployment requires that clients be running the latest version of the TPS product suite, Release 2013.1 or higher.
TPS CAD Mapping	The TPS mapping solution, which can be offered as a site license, is required for the iPad application.
TPS Mobile CAD Client and Mobile AVL Client	Mobile CAD licenses are transferable between devices and platforms. The iPad requires both Mapping and AVL; AVL is necessary to track units on the iPad application.
Business Class Internet	Needed to provide a static IP for the Comm/Web
SSL Certificate	Secure Sockets Layer Certificate is purchased by Tyler every year, which includes support server-side software maintenance, purchase of the SSL Certificate to encrypt data between the iPad and server, delivery of new builds, and Subdomain Management.
Sub-domain	Unique web address with DNS settings
LETS	According to CJIS Security Policy version 5.3, any ARM-based device attaching to a network with CJI access must employ a Mobile Device Management (MDM) solution meeting the criteria of CJIS Security Policy version 5.3. In the CJIS Security Policy version 5.3, any ARM-based device attaching to a network with CJI access must employ an MDM solution that meets at least 2 out of 8 specific criteria. When an approved MDM is used, the need for Advanced Authentication on such devices is mitigated. NOTE: Each state may enforce stricter requirements for running any device, and each state's Information Security Officer should be contacted to determine the requirements for that state. The recommended MDM solution Tyler supports is MaaS360 by Fiberlink.

RMS Access[19]	There is not a separate iPad RMS application. Tyler can recommend any one of the following options listed below for users who may want to access RMS via the iPad. Please note that the options below are 3rd party optional tools. It is the client's responsibility to both set up and support any option that may be chosen. Microsoft Remote Desktop: RD Client app -- Free app from the App Store for accessing Remote Desktop Session (Terminal Services) and using RMS. X2: Free app from the App Store for accessing Remote Desktop Session and using RMS. Jump: $15 app that allows Remote Desktop access and can be set to automatically open RMS to the login screen, and disallow the user from utilizing any other program. Windows 2008 RDS (Formerly Terminal Services) Citrix: Requires Citrix server software and license, but utilizes the free Citrix Receiver app on the App Store

[19] Tyler will not support any of these applications, these are just suggested and tested products.

To Accommodate the Use of the TPS iPad App:

The Enterprise Developer Account is required as Tyler will not be putting our app on the App store. An Enterprise account will permit clients to obtain distribution profiles one time, which are good for one full year. Enterprise accounts permit clients to switch out the devices easily vs having to manually add/delete new devices. To register, go to: https://developer.apple.com/programs/ios/enterprise/.

- Enterprise Account cost is $299 per year. Clients are required to budget $299 per year to maintain.
- Clients are required to have this in place prior to iPad deployment (the process may take several weeks to complete).
- Process: https://developer.apple.com/programs/ios/enterprise/
  - Tyler needs to have a Dunn & Bradstreet number. Governments shouldn't have to have this number.
- Apple should be able to tell you what you need
  - Fill out the application - You will need to walk through the steps on-line.
  - You will be asked to provide contact information, then verify verbally.
  - When you talk to Apple, you will be asked how you plan to use it.
  - Clients should respond that "an App is being developed for our use, and we will be giving access to our vendor to use our profile." NOTE: Enterprise is really for in-house development, but you can specify that contractors can be used to do the development. You, the client, are not doing your own development; instead, your vendor is developing an app and you are giving access to your vendor.
- Once you create and are approved with an Enterprise account:
  - Notify Tyler that this is approved.
  - Add Tyler as a developer on your account.
- Tyler will download that account and it will be good for the next 12 months.

The Agency then should contact Tyler to have an access URL (https://exampleagency.com/ipad) set up specifically for the iPad connect as well as a FIPS 140-2 compliant SSL Certificate created and installed on the Communication server.

NOTE: This requires a static, public IP address for the server with Port 806 open for secure connection. If the agency is not using a VPN connection, an exception for iPads to connect via port 806 must be made or a third party solution is necessary to allow access through the firewall. Do not confuse the Enterprise Developer account ($299/year) with an available Developer account ($99/year). Tyler and Apple require the Enterprise Developer account.

Recommended Backup Procedures

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

Rotating Tapes

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

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

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

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

Backing up Your SQL Database

For customers who use Microsoft SQL for the TPS database, there are additional backup requirements for your TPS software. In addition to backing up the \DATA folder (and others mentioned previously), you must also back up your Microsoft SQL databases. For TPS, the default databases should consist of Tyler_Configuration, PSData, PSLogs, PSCOMMON, LETS, and CommSys. There are a few different methods for backing up your SQL database.

- SQL Backup Function: The Microsoft SQL Server 2008 R2 Management Studio has built-in backup tools that can cause SQL to dump the TPS database to a backup file in the SQL default backup folder while the SQL services are running. This location is:

  C:\Program Files\Microsoft SQL Server\MSSQL\Backup\

  NOTE: The Microsoft SQL Server installation path may vary slightly per installation.
  Third-Party Backup Agent: This method requires that you have some sort of third-party backup program (e.g., Symantec Backup Exec, Brightstor ARC Serve, etc.) which uses a SQL backup agent. These special backup agents allow the Microsoft SQL databases to be backed up while they are online.

Script: You can create a script which stops the Microsoft SQL Server service before a normal tape backup and restarts it after the tape backup is complete. This allows you to back up the *.mdf and *.ldf files (the database and transaction log, respectively) in:

C:\Program Files\Microsoft SQL Server\MSSQL\data directory

NOTE: The Microsoft SQL Server installation path may vary slightly per installation.

If you choose this route, Tyler can assist you with creating this script at the time of the TPS software installation.

Other Directories

For TPS, you need to backup C:\program files\Tyler Technologies. As we add features and functionality to our software, the number and size of the applications and run times needed to run our applications will continue to grow.

Watching for Signs of Failure

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

Accepting Responsibility

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

The Brazos Solution

The Brazos eCitation solution is built on an enterprise framework called the Mobile Application Environment Tool Kit (MaeKIT), which allows any Windows- or Android-based device, and soon IOS devices as well, to communicate directly with any industry-standard database without the need for a dedicated intermediary server or workstation. The primary platform is entirely web-based, the devices transfer data using industry-standard XML, and all data are secured through multiple layers of access control, encryption, and compression. Brazos was built entirely without programming using MaeKIT. Because of MaeKIT, Brazos can almost identically match the look, feel, and practice of each of our customer's existing citation systems.

Brazos provides officers with the tools to create citations via handhelds or laptops, run state/NCIC returns wirelessly using the Brazos Message Switch or the agency's existing message switch, and update citation information real-time or batch. The Brazos solution is so flexible that we set up the environment however the customer wants it—run on a local server or hosted by Tyler.

Also, because MaeKIT was built as a framework to rapidly extend database functionality to handheld devices and laptops, it excels at interfacing with legacy systems. Therefore, interfacing with existing

systems, and even in-house developed database applications for that matter, is exactly what MaeKIT was designed to do. In addition, with MaeKIT our customers can leverage their investments in handheld/portable devices across many functions. There is no limit to what can be extended to the existing devices with MaeKIT. Citizen Relationship Management (CRM), Code Enforcement, Animal Control, City/County/State services, work orders, vehicle management, equipment checkout, and asset management tracking are just a few of the additional tasks that can be quickly designed and deployed to the existing force of handheld devices using the MaeKIT platform.

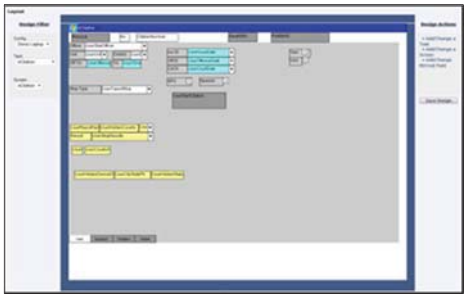
Flexibility is the hallmark of Brazos. As you look at the actual screens of a device configured for electronic citation, it becomes difficult to differentiate one vendor's offering from another's. The one thing to keep in mind about Brazos that is different from others is that the Brazos is operating on the device without any function-specific programming code. Almost every other vendor has written the solution as a program that runs on the device with the specific purpose of performing that function, essentially limiting the device to that function. This is not so with Brazos. The Brazos device is running a configuration interpreter that can interpret any configuration – it was neither designed nor specifically programmed to do anything other than interpret the configuration designed for it via BuildIT. That means that the same device running the same Brazos software can be put to work to do just about anything – all developed using the web-based BuildIT and simply picked up by the device whenever it synchronizes. That is a powerful paradigm offering unlimited flexibility.

Screen Layout and Design

BuildIT offers a state-of-the-art drag and drop design interface for managing the configuration of devices. This drag and drop interface is completely web-based and operates via any standard browser without having to install or manage client software. The designer shows a life-like view of the target device and allows you to drag and drop fields wherever you want them on the screen. You can resize, hide/show, and move fields from tab to tab. Then the next time the units in the field synchronize, all changes will be downloaded – it is that flexible and that easy.

The figures to the right show screen captures from the BuildIT design interface. The figures look like real handheld devices and laptops running the Brazos software, but they are actually a design screen from BuildIT. The physical devices would look exactly the same way – that's how true to reality the designer is. The Brazos designer is unparalleled in the industry.

Different devices can be configured to do different functions – they don't all have to have the same capability loaded. Not only that, but MaeKIT allows our customers the flexibility to match the best device with the best function as they move forward. As customers come up with more and more functions to be performed on the handheld devices and laptops, MaeKIT will be there to support each and every one.



Brazos supports any Microsoft or Android operating system. Therefore, what runs on a Motorola also runs on an Intermec, smartphone, and a laptop/MDC, for example. This allows additional flexibility in current and future hardware choices. Customers are not locked into one configuration of hardware. As a matter of fact, many different manufacturers and configurations can be running simultaneously.

MAEKIT APPLIED TO ECITATION

The Brazos eCitation solution provides customers with the most technically advanced and proven system in the marketplace today. Using the unparalleled flexibility of MaeKIT, Brazos will be 100% tailored to the meet the needs of each customer. Every aspect of the project (tasks, screens, print jobs, business rules, fields, etc.) is laid out exactly to your requirements and workflow. Citations are written on either laptops or handheld devices, uploaded to a central server, and further processed for integration in the RMS and court systems according to the workflow process defined by the customer. The information that resides on the central eCitation server is provided for reporting and analytical purposes.

With Brazos, all of a customer's departments can have separate configurations, log-ins, and business rules (on our hosted system or a local installation) while retaining all of the electronic import capabilities and data sharing that the customer wants.

All of this flexibility facilitates growth and expansion as the customer moves forward through future implementation phases. With MaeKIT, we can extend nearly any application to the mobile environment and easily disseminate it out to the devices, and each department can operate as connected or autonomously from one another as the customer wishes.

FUNCTIONALITY

Brazos includes:

- eCitation
- eParking Enforcement
- Warnings
- Activity Reports

Additional add-on features include:

- eCrash/Accident Reporting
- Crash Diagramming
- Field Interviews
- Animal Control
- Building Code
- Fire Code
- Fare Enforcement
- Criminal Trespass Warnings
- Biometric Software
- Vehicle Inventory Forms
- Equipment Check-In/Check-out
- Zoning
- Text-to-Speech
- And more

Brazos not only provides our customers with a fully functional electronic citation system that can connect to existing legacy systems, but they get a platform from which they can manage all of their handheld and laptop mobile devices. They can change the look and feel of the screens using our leading edge web-based designer, add new users, add new devices, change the way any of the printouts look, change the legal language that prints, change user access levels, update court information, update offense information, import, export, run reports, and set up jobs to run on a

timed basis – all from our web-based design and management platform that we call **BuildIT**. Because of this, Brazos can almost identically match the look, feel, and practice of each customer's existing citation systems. Our solution is extremely easy to use and understand!

Following are descriptions of some of our frequently used modules:

eCitation

Brazos provides the most technically advanced mobile electronic citation solution on the market today. All of our solutions are built on an extremely powerful architecture (MaeKIT) that provides complete flexibility for our customers with no required changes to existing IT infrastructure.

Instead of the officer hand-writing citations and then having that information re-entered into the RMS and/or court systems, the officer enters the information on an electronic device, and the citation information is automatically uploaded into whatever system the agency defines. Brazos allows for the entry of citation data through a number of different methods including swiping of the mag stripe on a DL, scanning VIN barcodes, scanning registration stickers, QWERTY keyboard, touch-screen, video, audio, photo, and fingerprint capture. All of the rules surrounding the data entry, editing, reporting, and printing are defined and controlled by each agency via BuildIT.

eParking Enforcement

The Brazos solution includes a fully-functional parking enforcement module which allows officers/parking attendants to create parking citations on laptops/tablets and/or handheld devices, print them via wireless or Bluetooth communications to a mobile printer, and then upload them to the eCitation server (be it hosted by Tyler or installed locally at the customer site). The tickets will then be processed according to the workflow defined by the customer for integration in the RMS and court systems (as required by the customer). The information that resides on the central server is provided for reporting and analytical purposes.

eCrash/Accident Reporting

The Brazos solution offers an eCrash/Accident Reporting module that is also designed for handheld devices and laptops and allows officers to complete accident reports electronically in the field and realize the same benefits as from eCitation – improved accuracy, efficiency, and productivity. As with all other aspects of the Brazos solution, the fields, screens, layouts, security, workflow, etc., are all defined and controlled by the agencies via BuildIT.

Tyler currently has customers in the states of Texas, Nevada, California, Arizona, and are running a pilot for a customer in Colorado with our eCrash module.

We also provide a web-based form for new report creation or report modification that can be used on any laptop (including MDCs) that is connected to the internet. Our extremely comprehensive reporting engine allows our customers to run various statistical reports including ESRI-compliant shape files for importing into an existing ArcView system.

Once the reports are collected, Brazos provides the complete workflow process for approvals, denials, submissions to the state, report modifications and superseding reports, redaction, and the reselling of reports on-line.

Field Interviews

Brazos' Field Investigations (FI) module allows a Field Investigator to quickly and effectively document an investigatory contact of a suspicious person or persons and/or a suspicious vehicle. This task is also occasionally referred to as a Field Investigation Task due to its flexibility. The FI module

incorporates common functionality from the eCitation module giving the Field Investigator the ability to scan a Driver's License or State-issued ID card, take a photograph or video, record notes, etc. NCIC queries and Biometrics (e.g., fingerprint capture) may also be incorporated into this task. This task, as well as all other modules within Brazos, is fully customized to fit the specific needs of the agency. The types of data to be collected, the business rules associated with each of the types (required/not-required, choose from specific values in a drop down, etc.), and the back-end processing and workflow are all defined by the agency.

Once complete and synced to the server, the Field Investigations record is easily searchable through our web-based front-end. The data may also be electronically imported into an RMS system.

Brazos also allows the Field Investigators to create barcodes and print them on labels for use in the field. The barcodes are generated based on the specific rules defined and controlled by the customer in BuildIT and transmitted to a mobile printer via Bluetooth connection.

The Brazos FI Module can also be used for Pedestrian Stops. Any agency who uses the Brazos software with the Pedestrian Stops/FI module will be moved toward compliance with the State of Illinois' requirement.

Brazos Message Switch

Brazos has a message switch that can be used to run real-time NCIC returns. The returns can be used to automatically populate the citation screens and can be configured to send an on-screen notification to the officer when information is returned.

We can also interface with an existing message switch.

Brazos Biometric Software

As stated previously, Brazos has several add-on functions already available, and there is no limit to what can be extended to the existing devices with MaeKIT (beyond what is offered with Brazos). One of these add-on functions is biometric fingerprint capabilities. With the Brazos Biometric Software, the handheld device can be used to collect fingerprints via an attachable biometric fingerprint reader. The system will then attach the fingerprint data to a citation. We have already implemented a full Mobile AFIS solution for the City of Nashville, TN.

The Motorola Mobile AFIS (available for the Motorola MC75A handheld device) re-defines the standard for mobile biometric identification with simultaneous FIPS 201 certified fingerprint sensor, ISO compliant contact card reader/writer and contactless contact card reader/writer as well as phone with push-to-talk capabilities, integrated 1D/2D barcode scanners, integrated GPS, and up to 256 MB RAM to support multiple applications on one device.

Fare Enforcement

Fare enforcement officials can scan RFIDs or barcodes on toll cards to determine whether the rider has the necessary fare. They can also complete Security Incident Reports on any mobile device running the Brazos Fare Enforcement module. With Brazos, the agency will be able to maintain a list of "frequent offenders" that will provide a notification to the Fare Enforcement Officer. Ease of use allows a Fare Enforcement Officer to quickly capture required information and issue a citation or warning in a minimal amount of time. Bus/Train routes can be maintained dynamically. Agencies can also easily identify other property such as bus/train stops or pass kiosks.

Use of GIS Data for Street Names

All street information can be imported into the Brazos solution via GIS shapefiles, flat files, and/or XML files created by another system. Once imported into the Brazos system, these records are downloaded to the ticket writers and available on the device in a drop-down format, and we retain the relational information provided by the GIS system. For example, if the officer selects one street, the cross street dropdown is filtered to only those streets that intersect the selected street. One of the most overlooked aspects of the eCitation/eCrash system is capturing accurate location information that can be geo-coded on the back-end for reporting purposes.

As with all fields in our system, we also allow the agencies to define which fields the officers can over-ride and enter data manually. Please note, if an officer enters a street manually into the ticket writer, it will NOT be automatically added to the master street list. All additions/changes/ deletions from the master lists are performed by either the administrator manually or during the import process for that information.

System Security

Tyler's authentication model is based on Windows/Active Directory Authentication. Tyler does not have a login, rather, the Windows user logged into the workstation/server is used to determine access to Tyler. By doing this, Tyler utilizes the State's password standards and does not require the user to maintain separate user ID and password information. If a user does not have access to the State's network, the user cannot access Tyler. Within Tyler, administrators have numerous options when assigning access to users. Users may be given read-only access to programs, access to programs with limited functionality, or full access to programs. Audits are utilized to track all changes to cases (the user that made the change, when the change was made, and what was changed). All Internet traffic, via web services, uses Microsoft Web Services Enhancements 3.0 to encrypt and secure all data.

Tyler offers a variety of system security options.

- Form Based – the user must specify login credentials each time the software is executed
- Domain Based – user information is pulled from the Windows Domain and checked against the database
- Mixed Mode – user information is first pulled from the Windows Domain and checked; on failure of these credentials, the user is able enter the credentials by hand
- Active Directory – user information is pulled from the Windows Domain and queried against the Active Directory structure
- Single Machine – a single machine can be excluded from the above modes or set to one of the above modes exclusively

Role based security features are utilized within the application itself. An unlimited number of roles may be created with applicable security defined for each role and assigned to individual users. Full audit tracking capabilities include system logging of information such as date, time, user, program name, and system message for each entry. Other security options available in a number of Tyler modules include fund, department, record, tab, and field.

Data Security

The Brazos Solution has a number of features that ensure that data are never lost, either from the device to the eCitation server or from the eCitation server to the receiving system(s).

On the Device

Once an officer saves a record (citation, FI, or any other record), that information is backed up to a non-volatile area on each proposed device. That non-volatile area contains all information that has been saved along with the files needed to re-install the application. This means that not only are the data secure, but also that once power is reapplied to the device, the application will reload automatically without the need for IT intervention. We have never lost a record that was saved on the device. One of our customers left a ticket writer on the roof of a patrol car and lost the device in a field. They didn't find the ticket writer for two months (during the rainiest season on record for the Dallas area). When the ticket writer was found by a maintenance worker, it was cleaned off and placed in the cradle. After the device was recharged, the software automatically reloaded, and five tickets were pushed off of that device.

In Transit

When the data are synced, there are two layers of technology that will ensure proper delivery. The Brazos Solution will provide the first safeguard for the information. The Brazos Solution works on a request/confirm model where all information is sent, validated, and confirmed before a transmission is considered complete. ALL data transmissions receive a valid and authenticated confirmation message before the information is removed from the mobile device. This method guarantees that all information is received and complete, even if a connection is lost during the sync process. We have never lost a record in transit from any mobile device back to the eCitation server.

On the Server

The Brazos eCitation server serves as a middleware product for electronically moving information from the mobile devices to the receiving system(s). It also serves as a robust reporting mechanism for any record captured from the mobile device. As such, the only mission-critical disaster recovery needs for this box are the continued processing of records not yet sent to the receiving system(s) and the continued process of citations that are being written on the street.

Once confirmation of the successful receipt of a record from the receiving system(s) is received by the eCitation server, the Brazos Solution can mark any and all records with the current status and the date that status was received. The Brazos Solution also allows the State to re-download any citation record that was rejected after modifications are made to resolve the conflict. While this is a 'soft' safeguard to pushing the information to the other system(s), it is important to note that the State will have a complete system to resolve issues and resubmit records to any and all system(s).

With both the layers discussed above to guarantee data delivery, any outage of the eCitation server would not cause a data loss situation. In the case of the eCitation server being unavailable, the records will remain either on the device or in the queue to be processed when the server comes back on-line.

Automated Battery Recovery™

Another critical aspect of a successful backup and recovery plan which warrants discussion is battery backup on the handheld devices. Automated Battery Recovery is a feature that cannot be fully appreciated until you experience it. We were recently talking to a client who had purchased a competing product for electronic citation. When one of those units' batteries died, the client proceeded to spend over 40 hours (over a period of days) on the phone with the company trying to resurrect the dead unit.

The fact is, when the battery dies on a handheld unit, so does all of the data and programs that have ever been loaded on it. Upon restoration of the battery, the unit will revert to the original factory-shipped state. Brazos' Automated Battery Recovery (ABR) is unique within the industry and, unfortunately, not highly valued except by those who have experienced battery loss. Battery loss is inevitable when deploying and using handheld devices. Therefore how and if the device recovers from loss of battery is critical. Brazos' ABR is as simple as inserting a charged battery. Upon battery restoration, ABR kicks in, and the unit completely reinstalls all Brazos software and recovers all data as of the last time the software was cleanly exited. There are no phone calls needed, no software to reinstall, and no lost data. This feature is huge when you consider the fact that these handheld devices are not like PCs – they don't have hard drives. When the battery goes, so does all of the installed software and data. A strong recovery strategy is essential, and Brazos' ABR fills that need.

