

COUNCIL OF THE TOWN OF LA PLATA
Resolution 10-4

Introduced By:	Mayor Roy G. Hale
Date Introduce	March 23, 2010
Date Adopted:	March 23, 2010
Date Effective:	March 23, 2010

1 **A Resolution concerning**

2
3 **New Computer Hardware and Software to Support the Town's New Enterprise Resource**
4 **Planning (ERP) and Time & Attendance Systems**

5
6 **FOR** the purpose of authorizing the acquisition of new/upgraded computer hardware and
7 related software to accommodate the Town's new Enterprise Resource Planning (ERP)
8 and Time & Attendance systems.

9
10 * * * * *

11
12 **WHEREAS**, it is the Town's desire to acquire new Enterprise Resource
13 Planning/Integrated Business Management and Time & Attendance systems to enhance the
14 quality of services the Town provides its residents and increase the efficiency and effectiveness
15 of the Town's operations; and

16
17 **WHEREAS**, in order for these systems to operate efficiently, effectively and reliably, the
18 underlying computer infrastructure must have certain capabilities; and

19
20 **WHEREAS**, the Town's current computer infrastructure doesn't currently have the
21 required capabilities, there is a need to acquire new hardware (i.e. server, 48 port gigabit switch,
22 external tape backup system) and the related software (i.e. Microsoft SQL Server 2008, Backup
23 Exec 12.5) that will give the Town's network the ability to run the new systems, efficiently,
24 effectively & reliably; and.

25
26 **WHEREAS**, the Town has solicited quotes for the new hardware and software from
27 multiple vendors; and

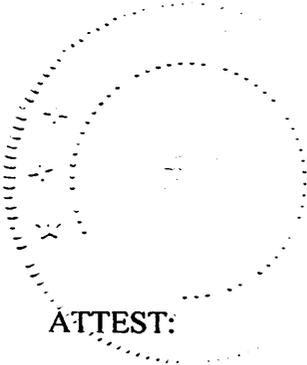
28
29 **WHEREAS**, the Town desires to purchase the hardware and software from the vendors
30 offering the lowest prices.

31
32 **NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE TOWN**
33 **OF LA PLATA** that the Town Manager is hereby authorized to acquire the required hardware
34 and software.
35

36 **ADOPTED AND APPROVED** by the Council of the Town of La Plata on
37 This 23 day of March, 2010

SEAL:

COUNCIL OF THE TOWN OF LA PLATA



ATTEST:

Danielle Mandley
Danielle Mandley, Town Clerk
Date: 3/23/10

Roy G. Hale

Roy G. Hale, Mayor

R. Wayne Winkler

R. Wayne Winkler, Councilman

C. Keith Back

C. Keith Back, Councilman

Paretha D. Mudd

Paretha D. Mudd, Councilwoman

Joseph W. Norris

Joseph W. Norris, Councilman

CLIENT COPY

System Agreement
Between

Tyler Technologies, Inc.

5519 53rd Street
Lubbock, Texas 79414
(800) 646-2633
(806) 797-4849 Fax

AND

Town of La Plata, MD

305 Queen Anne Street
La Plata, MD 20646
Phone: (301) 934-8421

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TECHNOLOGIES, INC.

AGREEMENT

In recognition of the procurement policies of the Town of La Plata, MD, Tyler Technologies, Inc. agrees to contract with the Town by extending the contract currently in place with the City of Buckhannon, West Virginia presented as Section B.

The products and services being provided vary slightly. Accordingly, the Investment Summary for the City of Buckhannon, West Virginia is replaced by the Investment Summary shown in Section A.

This Agreement consists of this Cover and the following attachments:

- Section A Investment Summary (A-H)
- Section B City of Buckhannon, WV Agreement - Contract ID # 2009-0131

IN WITNESS WHEREOF, persons having been duly authorized and empowered to enter into this Agreement hereunto executed this Agreement effective as of the date last set forth below.

Client: Town of La Plata, MD

Tyler Technologies, Inc.:

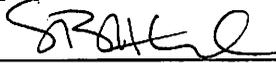
By: _____
Signature

Printed Name

Title

Date

Sales Tax Certificate Number

By:  _____
Signature
S. Brett Cate

Printed Name
President, Local Government Division

Title
11/30/09

Issue Date

Section A - Investment Summary

Prepared for:	Town of La Plata, MD	Contract ID # :	2009-0190
Contact Person:	Mr. Robert Oliphant	Issue Date:	11/30/09
Address:	305 Queen Anne Street La Plata, MD 20646 (301) 934-8421	Salesman:	S. Evert
Phone:		Tax Exempt:	Yes / No
Fax:			
Email:	roliphant@townoflaplata.org		

Product Service & Equipment	On Signature	On Delivery	As Verified	As Progress Occurs	Totals	Maintenance
Total Hardware & System Software	362.50	1,087.50			1,450.00	273.00
Total Applications Software						
License Fees	17,119.00	41,085.60	10,271.40		68,476.00	18,744.00
Total Professional Services						
Hardware Services				250.00	250.00	
On-Site Services				40,750.00	40,750.00	
Final