Tyler Implementation

Tyler's implementation process demonstrates our long-term commitment to our public sector clients. Our implementation process is a project roadmap that takes you from software installation up to the daily, normal use of the new software system. Tyler's goal is to provide the best software, services and support to you, our clients. Your organization benefits from the fact that we perform our own implementations and know our software better than anyone. As a Tyler client, you receive guidance throughout implementation from experienced Tyler professionals who have implemented Tyler products in more than 8,000 public sector implementation projects.

Proven Approach

Tyler utilizes a proven stage-driven implementation approach. An approach of this nature is preferable because it allows for ongoing validation of system decisions throughout the project as improved knowledge is learned and shared during each stage. The stages build on one another, allowing the project to progress with the goal of delivering a refined and mature solution which meets your policies and procedures, while taking into account best practices recognized in the industry. Moreover, this approach ensures that process-specific details are mastered prior to moving to each subsequent stage. A formalized sign off process, defined by major objectives, deliverables and outcomes, is the key to a successful implementation.

Methodology

Tyler's methodology is straightforward and based on three vital foundations: industry experience, expert resources, and a globally-recognized project management approach. We combine our in-house expertise in successful implementations and integrate it with the principles of the Project Management Institute® (PMI), a globally recognized organization dedicated to the project management profession.

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 deliver a tested and proven approach to every project. We have integrated industry tools and technologies from PMI with Tyler's implementation experience, to yield a proven approach that is tailored specifically to the public sector. Our project managers are trained to maintain the professional standards of PMI.

Tyler's trained personnel perform and guide all aspects of an implementation. 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.

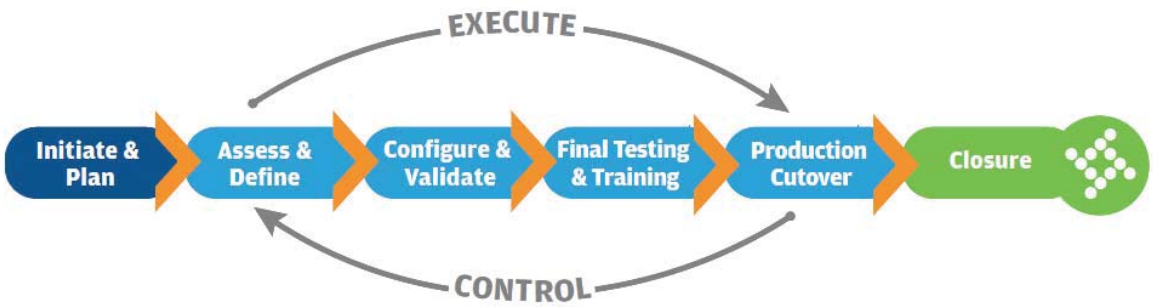
Our implementation process also emphasizes the importance of cultural change management. This is how we guide you through the changes that accompany implementation of a new software system and help to ensure a smooth transition. Our implementation staff is experienced in analyzing policies, procedures, and organizational needs. The proof of our approach is in the outcome — a successful implementation.

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

Tyler takes pride in our implementation process and deliverables. We focus on you and setting you up for success. Our product experts strive to gain understanding of your needs and current business practices, while recommending best practices to best leverage your new technology. Our implementation process positions you to successfully utilize Tyler products at go-live and to consume the new technology developments delivered through our software releases and upgrades.

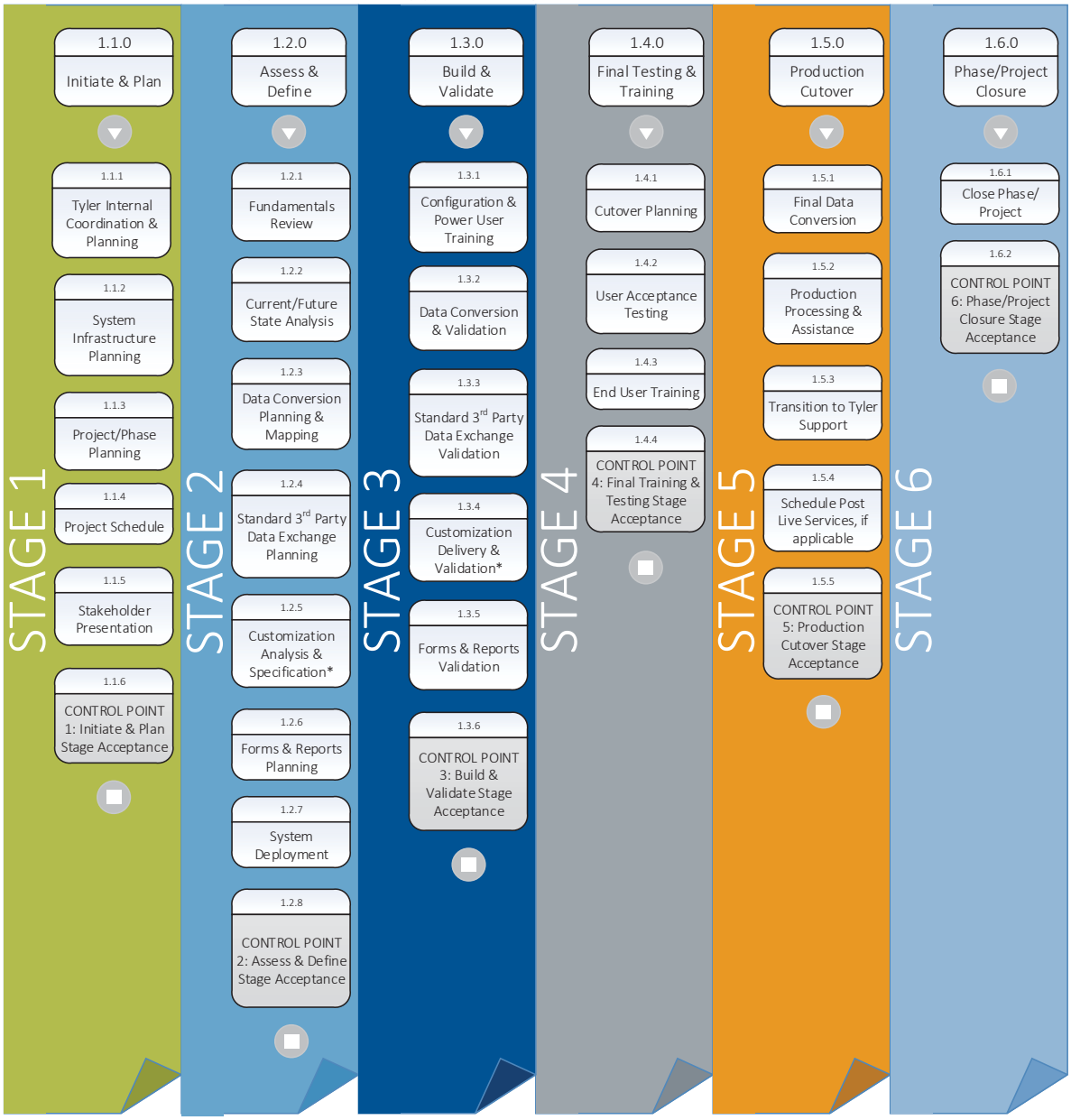
Implementation Methodology Overview

The Tyler approach, built upon PMI process groups and our industry expertise, is depicted on the following high-level illustration.



Work Breakdown Structure

PMI utilizes a Work Breakdown Structure, or WBS, to depict overall project work. Tyler uses this key PMI tool to show our implementation approach in greater detail.



* - If included in project scope

Stage 1: Initiate & Plan

This stage of the implementation process commences once a contract has been signed. The project starts with the implementation team comprised of your executive sponsor, project leader and the Tyler project manager, who work together to define project expectations and establish a baseline project plan and schedule. During the Initiation stage, the Tyler team leads discussions with you to begin system infrastructure planning, outline goals and timelines, and finalize processes for the implementation of all products in the scope of the project.

As part of the Planning step of this stage, project stakeholders within your organization are identified. These stakeholders monitor the overall project and are essential to a successful implementation. They ensure that the project is aligned with your larger goals. This group, in conjunction with Tyler's project manager, is responsible for monitoring the project and providing formal acceptance of each stage. Once stakeholders are determined, functional leaders are chosen for the project to provide expertise on your business processes. Implementation Management Plans are provided to all, which outline the management of scope, schedule, quality/testing, resources, communication, upgrades and risk. These plans may be updated in cooperation with the project team.

The Planning and Initiation stage concludes with a high-level project schedule Stakeholder Presentation to all of your key project stakeholders.

Stage 2: Assess & Define

The Assess and Define stage starts with a fundamental review to provide your project team with a preliminary knowledge transfer of how the system functions. The goal of this stage is to examine and analyze your unique business needs and to translate the findings into a system design plan as an output. Tyler's consultants and your subject matter experts perform a Current/Future State Analysis of your current and required future business processes. The system design plan addresses key business drivers, which ensures that all requirements for a successful implementation are presented and accepted. Additional outputs of this stage consist of a plan addressing and identifying data conversions, standard data exchanges to third party systems, and forms and reports.

The Assess and Define stage concludes with a formal acceptance of the defined deliverables and project outcomes.

Stage 3: Build & Validate

After the system is built, your internal team will work with the Tyler team to establish and validate the system configuration and complete due diligence for systems readiness during the Build & Validate stage. Your project staff validate the system design, converted data, standard third party data exchanges, forms and reports. A strategic component of this stage ensures the key individuals are trained and enabled for self-sufficient system operations.

Once trained, validation and testing procedures commence in an iterative fashion for data conversions, third party data exchanges, employee and citizen-facing forms, and key stakeholder reports.

This stage is considered completed when the primary/key users have reviewed the system configuration to ensure that they are in alignment with the business processes, goals and objectives of the project.

Stage 4: Final Testing & Training

The Final Testing & Training stage is designed to facilitate maximum knowledge transfer. Together with the Tyler project manager and implementation consultants, we will develop a cutover plan which will detail the critical items that need to be completed in order to go live, such as: final trainings, interface testing and validation, conversion cutover schedule and timing, User Acceptance Testing (UAT) and the training schedule to roll-out the system

Prior to end-user training, your users will follow detailed test scripts through a UAT process to ensure proper validation of the system is performed. UAT ensures that all data and configuration needs have been met and that the software is ready for day-to-day business processing.

This stage concludes with final training for your end users and formal approval of the system's readiness to support your business processes prior to moving forward to go-live.

Stage 5: Production Cutover

The vital stage of Production Cutover is comprised of production and post production support. Final data conversion is completed as necessary. All the prior training and planning now culminates as your organization is self-sufficient within the new Tyler environment. Now you are operating in the production environment with the support of the Tyler project team. If required or planned upon during the initial stages, post-live education and training is implemented.

The phase closes with a transition to the product support team.

Stage 6: Phase/Project Closure

The final stage of implementation, Phase/Project Closure, is to bring a formal closure to the project phases, or to the whole Tyler implementation if no additional phases are required. Through a formal project close-out meeting and acceptance from stakeholders, both teams formalize the completion of a successful Tyler implementation. The deliverables completed through the project close-out meeting may include such topics as lessons learned, a review of accomplishments and final acceptance of the project work completed.

Project Risks and Mitigation

As with any major project, there are risks both large and small inherent to implementing a new software system. That is why you need experts to guide you through the process from start to finish. Tyler has been delivering software solutions to the public sector since 1966. Our vast experience and adherence to the industry-leading Project Management Institute (PMI) approach to project management give Tyler the knowledge to measure risk and to implement procedures which mitigate and minimize risk to our clients.

During the planning stage of the project potential risks and mitigation techniques are discussed to limit impact in a successful project. The largest project risks inherent with a software implementation of this size are in the adoption of change and the follow through on meeting your stated goals. In every project, there are people and departments that are resistant to the change needed to fully utilize a new system. It is important that these individuals and groups be identified early in the project, and a communication and coaching plan be put in place to minimize their impact on the project and the intended results. Stakeholders can assist by communicating management's commitment to the project, establishing clear internal expectations for the staff, supporting change management efforts, enforcing changed business practices and holding resources accountable for completion of tasks necessary for project deadlines. Implementing a new software solution is a commitment that requires full buy-in from all levels and properly allocated resources for both time and effort. Ensuring that tasks are monitored and prioritized accordingly helps ensure a successful, on-time project completion.

The best way to minimize any risk and maximize the benefits of a Tyler implementation is to communicate and document decisions as thoroughly as possible during the planning stage of the project.

A Risk Management Plan, Communication Management Plan, Change Management Plan, and Risk Register will all be part of the overall Project Plan. These documents will provide a list of the potential project risks, identify ways to mitigate the risk that each brings and describe what to do in the case of a risk impacting the project and how to compensate for that change. Communication and planning can help to prepare for risks and minimize the impact they have on the overall implementation.

Organizational Change Management

Public sector organizations of all sizes find it challenging to adopt new approaches and processes even when given the opportunity to do so through the implementation of a new software system. To realize the benefits our software can provide to our clients, it is necessary to adopt business practices and approaches that leverage the features and tools provided by Tyler. It is only through enterprise-wide adoption of new technology, processes and business practices, that the biggest improvements to key areas such as efficiency, data access and cost savings are realized as an organization. Organizational change management practices and principals are designed to help our clients through the change process, achieving a higher level of adoption and reaping the benefits of changes required by the implementation of a new software system.

Tyler's Project Managers are trained in change management and assist during the implementation process with the human side of change. Effective communication is one of the core components of change management: identifying who to communicate with, the proper communication methods and determining the timing, tone and content of the messaging. A communication plan encompassing these critical decisions will be updated during the planning stage of the project by both project teams. Tyler believes that for your project to be successful, change management must be sponsored from top down in your organization, because it requires a high level of adoption of desired changes. In addition, leveraging our extensive past experience, our project team will do everything possible to advise you in this process throughout implementation.

As a company, we embrace the following principles and utilize each in an effort to mitigate potential change management issues:

- Start to Finish: Change management must begin early on, and extend through and beyond the transition to the new system. Creating ownership early on is absolutely essential to a successful implementation.
- Integrated and Holistic Approach: Change management strategies must be integrated into overall project management and not treated as a separate and distinct effort. Additionally, since most agencies are experiencing multiple changes at any given time during the project, change strategies and efforts should be managed in a holistic way.
- Collaborate and Leverage Strengths, Experience: Working collaboratively with you ensures that the implementation process leverages internal capabilities, organizational knowledge and relationships, as well as Tyler's experience and expertise in navigating change. Moreover, collaboration and engagement are essential to building support, establishing ownership and gaining buy-in from all affected users.
- Engage and Rely Upon Key Stakeholders: Identifying and empowering representatives from primary stakeholder groups is fundamental to an effective change program, allowing the project team to obtain critical feedback on your needs and change acceptance at key milestones.
- Build on Established Change Methodology: Tyler builds on your established change methodology, if and where it exists, advising you on practices we have seen as effective in other projects similar to yours. Our intent is to supplement and strengthen it where possible.

- Create Frameworks and Build Capability: The most successful projects are those that build lasting capability within the organization, allowing internal resources to support and engender lasting change.

Tyler Testing Plan

A Quality Management / Testing Plan establishes processes and activities to ensure that project objectives outlined within the Implementation Management Plan are successfully implemented. The Quality Management / Testing Plan addresses both the project and the product, meaning that tests are conducted at appropriate times throughout the project and that they test different facets of the product as the future-state system evolves. The tests examine all of the implemented functions and processes to ensure that the goals and requirements for the project are fully satisfied.

Purpose

The Quality Management / Testing Plan defines and monitors critical milestones. Failure to meet critical milestones may negatively impact project timing, which could affect go-live.

It also provides a controlled environment for high-level product testing, taking into account full module integration, import and export interface integrity, functional flow and reliability.

Methodology

Although potential problems can be exposed using standard quality assurance testing methods, the project teams also conduct testing throughout the life of the project to expose issues that would normally only be revealed in a production environment. A comprehensive testing plan is set in place and may include the following: system infrastructure audit, conversions, third-party data exchange, customization, form/reporting, configuration validation testing, and user acceptance testing. The Quality Management / Testing Plan will be mutually agreed upon prior to executing any of the tests.

Overview

System Infrastructure Audit

The foundation of the system is fully vetted to ensure that the system hardware meets specifications and vital system infrastructure information is available.

Conversion Validation and Testing

Conversion proofing is performed after each pass of converted data is loaded. Control reports, filtering techniques, comparison reports and visual inspection are all part of this process. The purpose is to identify all issues with data, whether due to mapping inconsistencies, source data issues, data submission content or conversion programming errors. The goal is to have acceptance of conversion programming completed prior to the pre-live period so that final conversions have little or no risk of data or conversion programming issues. Final acceptance is necessary prior to live processing as the last step before data is loaded in the live database for live processing to begin.

Data Exchange Testing

Exchange testing involves the observation of inter-module and third-party data flow and effect. Throughout the implementation, special attention is paid to the exchange integrity of the system which is validated via standard training, parallel testing and customization testing. Whether between Tyler applications or third-party exchanges, all aspects of functional integrity are tested thoroughly.

Customization testing is performed to verify that contracted custom modifications delivered from Tyler work as specified in the approved product specifications.

System Design Validation

Testing ensures that the system has been built to conform to the design determined during the Assess and Design stage, and that it complies with the business process decisions you have made. The purpose of the test is to provide an opportunity for validation of business process decisions in the actual application. A key part of the test is to conduct a transaction test, during which typical business transactions, specific to a given area of configuration, are duplicated and validated.

Forms and Report Testing

Testing of your constituent-facing output — checks, invoices, bills, permits, report cards, etc. — is an essential component of the testing plan. Each constituent-facing form and report is validated using the data output created during the system design validation. This continues as a repeated and iterative process whereby testing occurs as your users validate processes, print these outputs as part of training sessions and perform User Acceptance Testing (UAT).

User Acceptance Testing (UAT)

The objective of UAT is to confirm that the system is ready for daily deployment and operational use. During UAT, your functional leads and power users are required to participate by testing the system's functionality, features and performance. Tyler guides you through this process by assisting in the establishment of a test plan and implementing routine communication protocols to ensure reported issues are prioritized and addressed based on established standards. Thorough end-to-end testing completed by your functional leads and power users sets the tone for the success of the production cutover process, both in system readiness for live transactions and in user proficiency in the software tools prior to go-live.

The Benefits of Testing

Through this process, end-users gain extensive product experience, develop a high level of confidence in Tyler's products and understand their specific functions within the system. Expected benefits from the completion of these tests also include:

- The infrastructure of hardware and network design is thoroughly tested
- Customizations and exchanges are fully integrated into the product
- A managed issues list is fully quantified

Software Environments

Customizations, exchanges, conversions and other data and programmatic elements are tested in a non-production environment. This environment also serves as the UAT environment.

This environment provides the structure and supporting programs for user testing performed throughout the duration of the project. The desired result of the user testing process is functional goal acceptance achieved through managed issue identification, resolution and testing.

Measurement and Tracking

Once corrections have been delivered, your Project Manager and the Tyler Project Managers determine if repeat testing can continue from a stopped point or if it must be restarted.

Tyler requires a final sign-off prior to going live on any module. This sign-off document will outline the status of any remaining open issues related to the module, confirming the issue status and the associated priority code. Your project team and the Tyler project team will review all items and make a decision as to the ability to begin live processing. The sign-off will signify the end of the system test stage for the module. The decision to delay live processing should not be based on issues whose status is a priority 2 or 3, defined as follows:

- Priority 1 Critical Issue: Cannot proceed without correction
- Priority 2 High Issue: Can proceed but needs correction before go-live
- Priority 3 Medium Issue: Can proceed with live processing but fix needs to be delivered to comply with project goals
- Priority 4 Low Priority Issue: Can proceed with go-live, new desired functionality

Testing Conclusion

Clear communication, recordkeeping and analysis by your project team, Tyler Project Manager(s) and Tyler implementation teams are critical in order to move through the testing phase both successfully and in a timely manner. A member of these teams will need to identify the issues and then determine what type of issue resolution is necessary. Most issues can be categorized as they relate to the following:

- Module design or setup
- Best practice re-engineering
- Change in scope
- Software modification requests

Issue tracking, resolution accountability, timely testing and completed issue resolution are absolutely necessary in a successfully completed project. The testing phase is a shared responsibility and must be recognized as such.

Tyler Training Plan

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

Tyler offers several training formats to accommodate our diverse clients' needs. On-site training by Tyler staff provides hands-on learning in your own labs. Tyler also provides flexible alternatives including remote collaborative training technology, and may offer video and software tutorial media. Regardless of the scope or logistics, your resources receive consultative knowledge transfer sessions that are a combination of lecture and hands-on education, using your data. Tyler requests that managers attend training with their employees. This ensures that the managers can confirm the proper transfer of knowledge has occurred. This also allows employees to ask the manager policy-related questions about how the system will work within their department.

Tyler has developed a dynamic set of training and education resources and services that are tailored to your needs, the Tyler products you are implementing and the scope of your project budget.

Training Methodology

A mutually developed education plan lays out the process of transferring knowledge between you and Tyler. We refer to our plan as an "education plan" as opposed to a "training plan" for several reasons. First, the process of transferring knowledge is vital to the analysis phase of our project. During analysis we review the current environment, provide Tyler demonstrations, review questionnaires and flow charts, and ultimately arrive at a future state model. The future state model becomes the foundation for user training. Second, training denotes a classroom setting with teacher and pupil. While training will occur, it is only a piece of the overall education needed to be a proficient Tyler user.

Purpose

The purpose of the education plan is to:

- Communicate the process to stakeholders and functional leaders
- Answer specific questions (where will classrooms be established, what database environment will be utilized, etc.)
- Establish action items and link project personnel as owners
- Define measurement criteria to ensure the plan has been successfully followed

Fundamentals Review

In this step, your functional leads and power users become familiar with the new Tyler system and its capabilities, language and processes before the start of the current/future state analysis. This allows users on your team to better engage with the Tyler implementation consultants during regular training hours, empowers your staff with experience and a more complete understanding of the system, and provides a strong foundation for ongoing conversations regarding the future state processing. Fundamentals review eases the transition into implementation and training, garnering better results and a greater understanding of new processes.

Goals

- Learn general Tyler Technologies terminology
- Experience the basic functionality of your new software solution
- Explore the configuration options including data flow, connectivity, etc.
- Encourage discussions within your organization of desired configuration for design and future processing
- Discover some of the software capabilities available for consideration
- Improve communication between you and Tyler through software knowledge

Configuration and Power User Training

This stage enables your power users to validate the new software based upon the output from the future state analysis. A high-level exploration of the system results in greater comprehension and retention of system features and functionality. Configuration training may include data conversions validation, configuration validation testing, third-party data exchange validation, forms/reports validation and customization validation.

Train the Training

Tyler provides training to functional leads and power users throughout the implementation, as the set-up knowledge is key to a self-sufficient user. Tyler provides training to your internal trainers, who in turn train the end user community. End user training is scheduled during the project and is usually

done just prior to, or just after, going live. Training materials will be provided and may be customized prior to this training.

Benefits

- Powers users become immediate stakeholders
- Training between the power users and peers creates a comfortable environment
- Reduced learning times and more flexible training scheduling

Technical and System Administration Training

Technical training begins at the time of software installation. Tyler's installation team teaches the technical staff how the software is configured within the operating system, as well as basic system maintenance routines such as backups, loading releases, and refreshing training and test databases.

System administration training is conducted after software installation to show users how to update users, permissions, menu security, workflow administration, etc. from within Tyler's software. Your System Administrator necessarily attends these sessions; functional leaders should also attend to have a thorough understanding of the permissions and options available.

End User Training

After the functional leaders and power users are trained, the system parameters and tables are set up and/or converted, and processes are defined and tested, End users attend applicable scheduled training. Many agencies conduct this training prior to go-live so that these users may assist in system testing and verification, and become familiar with their new processes.

Scheduling and Attendance

Tyler prefers a classroom and curriculum approach for on-site training to ensure knowledge transfer, comprehension, and retention. A successful user training session is in a classroom environment with a computer for each user (minimum of one computer for every two users, but ideally one per user), a whiteboard, a printer in the room or nearby, and one computer connected to a projector. The size of the class depends on the classroom size and the available computers for training. Ideally, a class size should be limited to twelve (12) users in order to keep the session controlled and ensure that all users are receiving an appropriate level of personalized attention. The specific course topics are discussed and scheduled after analysis, depending on your agency's specific training needs.

Attendance to the training is a critical during implementation. By participating in training courses, your employees gain critical hands-on experience with the system, and learn the Tyler approach. Tyler's training staff will take attendance during classes, and relay that information back to your Project Manager for review. This ensures that users get the complete benefit of training and reduces support incidents after go-live.

Responsibilities

Both teams collaborate on all aspects of training which will be discussed and documented during the planning stage of the project. The expectation is for Tyler to provide one occurrence of each scheduled training. You will be responsible for the logistics of the training by completing such tasks as

scheduling resources and ensuring facilities are available. These sessions are to be attended by your key staff members so that they can then disseminate the information they learn to others in your organization if or when necessary. Tyler knows the value of being prepared for the use of our software in production, so we contribute to an ongoing education effort by recommending functional processes to be presented to specific departments, and share training materials used during our sessions. Our goal is to partner with you and lend our expertise and best approaches based on our experiences, in order to allow your resources to be successful at go-live. Changes to these expectations are discussed during project planning, and are based upon your specific business environment and resources.

Additional Training Resources

Tyler University – Tyler U*

Tyler offers training through our Learning Management System — Tyler U — to our client base. Tyler U training provides an excellent opportunity for customers to learn introductory, new, or advanced processes at their own pace.

State User Groups

Sound development of the Tyler product is largely driven by existing clients. To that end, we encourage active, client-organized product user groups. User groups typically consist of like-minded customers in geographic proximity of one another and running the same or similar Tyler applications.

Online Resources

Our knowledgebase and website include hundreds of searchable documents, videos and reports for users to view, download and modify. These include how-to documents, user conference session documents, best practices and more.

Tyler Connect

Tyler hosts an annual education forum, Tyler Connect, which serves our customers' need for new or refresher information on our software products. Each class is tailored to meet the needs of attendees in order to increase productivity and, ultimately, improve responsiveness to your citizens and clients. Tyler is a nationwide community dedicated to learning, growing, sharing, and connecting every year.

*Not available for all Tyler solutions and products.

Project Management Approach and Methodology

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

- Project plan management
- Project document management using Microsoft SharePoint
- Issue log management and escalation
- Status reporting
- Change order management
- Project workspace management
- Resource management
- Executive project oversight via Executive Director and Project Review Committee

Project Management Methodology

Tyler Project Managers adhere to a 10 Step management philosophy to ensure that every project is successful and completed on time and on budget. Fundamental principles to this approach include the following tasks:

Clear Definition of Project

Project Managers understand that a clearly defined and communicated Project Plan is an essential element in the deployment of "Enterprise Wide" software applications. Prior to any work or deliverable determination, Project Managers work in conjunction with each State's corresponding project manager to clearly understand what the project will deliver, when it will be completed, who will provide the associated deliverables, how the deliverable will be accomplished, and when payment milestones occur.

Resource Management

In conjunction with the work definition, Project Managers will properly schedule and budget all necessary resources to ensure deliverables and project milestones are reasonably attainable. Utilizing past project management experience and sound best business practices, Project Managers will methodically assemble a complete Project Plan developed specifically for your implementation.

Schedule Management

Upon finalizing the work and creating the plan, Project Managers will manage the schedule and any budgetary constraints and adjustments throughout the lifecycle of the project. The Project Manager's goal is to ensure all previously communicated project deliverables and timelines are either adhered to, or that all exceptions are clearly communicated, analyzed, and properly adjusted with the State's Project Managers or stakeholders. All projects have weekly reporting statistics and periodically scheduled Project Manager meetings to ensure proper communication throughout the project progression.

Issues Management

An issue is essentially a problem that would impede the progress of the project. Project Managers are trained to clearly identify all issues with the associated project, log the issues, create issue resolution, and communicate on a regular basis with State Project Managers (weekly) the updated status of all outstanding issues.

Change Management

Essential to every implementation is the ability for Project Managers to manage project changes whether it's a scope change, configuration change, or a more simple general change. All changes are

identified and immediately communicated to Client Project Managers through a prescribed change order request form which must be signed and agreed to prior to change implementation and before project plan or deliverable adjustments are performed.

Communication Management

Project Managers are responsible for all project communication at each Client desired level. In conjunction with the Project Plan and with the State, project management assistance, Tyler Project Managers will deliver a clear and concise communication plan which will identify appropriate personnel and their communication needs.

Risk Management

Project Managers are to identify the risk events for a project and then establish a Risk Management Plan to manage the risk event and minimize their effects on the project plan and schedule. Additional risk identification will occur throughout the project on a scheduled basis, typically monthly, or at the completion of a project deliverable or milestone.

Project Team Management

Project Managers are fully responsible for the Tyler Project Team assignment, development, and training to ensure all project milestones are attainable. This includes, but is not limited to team acquisition, classes, cross-training, conflict resolution, motivation, etc.

Quality Management

First and foremost to any project is for the Project Manager and the Tyler Project Team to have a clear understanding of each of the State's requirements and expectations. Once these have been established, the Project Manager will work to provide appropriate metrics so quality can be measured at multiple levels within the project and at project completion. It's critical to determine the State requirements, metrics, and expectations at all levels, i.e. project management, IT, departmental, stakeholder, etc. to enable a holistic quality measurement for the project upon completion.

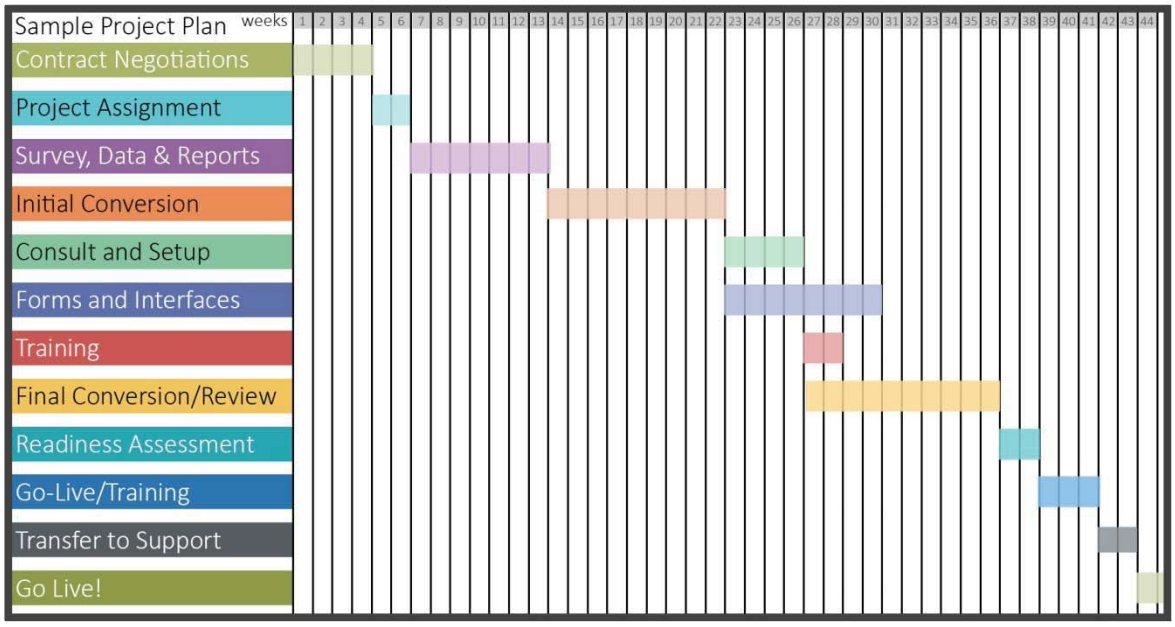
Metric Management

Project level metrics are important and essential for Project Managers and Tyler Project Teams to accurately measure quality and drive process improvements across the board. Ultimately this information is used to create a set of best practices and standards that are beneficial to current and future projects.

Implementation Guide

The Implementation Sample Gantt chart is included here as a reference tool to see the most ideal scenario for your software implementation. This is merely a suggested timeline, and is in no way a commitment from Tyler.

Implementation Timeline Guide


Sample Project Plan
weeks
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44
Contract Negotiations
Project Assignment
Survey, Data & Reports
Initial Conversion
Consult and Setup
Forms and Interfaces
Training
Final Conversion/Review
Readiness Assessment
Go-Live/Training
Transfer to Support
Go Live!

SUPPORT AND MAINTENANCE

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 all Tyler modules. 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 Tyler investment.

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.

As partners with us in the business, our customers have a direct impact on the evolution of the software itself, as well as the policies and procedures for implementing and supporting it. Support services have been expanded to incorporate a variety of options.

SUPPORT CHANNELS

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

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

SUPPORT RESOURCES

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

- Tyler Website – www.tylertech.com – for accessing client tools and other information including support contact information.
- Tyler Community – available through login, Tyler Community provides a venue for clients to support one another and share best practices and resources.

- Knowledgebase – A fully searchable depository of thousands of documents related to procedures, best practices, release information, and job aides.
- Program Updates – where development activity is made available for your consumption

Support Availability

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

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

Issue Handling

Incident Tracking

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

Incident Priority

Each incident is assigned a priority number, which corresponds to your needs and deadlines. Your team is responsible for reasonably setting the priority of the incident per the chart below. The goal of this structure is to help the client clearly understand and communicate the importance of the issue and to describe expected responses and resolutions.

Priority Level	Characteristics of Support Incident	Resolution Targets
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client's remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. Tyler's responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. Tyler's responsibility for loss or corrupted data is limited to assisting the client in restoring its last available database.
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack. Tyler's responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
4 Non-critical	Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days. Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

Incident Escalation

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

Level 1: front-line representatives

Level 2: more senior in their support role, they assist front-line representatives and take on escalated issues

Level 3: assist in incident escalations and specialized client issues

Level 4: responsible for the management of support teams for either a single product or a product group

You may contact the appropriate Software Support Manager to ensure you are receiving the service needed if an issue arises. After receiving the incident tracking number, the manager will follow up on the open issue and determine the necessary action to meet your needs.

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

Telephone – for immediate response, call toll-free to either escalate an incident's priority or to escalate an issue through management channels as described above.

Email – clients can send an email to software support in order to escalate the priority of an issue

On-line Support Incident Portal – clients can also escalate the priority of an issue by logging into the client incident portal and referencing the appropriate incident tracking number.

Remote Support Tool

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

Additional Support and Implementation options

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 Tyler 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 Tyler 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 clients 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 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 your system 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 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.

*Not available for all Tyler solutions and products.

KnowledgeBase

The KnowledgeBase provides users with a single, easily accessible location to find all available documentation related to our software. This tool uses a user-friendly search screen which can be accessed through the Support website. Search criteria include the ability to filter by version, search for key words, include only certain types of documentation, or perform system wide searches. Provided through the 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

Tyler clients benefit from networking and peer-to-peer collaboration through state user groups. The majority of user groups are run by clients, who set the meeting agenda, location and frequency, assign topics, and involve the Tyler resources they need. In large states, there may be several user groups or different sessions planned.

Tyler provides staff to demonstrate new functionality, and assist with materials and collateral. During the sessions, Tyler representatives collect important feedback and report back to product managers.

Many clients form lasting connections with other users within these groups, and help to make each other better users of their software.

Annual User Conference

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

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.

Software Updates & Maintenance

Tyler has proven history of providing upgrades and enhancement releases on a continual basis, which are available to all clients. Our Evergreen Philosophy ensures that those upgrades and enhancements are provided at no cost to those current with their annual software maintenance contract.

Enhancement releases take place every year and are scheduled with the client to provide the best possible timeframe for both the client and Tyler. Upgrades, however, occur periodically and are initiated by the client at any time via the Internet through a process called Live Update, making the process as convenient as possible for our clients. Patches and fixes are provided to the client through Live Update as well.

With over 800 professionals working with Tyler's software and almost half of those in Development and Implementation, we have successfully migrated many of our customers through three generations of software. Tyler views this software development and migration as a stewardship of your annual maintenance dollars. Those dollars are invested on behalf of our customers into new products and features, continually taking advantage of current technology.

Our evergreen development philosophy has been a strong differentiator that separates us from our competitors and provides a significant cost savings to our family of clients. Through evergreen, our clients receive the latest technology developments, releases and updates without paying additional license fees – for the life of their Tyler product. While this has provided our clients with a return on investment that is unrivaled in our industry, the frequency and complexity of software releases can sometimes create a "consumption gap" for our clients.

The gap exists when new features are released and, over time, users don't learn and apply these features to their work environments. In these instances, this consumption gap increases, causing the user to fall further and further behind on optimally using the product. Clients facing this situation are no longer benefiting from the full functionality of the product, or from the latest technology enhancements.

EverGuide™ is a Tyler-wide continuous improvement initiative to address these issues. EverGuide is an extension of our evergreen philosophy, and will offer services and consulting to help clients maximize, protect and get the most from their software investment.

- Through our EverGuide initiative, we will:
- Help clients better leverage product enhancements
- Provide a workflow "maturity model" for clients to follow
- Offer strategic planning services and training resources
- Offer a client executive program to help clients build and implement a continuous
- improvement plan
- Provide domain expertise, with defined integration points and common support methodology

As every Tyler product is different, EverGuide will be customized by product group and client type to ensure we are delivering the right level of services and support to meet the unique needs of our clients.

With EverGuide, our goal is to help our clients continue to grow and evolve their use of the functionality and enhancements of their Tyler product over a long period of time. It's also our hope that this initiative is a catalyst for our clients' organizations to embrace change, commit to training and developing their staff, and fully use the wide ranges of Tyler's service and support offerings available to them.

TAB X – REQUIREMENTS MATRIX

STATE OF NEVADA

TAXICAB AUTHORITY RECORDS MANAGEMENT MODERNIZATION PROJECT (RMS)

REQUEST FOR PROPOSAL: 3422

tyler technologies

Questionnaire & Functionality

Proprietary Information

Tyler has answered the State's required functionality matrix on the following pages. Information in this section may be marked as confidential and proprietary based on the amount of detail contained in the answer. Some answers may contain references to additional materials outside of this section, or on Tyler's website. Additional information may also be marked as confidential and proprietary.

Future Functionality

Items marked as 'Future Functionality' are based on our current product direction. Product direction is subject to change and therefore this functionality is not included as part of this agreement. This functionality is generally made available to our customers as part of their ongoing maintenance agreements. 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.

STATE OF NEVADA	
RFP # 3422	
Taxicab Authority Function	
BR01	Taxi Driver Permits
BR02	Certificate Holders
BR03	Medallions
BR04	Enforcement
BR05	Vehicle Inspections
BR06	Dispatch /Events
BR07	Web Portal
BR08	Reports Management
BR09	Interfaces
BR10	Technology
BR11	Conversion

Nevada Taxicab Authority Records Management System Modernization RFP # 3422

BR01 - Taxicab Driver Permit

The Taxicab Driver's Permit application is undergoing a revamp in process due to the introduction of new technology. To obtain a Taxicab Driver Permit, an applicant applies with a cab company and has successfully completed the initial Taxicab Driver's Test. The taxicab company then issues a referral and a Successful Initial Test notice. The applicant can then begin the Taxicab Driver's Permit application process. The long term vision expects to have Taxicab Company (Certificate Holders) web portal where all required forms for the Permit process will be submitted from this web portal to the TA. Currently these forms are paper based and will be scanned and attached to the applicants Taxicab Driver's Permit application. The driver will complete the Taxicab Driver's Permit application online initially using computers available at the Taxicab Authority along with providing the required documents that again will be attached to the applicants application. The long term version will have this process available through a Taxicab Driver's portal where completed applications will be submitted into a TA Permit workflow queue for TA staff review and processing. The TA will collect an initial Application fee of $51.25 and a computerized preliminary background check and fingerprint check is done. The TA will issue a 90-day temporary permit with a TA Permit # assigned, a photo of the applicant is taken, a training class is scheduled for a future date. If no issues with the fingerprint check or background check are identified upon return (approx. 2-4 weeks later), the driver will be contacted to returns to the TA and is issued a permanent permit after paying a $10.00 Permit Reprint fee.

The TA Taxicab Driver Permits include a color photo of the driver, a unique TA Permit #, physical descriptors, expiration dates, additional information, and an electronic signature of the Administrator in blue, with fonts in black and red. **A new requirement will be the printing of a barcode (format to be determined) of the Taxicab Drivers Permit Number on the printed permit form for scanning by wireless hand-held devices and wired barcode scanners.** Auto-population of Taxicab driver information.

The TA requires background verification with various mandated Federal and State entities including fingerprint verification prior to issuance of the Driver's Permit.

Three different Taxicab Driver Permit categories will be available, but only one permit type - A permit may be issued to an **employee only driver**, a **lease only driver**, or an **employee and lease combination driver**.

The designation will be derived through a checkbox or drop down box selection on the TA RMS Permit module. Also required will be the Taxicab company name issuing a referral (employee driver or lease driver referral), and the lease contract expiration date. It is a requirement for the lease contract dates to be entered into the new TA RMS Permit module. Multiple leases can occur for different periods of time but they cannot overlap. It is a requirement that once a lease contract is entered into the TA RMS Module a change in permit status is triggered (permit status is separate from permit expiration). **The lease-only driver permitting procedure is identical to the employee-only driver permit permitting process**.

It is a requirement that the TA RMS module data (Read Only) be available to TA Agency staff, via multiple platforms (wireless hand-held devices issued by the TA) for verification of the Taxicab driver information by TA Permit #. Data available includes permit status, and citation history and TA Permit photo (with search capabilities in other fields to arrive at the TA Permit #).

The TA renewal processes will be available TA front office during the Pilot period and will be available on the Taxicab Driver's portal. The Taxicab Driver Permit Renewal process does include a fingerprint check but does include a background check (SCOPE). The renewal fee is $10.00.

Currently, driver permits are valid for up to one year. If the permit is expired for 366 days, issuance of a new permit must follow the "Original Issuance" procedure, rather than the renewal procedure.

Please see: NAC 706.525 and NAC 706.528 for further details.

The TA issues Taxicab Driver Permits (for employee drivers, lease drivers, and employee/lease drivers) to customers. The permits are printed, laminated (5" x 7"), and issued at the work stations, immediately upon approval of application/renewal.

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.01	**TA Driver's Permit - Original Issuance (or reapplication when expired at least one day)**	The system shall allow for The Taxicab Driver Permit Application Form fields to become the main input screen for the Taxicab Driver's Permit process. In addition the system shall allow for e-mail address and communication preference (e-mail/text/phone).	M	Not Proposing	
BR01.02	**Applicant**	The system will allow for Driver Permit type drop down selections such as, but not limited to: Driver, Lease Driver, Employee Lease Driver during the initial application information entry. This selection should a mandatory field where a selection must be made before a submission of the application is allowed.	M	Not Proposing	

BR01.03	**Applicant**	The system shall allow for the Taxicab Company (Certificate Holder) to submit the following uploaded forms or information to the TA for a New Taxicab Driver's Permit application for a new applicant. • Taxicab Driver Referral form • Proof of successful passing the taxicab drivers permit test. • Proof of attendance for the Driver's Awareness Program (DAP) Class. **This feature will be available when the Taxicab Company web portal is online but the system should allow this information to be recorded on the applicants Permit screen when entered at the TA office.**	M	Not Proposing	
BR01.04	**Applicant**	The system shall prompt the applicant for the uploading of the following TA Required Forms. The uploaded forms should include the Form Name as prompted with the Nevada Driver's License prefix as the file name to the applicant's application. Child Support Form, DOT Medical Form, Authorization for Release of Information, Fingerprint Background Waiver Form.	M	Not Proposing	
BR01.05	**Applicant**	The system shall allow the applicant to Submit the completed Taxicab Driver's Permit Application if all mandatory fields have entries. The application should be submitted into the Incoming Application Queue with a application status of 'submitted'	M	Not Proposing	
BR01.06	**TA**	The system shall allow for a workflow process to route submitted permit application from the Incoming Application Queue to an available signed-on TA Front Desk staff member.	M	Not Proposing	
BR01.07	**TA**	The system shall allow for the routing of the Taxicab Drivers Permit Application to the Administrative Investigators work queue if a response of 'Yes' is selected on any of the Criminal Background Questions.	M	Not Proposing	
BR01.08	**TA**	The system shall allow the TA Front Desk Staff member to Open and review the application for completeness of information and verification of documents submitted. Once the application is opened the application status should be updated to 'Review' with a timestamp. The TA Front Desk Staff will call the applicate to the appropriate window for verification of the application.	M	Not Proposing	
BR01.09	**TA**	The system shall allow the TA Front Desk Staff member to insert notes into the application identifying any missing documentation that is required for the application to proceed. If the applicant cannot provide the missing documentation then the TA staff member will Save and close the application. The status of the application will be update to 'Info Needed' and the application will remain in the Incoming workflow queue until the applicate returns to the TA office with the required documentation.	M	Not Proposing	

BR01.10	**TA**	The system shall allow the TA Front Desk Staff member to proceed with the next step if all application information and documents are correct. The photo of the applicant will be taken and uploaded to the applicant screen and a TA# will be generated and included on the application screen.	M	Not Proposing	
BR01.11	**TA**	The system shall allow for the payment of $51.25 once the Taxicab Drivers' Permit application has been reviewed and all required information and documentation is correct. The TA staff member will process the application payment and provide a receipt to the applicant or enter an e-mail address to e-mail the receipt to the applicant.	M	Not Proposing	
BR01.12	**TA**	The system shall allow for the printing of a 90-day temporary permit which includes the applicants photo, physical description and a barcode (TA#). The permit form is a (5" x 7") and is laminated with the Nevada State Seal.	M	Not Proposing	
BR01.13	**TA**	The system shall allow the TA Staff member to capture the SCOPE background check control information on the applicant screen. No Criminal History records are recorded or captured. Once the TA staff member Saves and closes the application the application status should be changed to 'Background'.	M	Not Proposing	
BR01.14	**TA**	The system will allow the TA Front Desk Staff to notify the applicant via their communication preference when their fingerprint background check has been received and an appointment can be made to come into the TA Office to turn in the temporary permit and be issued a permanent permit. Once the contact information is entered into the application and the record is Saved the application status should be updated to 'Notified'.	M	Not Proposing	
BR01.15	**TA**	The system shall allow for the printing of the Permanent Permit and a $10.00 Permit Reprint Fee payment and provide a receipt to the applicant or enter an e-mail address to e-mail the receipt to the applicant. Once the Permit is printed and the record Saved, the status of the application should be updated to 'Complete' and the application removed from the queue.	M	Not Proposing	
BR01.16		The system shall provide an electronic signature process for applicant signature capture.	M	Not Proposing	
BR01.17		The system shall allow for manual entry of NCJIS negative response.	M	Not Proposing	
BR01.18		The system shall allow for manual date and time entry of when NCJIS response received.	M	Not Proposing	
BR01.19		The system shall allow for the complete tracking of all Taxicab Driver's Permit Applications through the system regardless of status.	M	Not Proposing	
BR01.20		The system shall allow for Supervisory staff to assign Taxicab Driver's Permit applications to TA Staff for review and processing.	M	Not Proposing	
BR01.21	**Lease**	The system shall prompt for addition required information when categorized as a Lease Driver such as cab company name and lease contract start and end dates	M	Not Proposing	

BR01.22		When designated as a **Lease Driver permit**, when all lease contracts are expired, the system shall auto-change the permit status to inactive	M	Not Proposing	
BR01.23		When a Lease Driver permit record is queried, all non-expired lease contracted cab companies will display	M	Not Proposing	
BR01.24		The system shall provide for a "permit type" designation of "Driver" and "Lease", allowing for either or both to be selected. If "lease" is selected either alone or in conjunction with "Driver", additional data must be able to be captured such as lease contract information.	M	Not Proposing	
BR01.25		The system shall provide for a Permit status designation for each permit type ("Driver" and "Lease") such as, but not limited to: Active, Inactive, Expired, Terminated, Suspended, Revoked, Temporary, Incomplete, Expired with Fine, etc.	M	Not Proposing	
BR01.26		The system shall display the latest customer/driver image to the technician.	M	Not Proposing	
BR01.27		The system shall retrieve the latest outstanding fine information.	M	Not Proposing	
BR01.28		The system shall allow for the inquiry, changes, to administrative court records.	M	Not Proposing	
BR01.29		The system shall prompt for addition required information when noted as a Lease Driver	M	Not Proposing	
BR01.30		The system shall accept customer electronic signatures.	M	Not Proposing	
BR01.31		The system shall interface with the Real-time tracking system - future (SB430)	M	Not Proposing	
BR01.32		The system shall allow for manual entry of NCJIS negative response	M	Not Proposing	
BR01.33		The system shall allow for manual date and time entry of when NCJIS response received	M	Not Proposing	
BR01.34		The system shall allow for manual entry of SCOPE negative response	M	Not Proposing	
BR01.35		The system shall allow for manual date and time entry of when SCOPE response received	M	Not Proposing	
BR01.36		The system shall allow for the application process to be routed to the Administrative Investigator, tracking the date & time of the route at the manual determination of the application processing staff with comments	M	Not Proposing	
BR01.37		The system shall allow for the Administrative Investigator to re-route the application process back to the application processing staff with comments	M	Not Proposing	
BR01.38		When the permit status is changed from "temporary" to "Active", the system shall change the expiration to one year to the calendar day of the date of the initial temporary permit issue date.	M	Not Proposing	
BR01.39		The system shall generate a confirmation sheet document for the content to be confirmed by the applicant/driver prior to final printing of the TA Permit.	M	Not Proposing	
BR01.40		The system shall allow for the capture of customer approval of confirmation sheet.	D	Not Proposing	
BR01.41		The system shall generate a unique Driver Permit number (TA number).	D	Not Proposing	

BR01.42		The system shall assign an initial expiration date of 90 days, allowing for manual adjustment when the status is "temporary".	M	Not Proposing	
BR01.43		The system shall generate the permit Issue dates.	M	Not Proposing	
BR01.44		The system shall generate the required permit fees.	M	Not Proposing	
BR01.45		The system shall accept customer payment.	M	Not Proposing	
BR01.46	**TA Permit Renewal**	The system shall generate TA Permit renewal notices using designated communication preferences according to the applicant/driver profile.	M	Not Proposing	
BR01.47		The system shall allow an inquiry on the TA Permit status through all available fields	M	Not Proposing	
BR01.48		The system shall allow for the creation, inquiry, changes, and cancelation of renewal TA Permits.	M	Not Proposing	
BR01.49		The system shall allow for scanning and uploading of submitted TA Permit application/renewal documentation.	M	Not Proposing	
BR01.50		The system shall allow for scanning and uploading of submitted TA Permit physical certification documentation.	M	Not Proposing	
BR01.51		The system shall allow for the creation, inquiry, changes, and deletions of Driver Permits	M	Not Proposing	
BR01.52		The system shall allow for scanning and uploading of submitted Driver Permit renewal documentation.	M	Not Proposing	
BR01.53		The system shall allow a renewed Driver Permit status such as, but not limited to: Active, Inactive, Expired, Terminated, Suspended, Revoked, Temporary, Incomplete, Expired with Fine, Inactive with Fine, etc.	M	Not Proposing	
BR01.54		The system shall capture Customer information such as, but not limited to: Customer legal name, middle initial, prefix (Mr., Mrs., etc.), suffix (Jr., III, etc.), physical residence address, mailing address, cell phone number, alternate phone number, e-mail address	M	Not Proposing	
BR01.55		The system shall capture customer identity information such as, but not limited to: Date of birth, Race, Gender, Height, Weight, Hair Color, Eye Color, Sex, etc.	M	Not Proposing	
BR01.56		The system shall capture customer PII information such as, but not limited to: SSN Number, Driver's license number with State, Driver's license expiration date, Etc.	M	Not Proposing	
BR01.57		The system shall capture medical requirements such as, but not limited to: Physical (medical card) date, Medical Card expiration etc.	M	Not Proposing	
BR01.58		The system should verify the mailing address against the U.S. Postal Service or a like service in alignment with the U.S. Postal Service	M	Not Proposing	
BR01.59		The system shall capture Driver Permit type such as, but not limited to: Driver, Lease Driver, etc.	D	Not Proposing	
BR01.60		The system shall require specific customer documentation based on permit-type selected (driver permit or lease driver permit).	M	Not Proposing	
BR01.61		The system shall allow for renewal through the web-portal, refer to web-portal tab.	M	Not Proposing	
BR01.62		The system shall provide the ability to waive renewal fees due to extenuating circumstances. A summary of fees waived shall be available for reporting purposes.		Not Proposing	
BR01.63	**Renewal Issuance by alternate services**	The system shall generate renewal notices.	M	Not Proposing	

BR01.64		The system shall accept customer address information.	M	Not Proposing	
BR01.65		The Permit issuance shall issue the TA Permit as listed above.	M	Not Proposing	
BR01.66		The system shall accept electronic payments.	M	Not Proposing	
BR01.67			M	Not Proposing	
				Not Proposing	
				Not Proposing	
	TA Permit - Duplicate Issuance	The system shall allow an inquiry on the TA Permit such as, but not limited to: TA Permit number, Customer name, AKA, etc.		Not Proposing	
BR01.71		The system shall allow for the creation, inquiry, changes, and cancelation of Duplicate TA Permits.	M	Not Proposing	
BR01.72		The system shall allow a Driver Permit status such as, but not limited to: Active, Inactive, Expired, Terminated, Suspended, Revoked, Temporary, Incomplete, Expired with Fine, Inactive with Fine, etc.	M	Not Proposing	
BR01.73		The system shall allow for scanning and uploading of submitted TA Permit application documentation.	M	Not Proposing	
BR01.74		The system shall allow for scanning and uploading of submitted TA Permit physical certification documentation.	M	Not Proposing	
BR01.75		The system shall capture duplicate indicators such as, but not limited to: Stolen, Lost, etc.	M	Not Proposing	
BR01.76		The TA Permit issuance shall issue the TA Permit as listed above.	M	Not Proposing	
BR01.77	**CDL - Clearance Letter**	The system shall allow an inquiry on the CDL Card such as, but not limited to: CDL/ CDL number, Customer name, AKA, etc.	M	Not Proposing	
BR01.78		The system shall allow TA staff to generate a clearance transaction with the option to print a hard copy if requested.	M	Not Proposing	
BR01.79		The system shall allow TA staff to generate an electronic clearance notice to the email address on record, if requested.	M	Not Proposing	
BR01.80		The system shall allow for scanning and uploading of submitted clearance letter documentation.		Not Proposing	
BR01.81		The system shall send clearance letter to the customer correspondence management system.	M	Not Proposing	
BR01.82		The system shall allow clearance letter to have specific verbiage to include, but not limited to: Name, address, clearance date, etc.	M	Not Proposing	
BR01.83	**Suspension - Failure to Appear, failure to comply, delinquent fines**	The system shall retrieve customer records based on CDL/ID number received in batch file.	M	Not Proposing	
BR01.84		The system shall capture court information such as, but not limited: Court citation number, Citation date, Event number, etc.	M	Not Proposing	
BR01.85		The system shall update the Suspension action on customer record.	M	Not Proposing	
BR01.86		The system shall generate notification to the current cab company(ies) for which the driver is employed and/or from which company the driver is leasing.	M	Not Proposing	
BR01.87		The system shall send all notices to the customer correspondence management system.	M	Not Proposing	

BR01.88	**Suspension/Revocation - Judgments**	The system shall allow for changes to the status of the TA Permit based upon citation/court workflow process	M	Yes	Tyler Adjudication Court Software has User Defined Field and Name Status Flags that can be selected
BR01.89		The system shall capture attorney information such as, but not limited to: Attorney company name, representing attorney, address, contact information, etc.	M	Yes	Tyler Adjudication Court Software
BR01.90		The system shall retrieve driver records based on TA Permit number.	M	No	Tyler Adjudication Court Software - Search fields are based from Name, DL #, SS, Vehicle, Citation, Case information
BR01.91		The system shall update the Suspension/Revocation action on customer record.	M	Yes	Tyler Adjudication Court Software
BR01.92		The system shall send all notices to the customer correspondence management system.	M	Yes	Software can push correspondence to Tyler Electronic Document Management Software and to a Printer and/or Email
BR01.93		The system shall send all notices to the customer correspondence management system.	M	Yes	Software can push correspondence to Tyler Electronic Document Management Software and to a Printer and/or Email
BR01.94		The system shall allow an CDL Card status such as, but not limited to: Active, canceled, denied, hold, deceased, suspended, etc.	M	Yes	Tyler Adjudication Court Software has User Defined Field and Name Status Flags
BR01.95		The system shall process a workflow process at 6:01 pm each weekday that will generate a delinquent fine report (to include payment plans) and place the TA Permit status into "suspended" for those identified on this report. A fine is delinquent if it was due that day by 6:00 pm. These times must be able to be modified by the system administrator.	M	Yes	Tyler Adjudication Court Software using Automated Macros and Tyler Report Scheduler
BR01.96		The system shall generate a notification to the cab company immediately thereafter, notifying of the suspension, providing the TA # and citation #.	M	Yes	Tyler Adjudication Court Software using Automated Macros and User Defined Fields
BR01.97		The system shall send notice to the customer correspondence management system notifying the TA Permit holder/driver of the suspension, providing the citation #.	M	Yes	Tyler Adjudication Court Software using Automated Macros
BR01.98		The system shall allow for electronic and mobile payment to be applied to the delinquent fine, and if paid, shall allow immediate change in TA Permit status to "active", if no other existing cause for suspension or revocation exist.	M	Yes	Tyler Adjudication Court Software using Tyler Online Payment System
BR01.99		The system shall retrieve customer records based on CDL/ID number received in batch file.	M	No	Tyler Adjudication Court Software - Search fields are based from Name, DL #, SS, Vehicle, Citation, Case information
BR01.100		The system shall capture court information such as, but not limited: Court citation number, Citation date, Case number, etc.	M	Yes	Tyler Adjudication Court Software
BR01.101		The system shall capture court delinquent fines information such as, but not limited: Fine amount, date, etc.	M	Yes	Tyler Adjudication Court Software
BR01.102		The system shall allow for the creation, inquiry, changes, and cancelation of denial Requests.	M	Yes	When requests are being defined as a case status

BR01.103		The system shall allow for scanning and uploading of submitted denial documentation.	M	Yes	Adjudication Court Software is fully integrated to Tyler Document Management System where all related documents can be scanned and stored
BR01.104		The systems shall place TA Permit denials into a Case management system.	M	Yes	Need Clarification as to process - Tyler Adjudication Court Software has case Queues for reviewing and update processing electronically
BR01.105		The system shall allow review and approval of TA Permit denials in the case management system.	M	Yes	Need Clarification as to process - Tyler Adjudication Court Software has case Queues for reviewing and update processing electronically
BR01.106		The system shall retrieve customer records based on CDL/ID number received.	M	No	Searches are based on fields provided above
BR01.107		The system shall send all notices to the customer communications preference selected by the driver. This option should be available for update on the Taxicab Driver's Web Portal with an audit trail of all changes.	M	No	Tyler Adjudication Court Software can push notices via phone call using Tyler Notify, Email using Tyler Electronic Document Management System, and/or printed hard copy.
BR01.108	**Confidential Physicians Report**	The system shall allow for uploading of the Medical Examiner's Certificate to be appended to the TA Permit record	M	Not Proposing	
BR01.109		The system shall require the manual entry of the "Medical Certification Expiration Date"	M	Not Proposing	
BR01.110		The system shall process a workflow process at 12:01 am each day (7 days/week) that will generate medical Certification expiration report and provide the Taxicab Driver with notices through the customer communications preference of those certifications going to expire in 30 days and 15 days prior to expiration.	M	Not Proposing	
BR01.111		The system shall process a workflow process at 12:01 am each day (7 days/week) that will generate an expired Medical Certification report and place the TA Permit status into "suspended" for those identified on this report. Medical Certifications expire at 12:00 am of the day following the listed expiration date.	M	Not Proposing	
BR01.112		The system shall provide notices to the TA Permit holder and the Certificate Holder through the customer correspondence management system preferred communication method of the suspension.	M	Not Proposing	
BR01.113		The system shall generate a notification to the cab company immediately thereafter, notifying of the suspension, providing the TA # and expiration date.	M	Not Proposing	
BR01.114		The system shall protect all medical information using HIPPA guidelines.	M	Not Proposing	

BR01.115	**TA Permit Terminations**	When the system receives a "termination notice" through he web portal, the system shall compare the cab company name on the termination notice to the currently named cab company of the TA permit records. If the company name matches, the TA permit status shall change to "terminated". If the company name does not match, the "termination notice" shall post to the TA permit history and a notice shall be submitted to TA staff through further defined business rules.	M	Not Proposing	
BR01.116	**Photo Line up**	The system shall provide for a method to generate a photo line up based upon searchable fields such as but not limited to physical description in the permit file and print the selected photos in a photo line-up manner.	M	Not Proposing	
BR01.117	**Incomplete Records**	The system shall allow for an expiration and archival of incomplete permit applications after a set time-frame, to be determined according to retention guidelines.	M	Not Proposing	
BR01.118		**The system allow for the testing of applicants if driver testing has not become the responsibility of the individual Certificate Holders.**	M	Not Proposing	
	TA Permit Testing	The system shall provide for a testing module consisting of a bank of approximately 100 questions, randomly assigning fifteen to each driver test.		Not Proposing	
BR01.119		The system shall allow for the addition of test questions and the retirement (not deletion) of test questions with associated dates of being active or inactive.	M	Not Proposing	
BR01.120		The system shall require the test taker to log into the testing module using the driver's license number	M	Not Proposing	
BR01.121		The testing module shall not be available on the web portal.	M	Not Proposing	
BR01.122		The system shall allow for one login and submission of answers per calendar day per driver's license number	M	Not Proposing	
BR01.123		The system shall provide for all attempts to be tracked and maintained as historical records by driver's license number, and TA # when applicable (once TA # has been assigned)	M	Not Proposing	
BR01.124		The system shall provide for the capture of test scores on a pass/fail basis	M	Not Proposing	
BR01.125		The system shall require an established passing score prior to issuance of a new taxicab permit.	M	Not Proposing	
BR01.126		The system shall submit test results to append to the TA permit application record	M	Not Proposing	
BR01.127		The system shall capture statistical information on test questions answered correctly, incorrectly, number of tests taken per applicant, allowing for date ranges, and other associated statistical parameters. This will be included in the TA monthly statistics report previously identified under the Reports module, as well as for ad-hoc reporting.	M	Not Proposing	
BR01.128	**Payment Processing**	The system shall provide a payment 'Add to Cart' type feature for both invoicing, payment and receipt payment processing.	M	Not Proposing	

BR01.129		The system shall allow for payment of all fees and fines to be by Credit/Debit card, and exact change cash. TA Front Desk staff do not use Bank Draws.	M	Not Proposing	
BR01.129		The system shall provide for an end-of-shift reconciliation and balanceing process with a audit report for accountability of all fees accepted.	M	Not Proposing	
BR01.129	**Conunterfit Money**	The system shall allow for a counterfeit money tracking process.	M	Not Proposing	
BR01.130		The system shall capture payment types allowed such as, but not limited to: Cash, Credit Card Type (Visa, MasterCard, Amex, Discover, etc.), Debit Cards (Pinless, pin based, signature), check, eChecks, Wire/EFT, JV, etc.	M	Not Proposing	
BR01.131		The system shall interface with the TA's existing credit card processor.	M	No	Tyler has preferred vendors that fully integrate and can provide a listing of those Vendors
BR01.132	**Revenue Recovery**	The system shall allow for a Revenue Recovery process for fines or fees not paid).	M	Yes	Tyler Adjudication Court Software has options for Automated Phone Calls, Automated Late Notice Creation, and/or add-on option for Collection Agency Interfaces with your vendor of choice.
BR01.133	**Fine Payment Plans**	The system shall allow payment plans to be created for Taxicab Drivers Citation payments based on current Business Rules.	M	Yes	Tyler Adjudication Court Software
BR01.134	**Bonds**	The system shall provide a method to capture bonds received, link the bond receipt to the associated records, and provide an ability to keep the bond or return it, based upon	M	Yes	Tyler Adjudication Court Software

Nevada Taxicab Authority Records Management System Modernization RFP # 3422					
BR02 - Certificate Holders					
The Taxicab Authority issues Certificates of Public Convenience and Necessity to taxicab companies meeting application and background requirements to provide taxicab service in Clark County, NV					
There are currently sixteen (16) authorized taxicab companies (Certificate Holders) under nine (9) ownership groups in Clark County, NV, regulated by the Taxicab Authority.					
Certificated taxicab companies are required to maintain certain financial standards, county business license, and Nevada Secretary of State business licenses, each of which must be auditable.					
Requirement ID	**Function**	**Requirements**	**Project Priority (M)mandatory (D)desired**	**Vendor Response**	**Vendor Response Explanation**
BR02.01	**Certificate Holder**	The system shall allow for a table by certificate holder (taxicab company)	**M**	Not Proposing	
BR02.02		The system shall allow for the creation, inquiry, and changes of certificate holders and status	**M**	Not Proposing	
BR02.03		The system shall allow for the uploading of supporting documentation	**M**	Not Proposing	
BR02.04		The system shall allow for the creation of a master list by certificate holder as a table for vehicles, medallions, permits, events, records, etc.	**M**	Not Proposing	
BR02.05		The system shall allow for a status of the certificate, i.e., application only , pending background, pending Board approval, denied, appealed, revoked, suspended, active, inactive, transfer pending, etc.	**M**	Not Proposing	
BR02.06		The system shall allow creation, inquiry, and changes of SOS Common Business data retrieved by TA staff	**M**	Not Proposing	
BR02.07		The system shall allow creation, inquiry, and changes of Clark County business license data retrieved by TA staff	**M**	Not Proposing	
BR02.08		The system shall capture business corporate information such as, but not limited to: Legal business name, contact information, etc., DBA business name, business structure types, mailing and physical address, business phone and fax numbers, email address, FEIN number, corporation status, filing effective date, Nevada Secretary of State business license number, etc.	**M**	Not Proposing	
BR02.09		The system shall capture business principal information such as, but not limited to: Individual name, address, contact information, background check, etc.	**M**	Not Proposing	
BR02.10		The system shall capture business insurance information.	**M**	Not Proposing	
BR02.11		The system shall generate user defined Certificate of Public Convenience and Necessity using modifiable template	**M**	Not Proposing	
BR02.12		The system shall link the taxicab number record to the Certificate Holder and the VIN.	**M**	Not Proposing	
BR02.13		The system shall allow uploaded documents to be associated with one or multiple certificate holder files	**M**	Not Proposing	
BR02.14		The system shall capture CPCN number and sub number, and assign the next sequential sub number when changes are made to actual certificate	**M**	Not Proposing	
BR02.15		The system shall capture the amount of medallions allocated to a certificate holder according to the CPCN, and will maintain historical records for additional medallions issued	**M**	Not Proposing	

BR02.16		The system shall allow for scanning and uploading of submitted certificate holder documents, i.e., interventions, pleadings, insurance documentation, etc.	**M**	Not Proposing	
BR02.17	**Ownership Group**	the system shall allow for a table by ownership group	**M**	Not Proposing	
BR02.18		The system shall allow for the update of user defined fields for one entry to populate all companies within an ownership group when entry is designated as such	**M**	Not Proposing	
BR02.19		the system shall allow for the relationship to associate a certificate holder to an ownership group	**M**	Not Proposing	
BR02.20		The system shall allow for the creation, inquiry, and changes of ownership groups and status	**M**	Not Proposing	
BR02.21		The system shall allow for the uploading of supporting documentation	**M**	Not Proposing	
BR02.22		The system shall capture business principal information such as, but not limited to: Individual name, address, contact information, background check, etc.	**M**	Not Proposing	

Nevada Taxicab Authority Records Management System Modernization RFP # 3422					
BR03 - Medallions					
The Taxicab Authority issues metal medallion plates, 4" x 7" to Certificate Holders, which must be attached to a taxicab prior to being available for service. Medallions are not permanently affixed to a single taxicab, but rather, are					
Vehicle plates and sub-plates can be issued at time of new vehicle registration, plate substitution, or may be transferred to another vehicle. Medallions are issued annually (plate substitution), as a result of an increase in allocation					
The Taxicab authority issues approximately three (3) medallion types: permanent, handicap, and temporary					
The Taxicab Authority issues different alpha-numeric sequencing to each of the sixteen (16) taxicab companies, i.e., Y345 (Yellow Cab Co.), W345 (Western Cab Co.), etc.					
Medallions are currently issued at the Taxicab Authority office.					
The Taxicab Authority issues different quantities to different companies, dependent upon Certificate of Public Convenience and Board Ordered quantities.					
Medallions are issued to Certificated Taxicab Companies and are not transferable to other companies.					
The Taxicab Authority plans to move to electronic medallions upon implementation and in support of NRS 706.88183.					
Permanent medallions do not have an expiration date but are physically exchanged for a new set when TA Staff requires (approximately annually)					
The medallions are allowed to be moved from one authorized taxicab to another.					
Requirement ID	**Function**	**Requirements**	**Project Priority (M)mandatory (D)desired (F)future**	**Vendor Response**	**Vendor Response Explanation**
BR03.01	**Medallion Issuance**	The system shall allow for the creation, inquiry, changes, and deletions of medallion plates and status	M	Not Proposing	
BR03.02		The system shall capture medallion information as defined in the attached Requirements Specs document.	M	Not Proposing	
BR03.03		The system shall link the medallion to various TA functions such as, but not limited to: Certificate Holders, Inspections, Events, Investigations, etc.	M	Not Proposing	
BR03.04		The system shall allow a medallion classification such as permanent, handicap, and temporary, etc.	M	Not Proposing	
BR03.05		The system shall allow a medallion plate status such as, but not limited to: Active, New, Not Issued, Damaged, Lost, Used, etc.	M	Not Proposing	
BR03.06		The system shall include a note field for information on lost or stolen medallions or for various other information.	M	Not Proposing	
BR03.07		The system shall allow for the medallion inventory to be link to the Certificate Holder Asset List.	M	Not Proposing	
BR03.08		The system shall generate the required medallion fees/invoices.	M	Not Proposing	
BR03.09		The system shall accept certificate holder payment.	M	Not Proposing	
BR03.10		The system shall capture date medallion was issued.	M	Not Proposing	
BR03.11		The system shall allow for reconciliation of medallions by way Hand-held device on a annual basis.	M	Not Proposing	
BR03.12		The system shall allow for central issuance of plates.	M	Not Proposing	

BR03.13		The system shall make medallion information available to certificate holders via web portal (only available to the certificate holder it has been issued to)	M	Not Proposing	
BR03.14		The system shall allow the validation of the status of the medallion by the future real-time tracking system.	M	Not Proposing	
BR03.15		The system shall allow the use tracking of the medallion by the future real-time tracking system.	M	Not Proposing	
BR03.16		The system shall allow for the uploading of medallion orders and other forms associated with medallions including Lost, Damaged or Stolen Medallion Notices, Medallion Invoices and Receipts with named links for easy identification.		Not Proposing	
BR03.17		The system shall provide for bar code (or similar) tracking and medallion management, allowing for real-time retrieval of medallion status and inventory purposes - maximum size 1" x 1"	M	Not Proposing	
BR03.18	**Medallion Turn-In**	The system shall allow for medallion turn-ins.	M	Not Proposing	
BR03.19		The system shall allow for replacement medallion fee.	M	Not Proposing	
BR03.20		The system shall allow any user, based on role/permission, to update the status of a medallion and require enter comments related to the update	M	Not Proposing	

Medallion Specifications: For Informational Purposes Only				
Fields	Field Type	Comments	Mandatory Field	
Reports	Link or tab or button on main screen to open list of canned reports based on data obtained through the fields identified on Medallions Fields tab		Link	Not Proposing
New	Link or tab or button on main screen to open blank main screen of fields identified on Medallions Fields tab		Link	Not Proposing
Search	Link or tab or button on main screen to provide search of all data pieces in Medallion Inventory Module, including history, providing ability to search using partial, wild card, date range, by field title, etc.		Link	Not Proposing
Print	Link or tab or button on main screen to bring up print dialogue box		Link	Not Proposing
Back Arrow	Link or tab or button on main screen to move backwards one record		Link	Not Proposing
Forward Arrow	Link or tab or button on main screen to move forward one record		Link	Not Proposing

Medallion Use History	Link or tab or button on main screen to bring up chronological order, newest on top, of all successful and unsuccessful log ins by driver verifying status, providing if log in was successful or not, associated TA #, log in date & time, log out date & time, cab #,	This is future functionality for the Real-Time Tracking, for NRS 706.8825.4(d) The system must be capable of allowing, in a manner prescribed by the Taxicab Authority, a certificate holder to digitally associate a taxicab with a temporary or permanent medallion for the purpose of verifying the validity of a temporary or permanent medallion pursuant to NRS 706.88183	Link	Not Proposing
				Not Proposing
All field titles are to be links, that when selected, provide an immediate history of all entries in that field, by whom, and date and time of entry, chronologically, newest on top				Not Proposing
Medallion #	Alpha Numeric, 2-7 characters, do not allow for spaces in front or within, but allow for blanks after final character (ex. L1, L10, L100, DX190, CAB175), Alphas must display as capitals		Y	Not Proposing
Handicap Medallion Designation	Check Box, checked = yes, blank = no		N	Not Proposing
Medallion Type	Drop Down with values of REGULAR PERMANENT - 24/7; HANDICAP/SPECIAL SERVICES		y	Not Proposing
Colors	Drop Down with values of RED W/BLACK LETTERING; WHITE W/BLUE LETTERING		Y	Not Proposing
Company	Drop Down with values of A-Cab; A NLV; ACE; Union; Vegas Western; Virgin Valley; Checker; Yellow; Star; Deluxe; Desert; Lucky; Nellis; Western; Whittlesea; Henderson		Y	Not Proposing
Date in Inventory	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App		Y	Not Proposing
Issued	Check Box, checked = yes, blank = no		N	Not Proposing
Date Issued	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App		C - Mandato	Not Proposing
Issued To	Alpha, 20 characters		C - Mandato	Not Proposing
Reason Issued	Drop Down with values of New Issue; Replace Lost; Replace Stolen; Replace Damaged; Cab Stolen		C - Mandato	Not Proposing
Medallion Status	Values of Active or Inactive;	This is for immediate functionality; however, for future functionality for the Real-Time Tracking, for NRS 706.8825.4(d), when a driver logs into a device such as a meter, the driver will enter the medallion #. The device must in real-time verify the status of the medallion to determine if the attempted log in is valid and the medallion is "allowed" to be used.	Y	Not Proposing
Medallion Sub Status	Values of New or Not Issued; Damaged; Lost; Used		Y	Not Proposing

Use Status	Auto-fills the status of "in use", "available", "not available" - Defaults to "not available" for all medallion status choices except "Active"; When a medallion status is changed to "Active", the Use Status field changes to "available", if when a driver logs on with medallion status of "Active", auto-fills with "in use" blocking the medallion to be logged in from another device;	For immediately functionality, auto-fill "available" or "not available" as described further here -"In-use" is for future functionality for the Real-Time Tracking, for NRS 706.8825.4(d), when a driver logs into a device such as a meter, the driver will enter the medallion #. The device will verify the status of the medallion (as described in row 19) - the purpose is to ensure the medallion can not be logged into two machines concurrently	auto-fill	Not Proposing
Entered by	Drop Down with values of All Agency Staff Names		Y	Not Proposing
Set	Drop Down with values of M1; M2; M3		Y	Not Proposing
Lost (L)	Check Box, checked = yes, blank = no		N	Not Proposing
Stolen (S)	Check Box, checked = yes, blank = no		N	Not Proposing
Damaged (D)	Check Box, checked = yes, blank = no		N	Not Proposing
Date Lost, Stolen or Damaged	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App		C - Mandator	Not Proposing
Time Lost, Stolen or Damaged	Numeric, HH:MM with Drop Down AM and PM, 12 hour clock		C - Mandator	Not Proposing
Date Reported	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App		C - Mandator	Not Proposing
Time Reported	Numeric, HH:MM with Drop Down AM and PM, 12 hour clock		C - Mandator	Not Proposing
Person Reporting	Alpha, 20 characters		C - Mandator	Not Proposing
All entries in the following Replacement (Temporary and Permanent) Medallion fields auto-update the master record of the specific medallion being updated when this is being filled out				Not Proposing
REPLACEMENT MEDALLION	2 parts: Part 1 - Link to auto-open Temporary Replacement Medallion page with fields identified in Medallion Fields Tab, Rows 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34; Part 2 - Main screen displays most current entries of rows 24, 25, 26, 27, 28, 29, 31, 32, 33; all data pieces may be written over but when written over, but all entries are saved in history			Not Proposing
Temporary Replacement Medallion #	Alpha-numeric, 7 characters		C - Mandator	Not Proposing
Person Taking Report	Drop Down with values of All Agency Staff Names		C - Mandator	Not Proposing
Date Temporary Issued	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App	When issued, auto-updates the Medallion Status (line 21), and Use Status (line 22) of the respective medallion	C - Mandator	Not Proposing
Date Temporary Returned	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App	When issued, auto-updates the Medallion Status (line 21), and Use Status (line 22) of the respective medallion	C - Mandator	Not Proposing
Time Returned	Numeric, HH:MM with Drop Down AM and PM, 12 hour clock		C - Mandator	Not Proposing
Cab #	Numeric, 6 digits, do not allow for spaces in front or within, but allow for blanks after final digit (ex. 123, 1234)		N	Not Proposing
Temporary Replacement of medallion #	Alpha-numeric, 7 characters		C - Mandator	Not Proposing
Permanent Replacement Medallion #	Alpha-numeric, 7 characters		C - Mandator	Not Proposing

Date of Final Transaction	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App	When issued, auto-updates the Medallion Status (line 21), and Use Status (line 22) of the respective medallion	C-Mandatory	Not Proposing
Time of Final Transaction	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App		C - Mandatory	Not Proposing
Permanent Replacement of Medallion #	Alpha-numeric, 7 characters		C - Mandatory	Not Proposing
Comments	2 parts: Part 1 - On-screen "hyperlink" where dialogue box opens, and includes all prior comments for all activity with option to add a new comment. To read chronologically with newest on top, with the ability to click on individual entry to identify operator ID, date, time of entry; 2nd part - three to five of the most current lines of comments entered appear on main screen. Comments will not be able to be modified once saved.		Y	Not Proposing

Nevada Taxicab Authority Records Management System Modernization RFP # 3422					
BR04 - Enforcement					
The TA is required by statute and regulation to hold hearings based on citations issued for violations of statute and regulations, and for other administrative actions against TA Permit applicants, CPCN holding taxicab					
The hearings may be requested when the TA is taking an action against a customer such as, but not limited to: TA Permit denial, suspension, and revocation; Administrative Fines, etc.					
The type of hearing is predicated on the action to be taken and data requirements may vary. The business requirements below have been generalized. The business requirements for the wireless handheld device					
An individual or a business may request or be subject to a hearing.					
Citations may be issued under the jurisdiction of the TA Administrative Courts (at the Las Vegas TA office) or directly into Clark County Justice Court.					
Hearings conducted in the TA Administrative Courts are heard by an Administrative Attorney/Hearing Officer and are prosecuted by a Nevada Deputy Attorney General.					
Pre-trial hearings are conducted on Tuesdays and Thursdays. Trials are conducted on Wednesdays. All citations/violations are initially assigned a pre-trial date (Tuesday or Thursday) except for a 2nd or greater offense					
A recipient of a citation written into the TA Administrative Court may "settle" or "take care of" a citation prior to the scheduled pre-trial date					
Requirement ID	**Function**	**Requirements**	**Project Priority (M)mandatory (D)desired**	**Vendor Response**	**Vendor Response Explanation**
BR04.01	**Citations**	The system shall provide a bidirectional interface and open API's for data passing from the Records Management System to mobile hand-held devices and from the mobile hand-held to the Records Management system. This interface will support the issuance of a citation by Agency Compliance Enforcement Investigators using a wireless handheld device.	M	S	Tyler Adjudication Court Software has bidirectional interface to Tyler Brazos mobile hand-held device
BR04.02		The system shall allow for the Taxicab Driver Permit module to auto-populate the hand-held citation screen once the Compliance Enforcement Investigator scans or enters The TA # of the Taxicab Driver. Data that will need to be available to the hand-held devices include but is not limited to: Name, Address, Taxicab Company, List of Outstanding citations, outstanding Admin Court dates, and Permit Status.	M	S	When using Tyler Adjudication Court Software in conjuction with Tyler Brazos Handheld Device and if your agency provides a readable barcode on the Taxicab Driver's Permit and/or Vehicle that has the listed fields included the system can auto-populate specific fields
BR04.03		The system shall allow for a calendar app with Admin Court Trial dates and times to be available on the hand-held device. Business Rules will be defined with the available dates and time of available Admin Court slots. This function needs to be fully configurable by TA Staff.	M	S	UsingTyler Adjudication Court Software and Tyler Brazos Handheld
BR04.04		The system shall allow the Compliance Enforcement Investigator to select the next available Admin Court Date and Time on the hand-held device and populate the citation screen on the hand-held device.	M	S	
BR04.05		The system shall allow the a Violations module containing the NRS violation number and description to be available on a wireless hand-held device for use by the hand-held device.	M	S	
BR04.06		The system shall allow for the capture of citation form and update of the Records management System Citation and Court modules with their appropriate updated data. The system shall allow for the capture of the electronic signature of the Taxicab Driver or person being cited and the citing investigator.	M	S	

BR04.07		The system shall allow for the update of the Citation information to the Records Management System either in Real-time or when docked at the TA office or when a cellular signal strength permits.	M	S	
BR04.08	**Investigative Reports**	The system shall provide for a report writing module, providing a variety of law enforcement investigative report templates. Each written citation will require a report to be written and attached to the citation number file.	M	S	The system does not require an incident report be written for every citation, but every citation can be linked to an incident.
BR04.09		The system shall allow the investigative reports to be written using desk-top, lap-top, and mobile apps by TA staff.	M	S	
BR04.10		The system shall associate law enforcement investigative reports to be associated with related records, i.e., event #, citation #, TA Permit #, taxicab #, investigator #, vehicle inspections, etc.	M	S	
BR04.11		The system shall move the reports through the approval cycle of a report, i.e., completed by investigator, approved or not approved by supervisor, inclusion into event # file, etc.	M	S	
BR04.12		The system shall provide an audit trail of all changes and actions of the investigative report.	M	S	
BR04.13		The system shall assign and follow record retention schedules for the investigative report (retention period does not begin until criteria is met).	M	S	
BR04.14		The system shall apply business rules to records retention.	M	S	
BR04.15	**Court Date Scheduler**	The system shall provide for a court date/time scheduler.	M	S	Tyler Adjudication Court Software
BR04.16		The system shall allow the system administrator to assign new or additional business rules as needed .	M	S	Tyler Adjudication Court Software using Tyler Macro and system setup edit
BR04.17		The system shall allow for the court date/time scheduler to have specific business rules based on violation type, i.e., 1st long haul violation will result in Tuesday or Thursday court date, if adjudicated guilty prior to a subsequent citation/violation for long haul. The actual fine amount will also be determined by these Business Rules.	M	S	
BR04.18		When a citation is written, when the violation(s) are selected, the system shall prompt for an adjudication history, and if the same violation has been adjudicated as guilty within the previous 12 months, the system will evaluate how many previous guilty adjudications and adjust court dates accordingly.	M	W	Tyler Adjudication Court Software has a Online Records Search system that can be launch from the Tyler Brazos Device to search for adjudication history in real-time before citation offense is selected as a first or subsequent.

BR04.19		When a citation is written and a violation on the citation is for long hauling, the system will query the database for any guilty adjudications within the previous 12 months for the same NRS. If one or more guilty adjudications in the previous 12 months is identified, the system shall mark the citation as mandatory court appearance.	M	S	With using option from above and the offense is indicated as a susbsequent the system setup can be indicated as a mandatory court appearance under its business rules
BR04.20		The system shall allow the calendar app (Court calendar) to stack add'l citations for the same court date, up until a pre-determined cut off time.	M	S	Tyler Adjudication Court Software
BR04.21	**Wireless hand-held device technology**	The system shall allow for a calendar scheduling process that will populate the electronic citation court date field with the appropriate date/time of the hearing. The court date to be assigned will include multiple variables such as schedule of officer, quantity and types of hearings already scheduled, etc.	M	S	Tyler Adjudication Court Software
BR04.22		The system shall allow defined business rules that can be modified by the system administrator based upon business requirements, i.e., 2nd long-haul violation requires mandatory court date of Wednesday while other violation types require a Tuesday or Thursday court date, even if the fine is paid	M	S	
BR04.23		The system shall allow for the populated court/date time to be manually over-written prior to final issuance of the citation.	M	S	
BR04.24		Once the citation has been issued/submitted through the hearings module, the system shall allow for it to be modified by a designee with supervisory permissions.	M	S	
BR04.25		The system shall generate a notification letter of the changes addressed to the subject of the citation for review, printing, signing and mailing by designated TA Staff.	M	S	
BR04.26		The system shall generate a notification of the changes addressed to the investigator who issued the citation.	M	S	
BR04.27		The system shall provide an audit trail of all changes and actions of the citation record.	M	S	
BR04.28		The system shall allow for the entry of a paper citation issued, creating the electronic record as the base for the remainder of the process.	M	S	
BR04.29		The system shall allow for scanning of all documentation to be tied to the citation record.	M	S	
BR04.30		The system shall attach the citation record to all related records, i.e., TA permit #, taxicab #, medallion #, etc.	M	W	Using Tyler Adjudication Court Software attachments would be automated to the case, in other areas this would be a manual import
BR04.31		The system shall allow for the uploading of electronic citations to the database created as a result of this RFP, reducing/eliminating the need for data entry.	M	S	

BR04.32		The system will provide the hardware, software, and resources needed to implement an e-citation solution, which allows for future technology advancements.	M	S	Review costs for specific numbers of hardware, software, and resources needed
BR04.33		The wireless technology system shall extend different applications to each singular device; data will be allowed to be sent from each module to each device and data collected will be submitted from each device to its associated module	M	S	Utiziling Tyler Adjudication Court Software and Tyler Brazos System
BR04.34		The wireless technology system shall allow for easily entered data, allowing for auto-population in real-time, when a TA permit or taxicab is scanned (bar code type technology)	M	S	
BR04.35		The wireless technology system shall allow for compliance enforcement investigators to easily enter, read, change, modify data	M	S	
BR04.36		The wireless technology system shall connect to a printer mounted in an agency vehicle (but which can be removed) via Bluetooth or similar wireless technology, allowing for immediate printing.	M	S	
BR04.37		The wireless technology system shall allow for the real-time uploading of documents created directly into the database created as a result of this RFP.	M	S	The Tyler Brazos Handheld integration pushes the e-citation data and image to Tyler Adjudication Court Software
BR04.38		The wireless technology system must allow for TA specific business rules, changes in laws, and upgrades of the back-end system and the mobile devices.	M	S	Business rules and legislative settings are for today, Tyler Maintenance agreements cover many of these other areas
BR04.39		The wireless technology system must allow for use in rain, and varying levels of sunlight.	M	S	
BR04.40		The wireless technology system must provide an autofocus camera to capture pictures and associate the pictures with the citation.	M	S	When using the Tyler Brazos Handheld recommended devices
BR04.41		The wireless technology system printer shall provide convenient charging methods which have the ability to be mounted and removed from the agency vehicle.	M	S	
BR04.42		The wireless technology system shall provide an alternate printer solution for bicycle units (not mounted)	M	S	Battery option; not hard wired with Bluetooth
BR04.43		The wireless technology system shall allow for user-friendly and intuitive interfaces on both the hand-held device and printer	M	S	
BR04.44		The wireless technology system shall provide built-in GPS.	M	S	Dependent on device selected and options added
BR04.45		The wireless technology system shall submit all citations into the Hearings module as "incomplete" until supporting documentation is appended and the record is marked as "pending approval".	M	S	Tyler Brazos System has an optional approvel process
BR04.46		Upon being marked as "pending approval", the system will post the citation into the Supervisory Compliance Enforcement workflow queue for approval.	M	S	
BR04.47		The system shall allow for the approval or denial of a citation by Supervisory role/permission	M	S	

BR04.48		The system shall move the citation through the hearings process when approved by the Enforcement Supervisor	M	S	
BR04.49		When an Enforcement Supervisor is denying the approval of a citation, the system will require comments by the Supervisor and will return the denied citation into the queue of the issuing investigator (this cycle will be repeated until approval by the Supervisor)	M	W	
BR04.50		The system shall provide for a dashboard tool for Supervisory Compliance Enforcement Officers to know which citations have not been submitted for approval and time-frames, etc.	M	S	
BR04.51		The system shall provide for a dashboard tool for the Chief Compliance Officer to know the status of all citations pending submission by the Compliance Enforcement Investigator, the status of all citations awaiting Supervisory approval, and providing the lapsed time since original citation issuance (or similar management tools)	M	S	
BR04.52		Upon approval by Supervisory Enforcement Investigator, the citation and supporting documentation will move into the Hearings Workflow Module.	M	S	The Tyler Brazos Handheld integration pushes the e-citation data and image to Tyler Adjudication Court Software
BR04.53	**Hearings**	The system shall provide a complete method to support the life cycle of all citations issued by the Taxicab Authority	M	S	
BR04.54		The system shall provide a method to capture the life cycle of a show-cause hearing	M	S	
BR04.55		The system shall assign a recommended fine amount based on business rules which will be provided	M	S	
BR04.56		The system shall allow for the assigned recommended fine amount to automatically adjust based on additional defined business rules.	M	W	Yes, if using Tyler Adjudication Court Software automated macros to define the adjustment.
BR04.57		The system shall allow for manual modification of assigned recommended fine, and require justification in comments section (mandatory entry).	M	W	Fine can be modified manually without a comment required or using a macro with a comment prompt field.
BR04.58		The system shall allow for a separate entry of actual fine imposed/collected.	M	S	
BR04.59		The system shall allow attaching of associated various documents/forms in the citation history, using the citation # as the primary key for attachment.	M	S	Using Tyler Content Manager for e-document solution
BR04.60		The system shall allow for manually scanned documents to be attached to the citation file.	M	S	
BR04.61		The system shall accept payment on a citation, in any approved tender, in person at TA office, via web portal, or via smart phone app.	M	S	
BR04.62		The system shall apply payment to specified citation and "close out" the citation when the balance is zero.	M	S	

BR04.63		The system shall remove the citation from the court calendar when the citation is closed out (paid in full), and allow a future citation to be assigned the now-available court calendar slot, based upon business rules (time-frames).	M	S	
BR04.64		The system shall not make available for payment, any citation for which the fine has not yet been recommended.	M	S	Including any case that requires a manditory appearance
BR04.65		The system shall require payment in full for any citation being paid on the web portal.	M	S	This is user defined, if you want to allow partial payments for persons on a payment plan
BR04.66		The system shall display defined fields when a driver accesses his/her citations through the Taxicab Driver's web portal and allow the driver to select any outstanding citations for payment.	M	S	If the violations does not require a mandatory appearance; once appearance has been made case can then be paid
BR04.67		The system shall allow for issuance of payment plans when option selected by TA staff, and must follow business rules to be defined	M	S	
BR04.68		When a payment plan is in place, the system shall generate notice to the TA permit holder based upon his/her communication preference as a reminder when a payment is due	M	S	Utiziling Tyler Adjudication Court Software and Tyler Notify Call out system and/or Automated Macros for email or paper notice.
BR04.69		The system shall "suspend" the TA permit when a payment is not made according to the payment plan.	M	W	The case can be place in a Suspend status or in default. Currently the system does not change permit status in the
BR04.70		The system shall generate notice to the TA permit holder and the current employing taxicab company (may be different than the taxicab company on the citation) notifying of the suspension and reason.	M	S	When using automated macros and user defined fields
BR04.71		The system shall allow payment in full of outstanding fines in person at TA office, via web portal, when permit status is "suspended", and re-instate in real time, as "active" if no other flags affect the status, such as expired or FTA, and shall generate a notice of the reinstatement (business rules will apply)	M	W	The system does this fuction, removes the suspended flag in real-time, uses automated macros to create notices; however, if any name flags were added, they will need removed manually. System does not automatically change the permit status in the permitting
BR04.72		The system shall maintain and display a history of all actions for each citation number.	M	S	
BR04.73		The system shall create a customer record if one does not exist.	M	S	
BR04.74	**FTAs (Failure to Appear)**	The system shall allow TA staff to manually notate a failure to appear for a court date/time	M	S	
BR04.75		The system shall change the TA Permit status to "Suspended FTA"	M	N	Tyler Adjudication Court Software does not change the permit status in the permitting system.
BR04.76	**Suspensions**	The system shall allow TA staff to manually suspend a TA permit and assign a starting date and time, and ending date and time	M	S	Within the Tyler Adjudication Court Software
BR04.77		The system shall allow for the differentiation for cause of suspension	M	S	Can be indicated in note or as suspension type
BR04.78		The system shall allow for hierarchy of suspension causes - applying business rules	M	S	System will allow multiple flags on a cases to indicate different suspension flags

BR04.79	**Hearings - Court Attendance**	The system shall generate a court calendar of all scheduled actions to be heard	M	S	
BR04.80		The system shall capture customer information such as, but not limited to: Customer name, contact information, physical address, mailing address, telephone number, email address etc.	M	S	
BR04.81		The system shall capture hearing reason.	M	S	
BR04.82		The system shall capture all citation information.	M	S	Can provided specs
BR04.83		The system shall capture associated law-enforcement agency information such as, but not limited to: Agency information, officer information, officer badge information, address, contact information, etc.	M	S	Can provided specs
BR04.84		The system shall capture attorney information such as, but not limited to: Attorney company name, representing attorney, address, contact information etc.	M	S	
BR04.85		The system shall allow for comments to be added to hearing records.	M	S	
BR04.86		The system shall allow for scanning of all documentation to be tied to the customer record.	M	S	Within the Tyler Adjudication Court Software
BR04.87	**Evidence**	The system shall provide a method to document, track, and dispose of all evidence in accordance with International Association of Property and Evidence (IAPE) standards	M	S	
BR04.88		The system shall provide a method to attach evidence records to all associated records, i.e., bar code or similar technology	M	S	
BR04.89		The system shall allow designation of evidence as blood and allow manual entry of DUI blood test information such as, but not limited to: Blood Alcohol Content (BAC).	M	S	
BR04.90		The system shall generate notice to TA staff (to be identified) when blood evidence will be sent out for processing.	M	S	
BR04.91		The system shall capture inventory storage location such as, but not limited to: Aisle, row, rack, shelf, etc. (evidence)	M	S	
BR04.92		The system shall create bar-code labels such as, but not limited to: inventory labels, location labels, etc. (evidence)	M	S	
BR04.93		The system shall interface with a bar-code reader for all transaction processing. (evidence)	M	S	
BR04.94	**Hearings**	The system shall allow for the notation that a bond is required.	M	W	When using Tyler Adjudication Court Software agency can set user assigned status codes. Case could have status code that indicates bond requirement.
BR04.95		The system shall capture Bond company information such as, but not limited to: Bond company name, bond number, amount, effective date, etc.	M	S	

BR04.96		The system shall capture bond adjuster information such as, but not limited to: Adjustor name, Contact information, physical address, mailing address, contact information, attorney representing bond company, attorney contact information, etc.	M	S	
BR04.97		The system shall capture audio recording requests.	M	S	Tyler Content Management e-document system can store recorded information including audio, video, and picture files
BR04.98		The system shall capture discovery requests.	M	S	Recording using Status Codes and Judgment Minutes
BR04.99		The system shall allow for inquiries and selection of DMV customer records.	M	N	If optional with DMV, this would be an additional interface for the Tyler Adjudication Court Software not listed in the quote
BR04.100		The system shall allow the ability to capture and tie all scanned information the customer hearing record.	M	S	
BR04.101		The system shall allow for adding, changing, updating, deleting hearing information.	M	S	
BR04.102		The system shall allow hearing scheduling.	M	S	
BR04.103		The system shall generate hearing letters to customers.	M	S	
BR04.104		The system shall retain all historical records of all hearings with all recorded information.	M	S	
BR04.105		The system shall allow TA staff to search for hearings using one or more search criteria.	M	S	
BR04.106		The system shall allow hearing records to be retrieved along with all supporting documentation.	M	S	
BR04.107	**Update Hearing Request**	The system shall allow the ability to retrieve hearing information such as, but not limited to: Hearing information, attorney information, court information, law enforcement information, permit review, compliance enforcement, bond information, etc.	M	S	
BR04.108		The system shall allow the staff to update hearing status.	M	S	
BR04.109		The system shall notify TA staff about additional actions to be taken such as, but not limited to: review for suspension, fraud, etc.	M	S	
BR04.110		The system shall allow a technician to reassign hearing dates.	M	S	
BR04.111	**Schedule Hearing Appointment**	The system shall allow a hearing to be scheduled and tied to the customer record.	M	S	
BR04.112		The system shall allow for scheduling information to be established such as, but not limited to: Date, Time, location, Additional comments, etc.	M	S	
BR04.113		The system shall provide a calendar with time slots identifying them as opened, filled, blocked, etc.	M	S	
BR04.114		The system shall allow for administrative hearing officers to be assigned to hearing calendars.	M	S	
BR04.115		The system shall allow for compliance enforcement investigators to be assigned to hearing calendars.	M	S	Using Tyler Officer Scheduler
BR04.116		The system shall allow for continuances to be scheduled.	M	S	

BR04.117		The system shall capture any 'no-show' parties such as but not limited to: law officers, attorneys, etc.	M	W	This is not a reportable tracking for other parties except the violator
BR04.118		The system shall provide access through the driver portal for drivers to review their scheduled hearings.	M	S	
BR04.119		The system shall easily interact with each associated module.	M	S	
BR04.120		The system shall allow updates to courts information such as, but not limited to: address, phone number, web address references, etc.	M	S	
BR04.121		The system shall provide hearing scheduled information on external platforms, such as, but not limited to: driver portal, smart phone app, etc.	M	S	Utilizing Tyler Online Record Search
BR04.122	**Reschedule Hearing**	The system shall allow the ability to reschedule hearings by TA staff (only), and capture required information such as but not limited to: reason for reschedule, comments, reason for denials, etc.	M	S	
BR04.123		The system shall allow TA staff to reschedule previous hearings.	M	S	
BR04.124		The system shall allow TA staff to reschedule future hearings for the same case.	M	S	
BR04.125		The system shall tie all additional hearings scheduled to original case.	M	S	Able to be selected by a check-box to pull all over together
BR04.126	**Calendar Updates**	The system shall provide the ability for users to block specific calendar day(s) on the hearing appointments calendar for administrative purposes. The user shall have the optional ability to enter specific reasons while blocking calendar day(s).	M	S	Calendar is not blocked, but scheduled. If you need to block out a date, you just remove it as an option for a setting. Then it can not be selected
BR04.127		The system shall have the ability to display a list of dates and time slots available for users to reschedule a hearing. Any hearing appointment time slots must be adjustable. There is only one hearing officer, so only one hearing can be scheduled for any one time.	M	S	
BR04.128		The system shall have the ability to display the list of dates and time slots that are available for TA Staff to select in order to reschedule a hearing. The user may indicate the amount time (hours/minutes) for each hearing.	M	S	Time is normally pre-selected by business rules of weight for the case
BR04.129		The system shall automatically update the calendar when a hearing is scheduled.	M	S	
BR04.130		The system shall allow the user to update an individual's existing appointment to reference multiple hearings in the same time slot. In cases where more than one hearing has been indicated in a single session (time slot) the system shall maintain the combined appointment session time. In addition, each hearing will be shall be unique and each shall require that a final disposition be entered.	M	S	
BR04.131	**Hold hearings**	The system shall allow the ability to capture all attending parties scheduled to attend a hearing.	M	W	This is not a reportable tracking for other parties except the violator
BR04.132		The system shall allow the ability to capture all no-shows at a scheduled hearing.	M	S	

BR04.133		The system shall allow the ability to capture hearing start/end times.	M	S	If agency uses the Tyler Check in feature
BR04.134		The system shall allow the ability to capture attorney information representing customer at a scheduled hearing.	M	S	
BR04.135		The system shall allow the ability to capture information for the law enforcement officer attending a scheduled hearing.	M	S	Depending on criteria, system can send email notification once case is set for hearing of violator, date, and time of hearing.
BR04.136		The system shall allow the ability to capture administrative hearing officer presiding over the case and deputy attorney general prosecuting the case.	M	S	
BR04.137	**Update Hearing Disposition**	The system shall allow the ability to enter final hearing disposition.	M	S	
BR04.138		The system shall generate forms/notices before, during, and after hearings at the request of TA staff (to be defined).	M	S	
BR04.139		They system shall allow the ability to upload and tie files to the hearing record. The files shall include file types such as, but are not limited to: audio, video, data, documents, etc.	M	S	
BR04.140		The system shall allow for purging of files based on State's retention schedule.	M	S	
BR04.141		The system shall update the status to closed upon completion of final disposition.	M	S	
BR04.142		The system shall allow for updates if the case is submitted to a district or justice court for further proceedings after a hearing is held and disposition made.	M	S	
BR04.143		The system shall allow the ability to impose varying progressive sanction and fees for citations/violations based upon guilty adjudication.	M	S	
BR04.144	**Subpoenas**	The system shall allow for the creation, inquiry, changes, and deletions of a Subpoena Requests.	M	S	
BR04.145		The system shall capture subpoena information such as, but not limited to: Subpoena date, received date, subject, requested information, etc.	M	S	

Nevada Taxicab Authority Records Management System Modernization RFP # 3422					
BR05 - VEHICLE INSPECTIONS					
Taxicab companies, prior to placing a taxicab into service, must submit a request to the TA for inspection for that taxicab to ensure it meets requirements in NRS and NAC. The TA conducts these inspections prior to it being allowed to be placed into service.					
The TA conducts inspections on taxicabs quarterly, prior to operation in passenger service, when there is an outstanding 24-hour or out-of-service notice, when there is an accident or complaint regarding mechanical malfunctions, when a taxicab has been converted to propane, and when a taxicab has been "wrapped".					
Taxicabs have a maximum life, defined in months, that they are able to be used as taxicabs in Clark County. Time-frames are defined by whether the cab is "new" or "used" (defined by NRS 482.076.3, a new vehicle is placed into service with 2500 miles or less), and whether it is a "hybrid electric vehicle", as defined in 40 C.F.R. § 86.1702-99.					
The TA is looking to the vendor to provide a mobile application that will allow an investigator or inspector to retrieve vehicle data from the TA RMS in this RFP and to capture/submit and print the on-site vehicle inspection information on a wireless mobile device, as part of the solution to this RFP.					
The TA inspects many vehicle types and models. The captured information should be easily selected, verified, and uploaded to the customer's vehicle record.					
Taxicab Inspections					
Requirement ID	**Function**	**Requirements**	**Project Priority (M)mandatory (D)desired**	**Vendor Response**	**Vendor Response Explanation**
BR05.01	**Vehicle Description Records**	The system shall allow for the creation, inquiry, changes, and deletions of taxicabs.	M	Not Proposing	
BR05.02		The system shall allow for status such as, but not limited to: Active, OSN, 24, Removed From Service, Pending, etc.	M	Not Proposing	
BR05.03		The system shall capture vehicle information such as, but not limited to: Taxicab Company, Taxicab number, vehicle identification number, make, model, year, Fuel type, License Number, Taxi Meter Number, Handicap, Hybrid, In service date, in service mileage, Date out of service, comments, etc.	M	Not Proposing	
BR05.04		The system shall link cab information to CPCN.	M	Not Proposing	
BR05.05		The system shall retrieve previous and current vehicle inspection information	M	Not Proposing	
BR05.06	**Inspections**	The system shall provide an application that allows the Vehicle Inspector to utilize an alternate device to capture the vehicle information.	M	Not Proposing	
BR05.07		The system shall link the captured inspection information to the vehicle record in real-time, allowing for the immediately removal from service or place back into service	M	Not Proposing	
BR05.08		The system shall allow the application to upload captured information to the Vehicle Inspectors technician computer upon connectivity.	M	Not Proposing	
BR05.09		The system shall allow for the scanning of the VIN barcode by a hand-held device to retrieve vehicle records and auto-populate inspection screen fields or web enabled forms.	M	Not Proposing	

BR05.10		The system shall integrate with the records management system to retrieve vehicle information for all vehicle inspections.	M	Not Proposing	
BR05.11	**Regular Vehicle**	The system shall allow for the creation, inquiry, changes, and deletions of vehicle inspections.	M	Not Proposing	
BR05.12		The system shall capture vehicle information such as, but not limited to: Vehicle Identification Number, make, model, year, body type, etc.	M	Not Proposing	
BR05.13		The system shall create a new vehicle records using vehicle VIN.	M	Not Proposing	
BR05.14		The system shall link the vehicle to the Certificate Holder record.	M	Not Proposing	
BR05.15		The system shall capture odometer reading.	M	Not Proposing	
BR05.16		The system shall capture the Taxicab company representative signature on required forms.	M	Not Proposing	
		The system shall move the taxicab record to history when the taxicab has been removed from service and a new cab of the same cab # record is created (will allow only one active record of each cab #, but multiple inactive records of each cab #)	M	Not Proposing	
BR05.17	**New Cab**	The system shall capture fuel type indicators such as, but not limited to: Gas, propane, hybrid, electric, other, additional (as required by statute or regulation), etc.	M	Not Proposing	
BR05.18		The system shall capture the authorized vehicle inspector information such as, but not limited to: name, date of signature, etc.	M	Not Proposing	
BR05.19		The system shall capture authorized vehicle inspector signatures electronically on any inspection forms as required.	M	Not Proposing	
BR05.20		The system shall capture external assisting agency information.	M	Not Proposing	
BR05.21	**VDR**	The system shall capture vehicle inspection information such as, but not limited to: Cab #, Event #, VDR #, Employee Issuing, Notice type (Other, OSN, 24-Hour), Reason for Inspection (Accident, Complaint, Inspection, Meter Seal, Other), Incident Location, New Cab designation, Driver Permit #, Driver Cited designation, Check Engine Light On designation, Date Issued, Time Issued, Meter #, Seal #, Date Cleared, Employee Clearing (from agency employee list), Comments .	M	Not Proposing	

BR05.22		The system shall provide for the use of pre-formatted forms on wireless hand-held devices for investigators/inspectors to fill in when conducting inspections	M	Not Proposing	
BR05.23		The system shall capture the cab company's signature electronically.	M	Not Proposing	
BR05.24		The system shall capture vehicle information such as, but not limited to: Vehicle identification number, license plate, make, model, year, zip code, etc.	M	Not Proposing	
BR05.25		The system shall allow an inquiry on the vehicle such as, but not limited to: vehicle identification, license plate, etc.	M	Not Proposing	
BR05.26		The system shall retrieve vehicle information.	M	Not Proposing	
BR05.27		The system shall retrieve vehicle registration information.	M	Not Proposing	
BR05.28		The system shall calculate required testing.	M	Not Proposing	
BR05.29		The system shall generate a unique Vehicle inspection report number.	M	Not Proposing	
BR05.30		The system shall generate Out-of-Service and 24-hour notices to include elements such as, but not limited to: Vehicle identification number, license plate, make, model, year, etc.	M	Not Proposing	
BR05.31		The system shall assign a scheduled "remove from service" date on any taxicab upon entry into the system, based upon parameters which will be provided.	M	Not Proposing	
BR05.32		The system shall allow a taxicab to manually be removed from service, and require a date and reason entry	M	Not Proposing	
BR05.33		The system shall link vehicle inspection report to taxicab records.	M	Not Proposing	
BR05.34		The system shall generate a unique Vehicle inspection report number.	M	Not Proposing	
BR05.35		The system shall link vehicle inspection report to vehicle account.	M	Not Proposing	
BR05.36		The system shall allow for creation, inquiry, changes, and modify VDR numbers.	M	Not Proposing	
BR05.37		The system shall allow for VIR Reprints.	M	Not Proposing	
BR05.38		The system shall allow creation, and inquiry, of VIR reports.	M	Not Proposing	
BR05.39		The system shall allow printing of VDR reports.	M	Not Proposing	
BR05.40		The system shall allow a vehicle inspector to edit all pre-filled fields	M	Not Proposing	
BR05.41		The system shall allow a record to be re-printed	M	Not Proposing	

BR05.42		The system shall allow a vehicle inspector to "accept" the submitted new taxicab record upon inspection when the inspection is passed, resulting in the addition of the taxicab to the inventory	M	Not Proposing	

Nevada Taxicab Authority Records Management System Modernization RFP # 3422

BR06 - Dispatch/Call Management/Events

Public complaints are currently received via email, telephone, fax, in person, and through the existing Taxicab Authority website where there is a form to fill out and when "submit" is selected, an email is generated and the complaint is delivered to an assigned email inbox to taxicomplaints@taxi.state.nv.us for review and possible action. All complaints are routed to one TA employee who logs them into an excel spreadsheet. Refer to Complaints work flow process diagram.

Taxicab companies are mandated to report complaints of violations of applicable statutes by drivers to the TA. Cab Companies currently report complaints either by submitting a web form on the TA website (when "submit" is selected, an email is generated and the complaint is delivered to an assigned email inbox to taxicomplaints@taxi.state.nv.us for review and possible action), or by selecting the link on the TA website taxicomplaints@taxi.state.nv.us and attaching a document providing the required information

Complaints received by the TA are either "actionable" or "inactionable". "Inactionable" complaints are customer service complaints, not violations of applicable statutes or regulations. "Actionable" complaints are complaints against a driver or cab company for violations of NRS or NAC chapters 706.

TA staff monitoring complaints have the functionality to route a customer to other staff, supervisors or sections, or the respective cab company representatives based on complaint content.

When TA staff monitoring complaints determines a complaint is "Actionable", it is routed to a TA Enforcement Investigator to conduct an investigation.

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR06.01	**Complaints**	The system shall allow for TA staff to enter customer "complaint" information in the system and assign an 'event' number or other tracking identifier..	M	S	
BR06.02		The system shall allow for TA staff to classify the complaint as "actionable" or "non-actionable".	M	S	
BR06.03		The system shall allow for TA staff to input a disposition code to a "non-actionable" complaint such as "referred to cab company", "not enough information", or the like, closing the complaint entry for no further action required.	M	S	
BR06.04		The system shall allow for TA staff to assign an "actionable" event to other TA staff.	M	S	
BR06.05		The system shall allow for TA staff to "close" the complaint, based upon permissions, upon receiving the closing disposition from the assigned investigator.	M	S	
BR06.06		The system shall allow for the re-assignment of a complaint to a different investigator by supervisory or Dispatch/Call Management personnel, based upon permissions.	M	S	
BR06.07		The system shall allow for any TA staff to update the complaint information with actions taken, people involved, etc., to resolve the complaint.	M	S	
BR06.08		The system shall provide a method for monitoring outstanding complaints with their details to include the creation date and due date (if assigned).	M	S	
BR06.09		The system shall allow supervisory staff to review and assign activities, and due dates.	M	S	
BR06.10		The system shall allow supervisor monitoring tools, such as a dashboard, displaying each subordinate investigator's outstanding assignments/events, sorted by type and date, oldest at top, newest on bottom, and shall receive some type of notification if a creation date is older than a determined time frame; last updated field; ability to see all activity that has been completed, etc.	M	S	
BR06.11		The system must provide the ability to report the % of written complaints resolved within 30 days	M	W	The system will generate that data, but will not calculate the percentage.
BR06.12		The system must provide an audit trail of all actions taken on each complaint.	M	S	

BR06.13		The system shall tie the "complaint" information to the TA permit #, taxicab #, and/or the cab company name, when included in the record.	M	S	
BR06.14		The system shall capture information on the "complaint" record such as, but not limited to: Date, Time, etc. (Refer to specifications)	M	S	
BR06.15		The system shall allow the "complaint" to be forwarded to a taxicab company if required.	M	S	
BR06.16		The system shall allow the "complaint" to be escalated to a supervisor after a specified period of no action.	M	S	
BR06.17		The system shall allow TA Staff to view all applicable policies and procedures per transaction processed.	M	S	
BR06.18		The Dispatch/Call Management system shall provide an entry screen of all 'events' with fields to be identified.	M	S	
BR06.19		The Dispatch/Call Management system shall provide a method to create and view incidents, assign enforcement personnel, and monitor the progress of each incident from receipt to completion for a single jurisdiction.	M	S	
BR06.20		The Dispatch/Call Management system shall direct the flow of enforcement personnel and monitor the progress of each call from receipt to completion for a single jurisdiction.	M	S	
BR06.21		The system shall provide user-definable features and customizable screens, mouse, and keyboard functionality with keystroke shortcut commands to quickly add, modify, assign, and complete calls.	M	S	The command line is fully customizable, as are the orientations of the various CAD windows, but the keyboard shortcuts and/or uses of the mouse are not.
BR06.22		The system shall append event numbers to associated database tables related to that event, i.e., if TA Permit # 123 is listed in an event, that event # appends to TA Permit # 123's history.	M	S	
BR06.23		The system shall allow the TA Staff to see all documentation, correspondence, transaction history and all event interactions for a specific TA Permit Holder, taxicab, or medallion, and certificate holder.	M	S	
BR06.24		The system shall allow cut and paste functionality within the transaction records.	M	S	
BR06.25		The system shall allow TA Staff searches such as, but not limited to: Soundex, Wildcard, exact spelling, etc.	M	S	
BR06.26		The system shall allow the Dispatch Supervisor shadow the Dispatch/Call Management desktop input screen to observe activities or transactions.	M	S	
BR06.27		The system shall allow the remote shadowing functionality to be used as a training tool.	M	S	
BR06.28		The system shall allow database table historical searches to be initiated using a from-date and to-date. Only transactions within the specified period will be available to the Dispatch/Call Management.	M	S	
BR06.29		The system shall prevent certain transactions from being saved without data entered into mandatory fields.	M	S	
BR06.30		The system shall follow security requirements for all computer inactivity time-out displays.	M	S	

BR06.31		The system shall allow an audit query that will report the number of times an employee has accessed a TA Driver's record.	M	N	The Report Log will track every time a record is printed, exported to a new file format, and emailed.
BR06.32		The system shall allow for real-time access to automated instruction guides to be made available to Dispatch/Call Management staff.	M	S	
BR06.33		The system shall allow for log notes to be entered without the creation of an event.	M	S	
BR06.34		The system shall allow for comments to be created and tied to event or log notes	M	S	
BR06.35		The system shall allow for auditing of event entries and transactions initiated by Dispatch/Call Management staff.	M	S	
BR06.36		The system shall provide the ability to view all individual driver status and history information in single screen.	M	S	
BR06.37		The system shall provide the ability to synchronize data across all TA system fields. For example a TA Permit suspended in one screen must reflect suspended on all screens.	M	S	
BR06.38		The system shall allow a Dispatch/Call Management staff to review all customer correspondence.	M	S	
BR06.39		The system shall allow for metrics and analytics to be captured for a technician.	M	S	
BR06.40	**Receive Customer Email**	The system shall provide a central email inbox using taxicomplaints@state.nv.us.	M	N	
BR06.41		The system shall provide the ability to tie all email correspondence to a record but not require it.	M	S	
BR06.42		The system shall provide the ability to carbon copy the inbox when a reply is sent to a customer.	M	S	
BR06.43		The system will provide statistics on total number of emails received and allow for an event # to be assigned to track how many emails resulted in an event #.	M	N	
BR06.44	**Record Review**	The system shall provide the ability to review events in real-time.	M	S	
BR06.45		The system shall have the ability to provide the Dispatch/Call Management staff to inquiry and update access to those areas defined to complete their specified duties.	M	S	
BR06.46		The system shall allow a Dispatch/Call Management staff to have the same system functionality in any environment such as, but not limited to: Test, System Test, User Acceptance, Production, etc.	M	S	
BR06.47	**Hearings/Court Scheduling**	**The system shall allow the Dispatch/Call Management to schedule, cancel or change a court date.**	M	S	Utiziling access to the Tyler Adjudication Software
BR06.48	**Reporting**	The system shall provide reports as defined in the enterprise reports requirements.	M	S	
BR06.49		The system shall provide reports of time spent on events by Dispatch/Call Management Staff.	M	S	
BR06.50	**Dispatch/Call Management**	The system shall allow inquiry access of TA Permit Holders and CPCN Holders	M	N	
BR06.51		The system shall allow inquiry of the citations/hearings database.	M	S	
BR06.52		The system shall provide a method to track and coordinate officers	M	S	

BR06.53		The system shall provide for the documentation of pertinent information provided by investigators and vehicle inspectors to include call details, log notes, and dispositions of calls.	M	S	
BR06.54		The system shall provide for the fields necessary to record all pertinent information from callers.		S	
BR06.55		The system shall capture pertinent information related to the status of investigators, events, etc.	M	S	
BR06.56		The system shall provide for a method to assign priority levels to active calls/events.	M	S	
BR06.57		The system shall provide for the classification of call types at initial receipt, and track the reclassification as initial and final call-type.	M	S	
BR06.58		The system shall capture the source of the event, i.e., witness, victim, suspect, TA Investigator, other law enforcement agency, etc., as the initiator of the event.	M	S	
BR06.59		The system shall allow for additional TA investigators or other resources to be assigned to an event	M	S	
BR06.60		The system shall provide for the capture of the status of an event, i.e., open, closed, suspended, pending, etc., and shall require a disposition when being closed.	M	S	
BR06.61		The system shall provide for the entry of vehicle information of vehicles impounded, with associated records and supporting documentation, and "holds" placed on the vehicle, searchable by all fields.	M	S	
BR06.62		The system shall provide Dispatch/Call Management Staff with a Dashboard to include Active calls and tasks.	M	N	
BR06.63	**Radio Communications**	The system shall allow for Event ID's to be assigned by Dispatch to various TA functions such as, but not limited to: complaint tracking, telephone call tracking where a TA action is required, radio communications with field investagators and vehicle inspectors. If the solution selected by the TA has it's own means of tracking the above the term events is not mandatory. The critical part is tracking of the above mentioned items.		S	
BR06.64		The system shall allow for the creation, inquiry, changes, suspension, and closure of event management entries.		S	
BR06.65		The system shall keep history information on all actions completed in the system.		S	
BR06.66		The system shall keep historical information on all actions completed.		S	
BR06.67		The system shall keep audit logs on all actions completed.		S	
BR06.68		The system shall allow for incomplete entries received to be created and saved in the system		**S**	
BR06.69		The system shall allow for an event status of but not limited to: Open, close, reopened, hold, assigned, reassigned, research, etc.		**S**	

Nevada Taxicab Authority Records Management System Modernization RFP # 3422
BR07 - Web Portal
The TA would like a public facing web portal function for applicants and Taxicab Drivers to submit their initial Taxicab Driver Application as well as Renewal Applications using this web portal as a Phase 1 goal. This portal will be used internally as the main input source for Applicants and Drivers to complete their applications at the TA Office .Once the 90-day pilot test period has been sucessfully completed the public facing web portal will be enabled. The portal will also allow for the uploading of required TA documents and for the payment of the initial Taxicab Driver Permit Fee and Taxicab Permit Renewal Fee.
The Second Phase of the web portal will be a web portal for taxicab companies (Certificate Holders). After logging in using a unique ID by parent group (9) and password by User ID, there would be a main page for statistics, reference information, and various communications. Then there will be links to submit web forms, upload documents, establish and track status of taxicabs, inquire upon and modify status of TA permit # through submission of form via the web portal. Payment of Citations, viewing Citation history and court dates will also be a Phase 2 goal of the web portal. This web portal should be very user friendly and simple, and must secure information about one company from being seen by another company.
Prior to beginning or changing employment as a taxicab driver for a certificate holder, a taxicab driver must present a referral slip from his or her new employer for issuance of the permit. The vision is the certificate holders will have company log-ins providing for a web form for the submission of the referral, with the driver's license number of the applicant as the unique identifier.

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR07.01	**New Applicant - Phase 1**	The system shall allow Taxicab Driver's and Taxicab Driver Permit applicants to register on the Taxicab Driver web portal. A new applicant will use his/her Nevada Drivers License # as his/her User ID and a strong password. An Active Taxicab Driver will use his TA # as his User ID with a strong password of his/her choice to create an account.	M		
		The system shall verify that the entered Nevada driver's license number has not been used as the user ID in the New Applicant process to ensure duplicate accounts are not created.	M		
BR07.02		The system shall allow a registered user to logon to the Taxi Driver's portal to begin the Permit application process or the Permit Renewal process.	M		
BR07.03		The system shall allow for a User who signs with a Nevada Drivers License as the User ID to be presented with a New Applicant input screen. A TA # entered as a User ID will be presented with a Taxicab Driver Permit Renewal input screen.	M		
BR07.04		The system shall present the signed-on applicant the standard fields from the current Taxicab Driver's Permit application form including the Criminal History Statement, Child Support Questionnaire, Authorization for Release of Information, and the Fingerprint Background Waiver form. A field for Communication Preference: with the following options E-Mail, Text, Cell Phone and Home Phone should be included as a mandatory field.	M		
BR07.05		The system shall provide for an Electronic signature acceptance process on the web portal			
BR07.06		The system must allow for the uploading of scanned Taxicab Driver Permit required forms (Taxicab Company Referral, DOT Medical Form) prompting the applicant for each required form during the upload process.			

BR07.07		The system shall append the Nevada Drivers License # of the signed-on User to the uploaded Taxicab Driver Referral Form and the DOT Medical form along with the Document type. Ex: xxxxxxxxxx_Referral, xxxxxxxxxx_Medical.	M		
BR07.08		The system shall upon submission of a completed application, assigning a "pending" status to the application and route the application to the 'Permit Input Queue' for review if the applicant selected 'No" to all Criminal Background Questions . A printable or e-mail confirmation of the successful submission will be available for the applicant.	M		
BR07.09		The system shall route any New Applicant request to the Administrative Office workflow queue if the applicant selected 'YES' to any Criminal History Background question.	M		
BR07.10		The system shall follow all state security policies and procedures for website access and user password policies, including resetting passwords.	M		
BR07.11		The system shall provide a self-service password reset function.	M		
BR07.12	**Renewal Application - Phase 1**	The system shall allow User ID sign-on using a TA # and strong password will be presented with the Taxicab Driver's Permit Renewal Form option. If the Application date is outside of the 30 day renewal period the renewal applicant will be presented with a message indicating the date of the 30 day renewal period. If the application date is after the TA Permit Expiration date the renewal applicant will be presented with a message indicating the Permit is Expired and a New Taxicab Driver Application is required.	M		
BR07.13		The system shall present the signed-on applicant the standard fields from the current Taxicab Driver's Permit application form including the Criminal History Statement, Child Support Questionnaire, Authorization for Release of Information, and the Fingerprint Background Waiver form. A field for Communication Preference: with the following options E-Mail, Text, Cell Phone and Home Phone should be included as a mandatory field.	M		
BR07.14		Once a TA Permit # is issued, the driver may use the TA # as the user ID in place of the driver's license number, maintaining the associated records.	M		
BR07.15		The system shall allow TA staff to review and modify the application packet, applying an audit trail.	M		
BR07.16		Upon entering the TA Permit #, the TA Permit # now becomes the primary key for all future transactions.	M		
BR07.17		All supplemental documents and actions noted during the application process follow the driver's TA Permit # for historical purposes	M		
BR07.18	**Payment Processing - Phase 1**	The system shall allow a logged-in applicant or renewal driver to pay the oustanding fee for his/her application.	M		
BR07.19	**Reporting - Phase 1**	The system shall allow reporting of: workflow process statistics, accepted & rejected applications, applications started but not completed, testing, etc.	M		

BR07.20	**Fine Payment History Processing - Phase 2**	The system shall allow a logged in driver to view all previously paid and outstanding fines, fees, etc.		S	When driver is viewing using the Tyler Online Records Search System, separate from the other web portal
BR07.21		The system shall allow a logged in driver to select an outstanding fine/fee and submit secure payment.		S	When driver is viewing using the Tyler Online Records Search System, separate from the other web portal
BR07.22		The system shall allow a logged in driver to view all active payment plans (those with outstanding balances) and submit secure payment.	M	S	When driver is viewing using the Tyler Online Records Search System, separate from the other web portal
BR07.23		All payments submitted online shall generate a confirmation and itemized receipt, both of which are able to be printed in PDF format or send to their requested communication method.	M	S	When driver is viewing using the Tyler Online Records Search System, separate from the other web portal
BR07.24		The system shall allow a logged in driver to select a past, current, or outstanding citation to see all citation content including date and time of scheduled court date	M	S	When driver is viewing using the Tyler Online Records Search System, separate from the other web portal
			M		
BR07.25	**Certificate Holder Web Portal - Phase 2**	The system shall provide a Certificate Holder web Portal to allow Certificate Holders to register and create individual user id's for access to their portal.	M		
BR07.26		The system shall allow each Certificate Holder portal to include their specific asset inventory such as Drivers, Taxicab Vehicles and Taxicab Medallions.	M		
BR07.27		The system shall allow for Taxicab Driver Permit New Applicant and Taxicab Driver's Permit Renewal process to be available from their specific portal.	M		
BR07.28		The system shall provide a company specific Taxicab Company Referral web form to be completed and attached to a New Taxicab Driver's Permit Application once the New Application and Referral apps have been rolled out to the Certificate Holders web portal. This	M		
BR07.29		The system shall provide online help functionality and content for the web portal functions.	M	Not Proposing	
BR07.30		The system shall provide the ability to submit a "terminated driver" which must also update the status in licensing/permitting in real time, requiring explanation, with a error report sent to submitter if all field information does not agree to database record	M	Not Proposing	
BR07.31		The system must provide the ability to submit new cab to be inspected and repaired cab to be inspected to get added onto the "to be inspected" report	M	Not Proposing	
BR07.32		The system shall include web-based payment option for all citation/fine transactions; and payment option for annual medallion fees (web invoice)	M	Not Proposing	
BR07.33		Train and provide technical support to Taxicab Authority staff on portal use and management.	M	Not Proposing	
BR07.34		The system shall allow a logged in Certificate Holder to view all outstanding medallion invoices and submit secure payment.	M	Not Proposing	
BR07.35	**Certificate Holder - Inspections - Phase 2**	The system shall allow a logged in certificate Holder to submit new taxicab record information	M	Not Proposing	
BR07.36		The system shall allow a logged in certificate holder to schedule a new taxicab, wrapped taxicab, or propane converted taxicab for initial inspection	M	Not Proposing	
BR07.37		The system shall allow a logged in certificate holder to schedule a re-inspection of any taxicab placed out of service or having a 24-hour notice	M	Not Proposing	

BR07.38	**Certificate Holder - Citations - Phase 2**	The system shall allow a logged in driver to select a past, current, or outstanding citation to see all citation content including date and time of scheduled court date	M	S	When driver is viewing using the Tyler Online Records Search System, separate from the other web portal
BR07.39		The system shall allow a logged in Certificate Holder to run a pre-set query of drivers adjudicated guilty of long route violation employed by that certificate holder at the time of violation (not adjudication).	M	N	
BR07.40		The system shall allow a logged in certificate holder to run a pre-set query of drivers adjudicated guilty of long route violation for all certificate holders, without providing the certificate holder name.	M	N	
BR07.41	**Miscellaneous**	The system shall provide a secure web portal page for the Taxicab Authority Board members to download confidential document downloads	M	Not Proposing	

Nevada Taxicab Authority Records Management System Modernization RFP # 3422					
BR08 - REPORTS MANAGEMENT SYSTEM					
The TA currently has reports created by disparate systems and processes with no comprehensive report management system. Reports are created manually, systematically, programmatically, from Access database applications and the Licensing COTS application.					
In all cases, date and parameter queries are required for report generation.					
The current reports have limited search functionality; making research cumbersome. The Access reports are exported into Excel for data manipulation and are only compatible with a specific version of Access (2007).					
The TA is seeking a comprehensive reporting management system or engine that will allow reports to be generated from any data element available in the proposed system. The data elements are the lowest levels of reporting available.					
System reporting shall consist of all data extracted from the system such as, but not limited to: reports, correspondence, function documentation, receipts, notices, exceptions, statistics, modeling, analytics, forecasting, fiscal management, controlled documents, product documentation, logging, etc.					
This RFP does not describe every report required to be created. The TA is looking for the vendor system to include a report management system that shall allow any report to be created as required for this project based on any and all data. This reporting engine should allow TA Staff to create all reports with no 'coding' or SQL knowledge, user training on the report engine should provide the knowledge to create any report as long as the data elements are available.					
The reporting engine should provide all reporting functionality to all modules (i.e., licensing, driver training, inspections, investigations, dispatch, medallions, courts, performance indicators, audits, complaints, invoicing, payments, etc.).					
The reporting engine shall include the generation of all current reports being generated through existing agency technologies					
Requirement ID					
BR08.01	Reporting Engine Capability	The system shall allow for the creation, inquiry, changes, and deletions of system generated reports.	M	S	Tyler Adjudication Court Software
BR08.02		The system shall allow the creation of reports of the lowest data element within the TA system. Such as any TA related data element.	M	N	
BR08.03		The system shall allow reporting roll-up to highest data level such as, but not limited to: Customer, function, transactions, etc.	M	S	
BR08.04		The vendor shall provide User training on the systems reports engine to allow TA Staff to create any report based on available data elements.	M	S	Tyler Adjudication Court Software
BR08.05		The system shall allow a simple user-defined report tool for creation of ad-hoc reports.	M	S	Tyler Adjudication Court Software
BR08.06		The vendor shall provide user training to include creating Monthly Agency reports and ad-hoc reports both detail and summary formats with drill-down capabilities.	M	S	Tyler Adjudication Court Software
BR08.07		The system shall allow date range functionality as well as frequency reporting such as Monthly, Quarterly, semi-Annually, and Annually.	M	S	Tyler Adjudication Court Software
BR08.08		The system shall allow reports to be scheduled to be run on specific days and specific times or as reoccurring tasks as defined by TA staff.	M	S	Tyler Adjudication Court Software
BR08.09		The system shall generate reports as "Read only" with drill down capability.	M	S	Set by system permissions
BR08.10		The system shall generate system audit reports on each functional module, workflow process, and staff statistics .	M	S	Tyler Adjudication Court Software
BR08.11		The system shall allow report print and export destinations such as, but not limited to: Printer, screen, file, download, etc.	M	S	Tyler Adjudication Court Software
BR08.12		The system shall provide report format such as, but not limited to: Standard reports, excel, Word, Adobe PDF, CSV, comma delimited, etc.	M	S	Tyler Adjudication Court Software
BR08.13		The system shall allow for electronic delivery of reports.	M	S	Delivery can be in multiple persons internal delivery box

BR08.14		The system shall allow reports to be available to various users such as, but not limited to: Internal staff, driver and taxicab company portal etc.	M	W	Delivery can be in multiple persons internal delivery box. Unless agency gives access of system to other parties
BR08.15		The system shall include online reporting functionality and allow reports to be directed to specific web portals. (Certificate Holders portal)		N	
BR08.16		The vendor shall train TA Staff to create statistical reports, pre-set and ad hoc.	M	S	
BR08.17		The system shall allow reports to be available in any internal file structure such as, but not limited to: TA Web portal	M	N	
BR08.18		The system shall allow data elements from separate multiple data field content to be generated into a single transaction reporting i.e., permitting with citations, court dates, events etc.	M	N	
BR08.19		The system shall integrate data from multiple sources.	M	N	
BR08.20		The system shall integrate data for multiple uses. i.e. Warehouse reporting.	M	N	
BR08.21		The system shall generate headers and footers on reports generated.	M	S	On system default reports
BR08.22		The system shall generate page numbers on reports generated.	M	S	On system default reports
BR08.23		The system shall capture date and time stamp of reports generated.	M	S	
BR08.24		The system shall generate a unique report identifier number.	M	W	Reports can be archived for retreval by name
BR08.25		The system shall allow reports creation in function such as, but not limited to: Batch, online, real-time, ad-hoc, etc.	M	W	By batch, with scheduler, in real-time; however not online
BR08.26		The system shall allow batched reports to be stored and remain static.	M	S	On user dashboard and to all others a report was delivered to
BR08.27		The system shall generate employee statistical reports such as, but not limited to: work days, work time, work schedule calendar, employee leave information, number of processed transactions by employee, number of permit new/renewal applications received/ processed/abandoned, average processing times, actual processing times, tasks assigned, etc.	M	N	
BR08.28		The system shall generate customer account reports such as, but not limited to: customers based on permit status, number of expired/revoked/suspended permits, number of issued, appeared, settled, outstanding, failures to appear citations, number of all status types of medallions, number of all status types of taxicabs, etc.	M	N	
BR08.29		The system shall generate a report of any mass data element changes.	M	S	
BR08.30		The system shall generate transaction statistical reports such as, but not limited to: Processed transactions, completed transactions, transactions with errors, number of records accessed by TA staff, etc.	M	S	
BR08.31		The system shall generate exemption reports.	M	N	
BR08.32		The system shall generate transmittal reports.	M	N	
BR08.33		The system shall generate complaint statistical reports from the dispatch to include, but not limited to: number actionable vs inactionable complaints, number of closed complaints, days to close complaints, etc.	M	S	

BR08.34		The system shall allow for the generation of renewal detail reports to include, but not limited to counts of renewals, method of renewal (online, website), other preset categories, etc.	M	N	
BR08.35		The system shall allow for the generation reports of TA permits surrendered.	M	N	
BR08.36		The system shall allow for the generation of customer driver history reports.	M	S	As it pertains to Adjudication
BR08.37		The system shall allow for the generation of vehicle report to include, but not limited to: Number of gas vehicles, number of alternate fuel vehicles, etc.	M	N	
BR08.38		The system shall allow for the generation of case management/event reports.	M	S	
BR08.39		The system shall allow for the generation of inspector reports.	M	S	
BR08.40		The system shall allow the setting of pre-set reports to print to a specific printer as scheduled.	M	S	
BR08.41		The system shall provide the ability to disable pre-set reports from running or printing or both (allowing for manual selection and printing)	M	S	
BR08.42		The system shall meet the State's report retention timelines for all stored reports within the system..	M	S	User defined
BR08.43	**Reporting Retention**	The system shall purge reports meeting retention end-dates after notification to agency Records Manager and approval.	M	S	User defined
BR08.44		The system shall backup all created reports to storage.	M	S	Reports can be archived, backup dependant on server
BR08.45		The system reporting and information that becomes obsolete and no longer used must be disposed of by appropriate procedures. The application and associated information must be either preserved, discarded or destroyed in accordance with Electronic Record and Record Management requirements defined in NRS and NAC 239, Records Management.	M	S	User defined
BR08.46		The system shall allow generation of multiple reports for all TA requirements in this RFP.	M	S	dependant on specs - over 80 standardized system reports available, along with reports created on demand
BR08.47		The system shall generate driver training class reports.	M	S	If required as part of Adjudication process
BR08.48		The system shall allow for the creation, inquiry, changes, and deletions of customer correspondence templates.	M	S	
BR08.49	**Customer Correspondence**	The system shall allow for the generation of customer correspondence from predefined templates.	M	S	
BR08.50		The system allow for the generation of customer correspondence for all TA requirements in this RFP.	M	S	dependant on specs
BR08.51		The system shall allow for printing the unique TA # information on correspondence when available.	M	S	When available
BR08.52		The system shall allow for the creation, inquiry, changes, and voids of fiscal management reports.	M	S	
BR08.53	**Fiscal Management**	The system shall allow for reporting drill down to data element level such as, but not limited to: General ledger, State account codes, etc.	M	S	

BR08.54		The system shall allow reporting roll-up to highest data level such as, but not limited to: Customer (TA #), product, financial transactions, , TA Staff, payment source, payment type, payment reason, etc.	M	S	TA #, When available
BR08.55		The system shall allow for the generation all reconciliation reports.	M	S	
BR08.56		The system shall allow for the generation of all general ledger balancing reports.	M	S	
BR08.57		The system shall for the generation of reports to include, but not limited to: Transactions, definition, GL links, counts, amounts, etc.	M	S	
BR08.58		The system shall allow for the generation of reports to include but not limited to: outstanding fines with due dates; paid fines; outstanding and paid medallion invoices; payment plans - paid, scheduled, and outstanding; etc.	M	W	Outstanding and paid medallion invoices will come from the permiting system
BR08.59		The system shall allow for the generation of KPI fiscal year collection reports.	M	S	Yes, fiscal year collection reports
BR08.60		The system shall allow for the generation of fiscal forecasting and trend analysis reports.	M	N	No forecasting reports, can run actual numbers
BR08.61		The system shall allow for the generation of reports to include, but not limited to: actions taken, payment plan reporting, outstanding fines, etc.	M	S	
BR08.62		The system shall allow for the generation of revenue recovery account reports such as, but not limited to: Delinquent payments, number of accounts, amount, revenue collected, account fees, collections, etc.	M	S	
BR08.63		The system shall allow for the generation of a statistical cash bond report to include, but not limited to: license number, license status, bond cancellation date, bond amount, region, etc.	M	S	
BR08.64		The system must allow for the ability to report the % of written complaints resolved within 30 days	M	W	The system will generate that data, but will not calculate the percentage.
BR08.65		The system shall provide the ability to assign standard reports to user groups or individual users, based on role or job function	M	S	

Nevada Taxicab Authority Records Management System Modernization RFP # 3422
BR09 - Interfaces
The TA will be required to interface with external business partners to fulfill the statutory requirements of a computerized real-time tracking system. The solution for this Records Management System Modernization RFP is necessary to support the future requirements defined here:
The use of hand-held devices for e-citation and vehicle inspection functions will require data from the Records Management System to the hand-held platform selected by the TA. The Records Management System must provide a bi-directional interface or Interfaces and open API's for any hand-held platform solution choosen by the TA.
Additional interfaces may be required, based on legislative action, during the implementation of the vendor's proposed system.
The TA will be required to work with each business partner for interface testing.
Some interfaces are currently being developed and are included. However, the definition of these interfaces has not been completed. The TA expects that these interfaces will be included and supported by the vendor's application.
The TA expects the Records Management vendor to provide the hand-held solution vendor with all interface and open API documentation required for the hand-held solution provider to sussessfully exchange inquery data and update data with the Records Management System by the RMS vendor.

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation
BR09.01	**Interfaces**	The system shall interface with future business partners using the prescribed transport modes.	F	F	Product direction is subject to change and therefore this functionality is not included as part of this agreement.
BR09.02		The system shall support various transport protocols such as, but not limited to: Web Services, Secure File Transport Protocol (SFTP), File Transport Protocol (FTP), UNI, etc.	F	F	See BR09.01
BR09.03		The system shall support secure transport protocols such as, but not limited to: HTTPS, SFTP, Certificates, Password access, Access ID protocols, etc.	F	F	See BR09.01
BR09.04		The system shall support real-time interface processing.	F	F	See BR09.01
BR09.05		The system shall support batch file interface processing.	F	F	See BR09.01
BR09.06		The system shall support web-services interface processing.	F	F	See BR09.01
BR09.07		The TA currently has no existing file layouts for interfaces.	F	F	See BR09.01
BR09.08		The system shall be upgraded to latest interface releases if applicable.	F	F	See BR09.01
BR09.09		The system shall interface with future business partner interfaces for required verifications.	F	F	See BR09.01
BR09.10		The system shall create all interfaces required by the TA in Development, test, user acceptance testing, training, and production.	F	F	See BR09.01

BR09.11		The vendor shall ensure seamless integration of future TA interfaces.	F	F	See BR09.01
BR09.12		The system shall be sufficiently flexible to easily add, modify or delete interface fields such as but not limited to: data elements, display messages, payment architecture etc.	F	F	See BR09.01
BR09.13		The system shall include testing with the TA business partners in the interface implementation plan.	F	F	See BR09.01
BR09.14		The system shall generate all required interface responses.	F	F	See BR09.01
BR09.15		The system shall apply all required edits prior to processing any business partner interface.	F	F	See BR09.01
BR09.16		The system shall interface with new business partners to fulfill future requirements in support of the Real-Time Tracking System as defined in NRS 706.88183, NRS 706.8825, etc.	F	F	See BR09.01
BR09.17		The data exchange between the vendor's proposed system and TA's business partners must ensure secure and encrypted protocols where applicable.	F	F	See BR09.01
BR09.18		The vendor shall provide specification documentation for all interfaces incorporated into the vendor's proposed system.	F	F	See BR09.01
BR09.19		The interface documentation must provide instructions for connectivity and communication with the vendor's proposed system.	F	F	See BR09.01
BR09.20		The vendor shall test all required network connections of proposed interfaces that become active.	F	F	See BR09.01
BR09.21		The vendor shall describe what interfaces exists in the proposed system that would be used to meet the requirements of this RFP.	F	F	See BR09.01
BR09.22		The vendor shall describe what types of interfaces are possible with the proposed system such as, but not limited to: Real-Time, Batch, Web-service, centralized messaging, etc.	F	F	See BR09.01
BR09.23		The system shall generate "trip numbers" or similar tracking identifier to all trips through the meter, and append those trip numbers to the associated TA Permit #, medallion #, taxicab #, citation #, event #, etc.	F	F	See BR09.01

BR09.24		Open interface for future use - real time tracking, other state agencies, etc.	F	F	See BR09.01

Nevada Taxicab Authority Records Management System Modernization RFP # 3422
BR10 - Technology
The TA currently uses disparate tools for IT management. Lack of integration, slow response time, and unsupported software, are also features of the current TA environment.

The TA is platform agnostic and therefore is looking for the best in class. All vendor solutions shall be reviewed and scored according to how well they meet the requirements of this RFP.

The TA may continue to use the State's backbone for all network connectivity, however an increase in bandwidth may be required to meet response time metrics. The current network bandwidth capacity utilizes Century

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.01	**Vendor IT Requirements**	The vendor shall provide training and transfer of knowledge of all configurable and technical system components to TA resources.	M	S	
BR10.02		The vendor shall provide documentation for all delivered functionality in this RFP.	M	S	
BR10.03	**Applications**	The system shall include web enabled functionality for all business functions.	M	N	
BR10.04		The system shall include standardized formats for all activities such as, but not limited to: Creation, change, updates, deletes, etc.	M	S	
BR10.05		The system shall allow for data element correction in all system modules such as, but not limited to: Development, test, user acceptance, training, production, etc.	M	N	
BR10.06	**Testing Tools**	The vendor shall provide testing tools for the proposed technology and be made available in all modules such as, but not limited to: Development, test, user acceptance, training,	D	S	
BR10.07	**Systems**	The system shall provide a unified technology base to include a solid framework.		S	
BR10.08		The system shall provide access to a database standardized query language reporting process with the ability for users to create report without vendor or query language knowledge.	M	S	
BR10.09		The system shall provide software configuration management tools for updating workflow processes and business rules without vendor intervention.	M	S	
BR10.10		The system shall provide tools and documentation for all system backup and recovery processes.	M	S	
BR10.11		The system shall provide a high ailability system to meet the demands and requirements of this RFP.	M	S	
BR10.12		The vendor shall estimate required storage requirements based on transaction projections.	M	S	
BR10.13		The system shall support virtualization of required storage and system components.	M	S	
BR10.14	**System Monitoring**	The system shall provide automated notification of all system functions such as, but not limited to: System failures, critical job alerts, outages, encountered errors, etc.	M	S	

BR10.15		The system shall provide database monitoring tools.	M	S	
BR10.16		The system shall provide real-time system review and monitoring.	M	S	
BR10.17		The system shall provide error notification functionality for all applications or modules such as, but not limited to: Workflow Processing and Missed Scheduled jobs, etc.	M	S	
BR10.18		The system shall capture, store, and log all system log events.	M	S	
BR10.19		The system shall provide the log functionality such as, but not limited to: create, inquiry, reporting, etc.	M	S	
BR10.20	**Workflow Control**	The system shall provide the ability to create, modify, test and remove workflow controls.	M	S	
BR10.21		The system shall provide an auditable, logged, and controlled data correction functionality.	M	S	
BR10.22		The system shall generate automated notification of workflow changes.	M	S	
BR10.23		The system shall capture and execute actions based on workflow life cycle such as, but not limited to: Edits, updates, changes, etc.	M	S	
BR10.24		The system shall provide for an individual TA staff dashboard, customizable based upon preferences, applications, job functions, etc., to be configured/assigned by system administrator	M	S	
BR10.25		The system shall allow administrative management functionality such as, but not limited to: Creation, inquiry, changes, and deletions of users and role management.	M	S	
BR10.26		The system must provide a configurable tool for agency personnel to create reports, dashboards, modify data tables, etc., without knowledge of SQL or other like technology.	M	S	
BR10.27		For all records, permit only authorized users to view, add, or modify records depending on level of identified access provided, allowing management to grant specific access.	M	S	
BR10.28		The system must provide a method to assign retention schedules, notify when retention periods have been met, and track the disposition of disposal/destruction.	M	S	
BR10.29		The system must provide the ability for system administrator to add fields, modify field options, etc.	M	S	
BR10.30		The system shall interface with TA's existing desktop and all-in-one printers and scanners.	M	S	
BR10.31		The system shall provide for a mobile environment interface for use with various hand-held devices and provide wireless printing support and forms conversion for investigators and inspectors in the field..	M	S	

BR10.32		The system shall generate all output in softcopy such as, but not limited to: Emails, PDFs, HTML's, etc.	M	S	
BR10.33	**Workflow Scheduler**	The system shall provide a visual dashboard representing workflow job queue status pending and completed as well as any	M	S	
BR10.34		The system shall provide a flexible and user friendly workflow scheduler.	M	S	
BR10.35		The system shall provide automated tracking of workflow changes.	M	S	
BR10.36		The system shall provide scheduler functions such as, but not limited to: Dependency settings, rescheduling, reruns, pausing jobs, adds, changes, deletions, undo capability, confirmation	M	S	
BR10.37		The system shall provide documentation associated with every workflow job.	M	S	
BR10.38		The system shall provide workflow information using a "hover" functionality.	M	N	
BR10.39		The system shall provide scheduler dashboard functionality.		S	
BR10.40		The system shall provide real-time notification of security violations.	M	S	
BR10.41		The system shall allow encryption of all data elements.	M	S	
BR10.42		The system shall provide the latest records to be available real-time.	M	S	
BR10.43		The system shall provide archival configuration management.	M	S	
BR10.44		The system shall provide seamless access to archived records.	M	S	
BR10.45		The system shall provide a browser based platform for all functions in this RFP.	M	F	Development work already begun for browser-based RMS; browser-based CAD system will be developed after completion/testing of RMS.
BR10.46		The system shall work with the latest version of browsers such as, but not limited to: IE, Edge, Mozilla, Chrome, etc.	M	S	
BR10.47		The vendor proposed system shall be either hosted, cloud-based or EITS hosted.	M	S	
BR10.48		The vendor shall provide minimum recommendations for the computer/workstation requirements.	M	S	
BR10.49	**Cloud Computing**	At deployment time, the vendor's proposed solution can include a cloud proposal.	M	S	
BR10.50		The vendor can propose a cloud-ready, based technology to meet the requirements of the TA.	M	N	Some Tyler applications are cloud-ready, but not all.
BR10.51		If proposing a cloud solution, the vendor shall provide a definition of the proposed cloud-ready technology to include, but not limited to: Storage, critical/non-critical components, Disaster/Recovery, Networks connectivity, vendor pipes used for data transport, etc.	M	S	

BR10.52		A proposed cloud-ready solution shall reside in the contiguous U.S.	M	S	
BR10.53		A proposed cloud-ready solution shall encrypt all data transmission.	M	S	
BR10.54		A proposed cloud-ready solution shall have encryption on all storage devices.	M	S	
BR10.55		A proposed cloud-ready solution shall meet the State's IT security requirements defined in this RFP.	M	S	
BR10.56	**Miscellaneous**	The vendor will provide technical support after go-live of each phase of the project for at least two months.	M	S	
BR10.57		The vendor will provide a training plan.	M	S	
BR10.58		The vendor shall provide training materials and scenarios.	M	S	
BR10.59		The system shall include a fully functional training environment with data	M	S	
BR10.60		The vendor shall develop and provide a user manual	M	S	
BR10.61		The vendor shall develop and provide a system administration/operations guide.	M	S	
BR10.62		The system shall include a test environment and fully functioning system, including test data.	M	S	
BR10.63		The system shall be flexible enough to support the capability of adding another agency in the future or supporting the merger of another agency, including differences in operating procedures.	M	S	
BR10.64		The system shall include tools that allow business users to design, author, and manage content.	M	S	
BR10.65		The system shall include electronic new permit and renewal permit application submissions, uploading of documents, individual user access, approximately 10,000 users per year, with multiple transactions per users per year.	M	N	Tyler's proposed system would provide solutions for some of these specifications via Tyler Content Manager, Media Records and Attachments, and the Online Records Search, but not all.

Nevada Taxicab Authority Records Management System Modernization RFP # 3422					
BR11 - Conversion					
The core system of record for the current TA licensing application LicenseEase (COTS) resides in an Oracle database on a Windows based virtual machine in Carson City. The core system of record for all other TA Access database applications (Hearings,					
The following data volume estimates by source type are:					
The TA will provide (Extract) the metadata that describes the data, relationships, access to the data source that may reside in a database and/or flat files, and record count statistical information. The TA will provide data that will be loaded into the proposed					
The TA Permit number field was originally defined as a four digit field but is now currently six digits. This should be expanded in the new system to nine digits, with zeros preceding the actual number to complete the nine digit field, with all of the nine					
Requirement ID	**Function**	**Requirements**	**Project Priority (M)mandatory (D)desired**	**Vendor Response**	**Vendor Response Explanation**
BR11.01	**TA System Data Conversion**	The vendor shall provide a proposed conversion plan (for a phased implementation) to include the following: Phase 1 (LicenceEase (COTS), Medallions), Phase 2 (Events, Vehicles and Hearing Access Databases).	M	S	
BR11.02		The vendor shall clearly define roles and responsibility for participants in the conversion process.	M	S	
BR11.03		The vendor shall validate record counts of data records converted/loaded into any Test environment.	M	S	
BR11.04		The vendor shall identify data integrity issues and propose a Resolution plan for resolving the data integrity issues.	M	W	The client will need to review the conversion and validate the data.
BR11.05		The vendor shall provide data mapping of existing TA data elements to corresponding vendor's system data elements.	M	S	This is done as part of the conversion process. No delieverable is generally provided to the client.
BR11.06		The vendor shall provide a data mapping business requirement document that will define the extraction, transformation, and data loads.	M	N	
BR11.07		The vendor shall provide a data mapping technical requirement document that will define technical processes, systems, files, data elements, jobs, etc. for the extraction, transformation, and data loads.	M	S	Statement of Work and separate Conversion Documentation will be provided.
BR11.08		The vendor shall work with the TA to ensure all data elements are correctly mapped by field type, data element, and data element definitions during each conversion processes.	M	S	
BR11.09		The vendor shall work with the TA to ensure all documented requirements are approved and signed by both the TA and vendor.	M	S	
BR11.10		The vendor shall load the transformed data files into the correct database(s) and/or structure defined by the vendor's proposed system.	M	S	
BR11.11		The vendor shall provide various reports, statistics, and metrics during the data transformation processes.	M	W	Unclear on the types of reports and metrics required. More information needed
BR11.12		The vendor shall provide various reports, statistics, and metrics during the data load processes.	M	W	Unclear on the types of reports and metrics required. More information needed
BR11.13		The vendor shall validate all data loaded to ensure data integrity.	M	W	The client will need to review the conversion and validate the data.
BR11.14		The vendor shall validate all data is loaded. All exceptions will be reported to TA project staff and corrected by vendor prior to reloading of data.	M	S	
BR11.15		The vendor shall provide an process to transfer/migrate data from proposed vendor's test system to the non-production environments for User Acceptance testing.	M	S	
BR11.16		The vendor shall validate data transferred/migrated from each enviroment defined.	M	S	
BR11.17		The vendor will work with the TA project personnel to address all issues and exceptions encountered to ensure a successful data load into the vendor's proposed system.	M	S	

BR11.18		The vendor shall provide project timelines for the conversion process to include dress rehearsals, extraction, loads, and proposed production execution.	M	S	
BR11.19		The vendor shall work the TA to plan the conversion strategy and ensure the strategy meets the business needs for all TA business	M	S	
BR11.20		The TA plans to use a phased implementation approach with each phase migration to production and go-live occuring once the Phase has passed User Acceeptance. The vendor shall provide a phased implementation plan that will include the above senerio.	M	S	
BR11.21	**Data Cleansing**	For Taxicab/Inspection records, when there is an OSN or 24 Hour Notice Status, if the cab has been "removed from service", the OSN or 24 hour notice must show as cleared through removal from service - data cleansing	M	S	The data is moved into an inactive area of data rather than completely removed from the system
BR11.22		For TA permit records, those that are expired greater than three years will not need to be converted unless there is an outstanding fine.	M	S	The information to be removed must be flagged and validated by the client before removal.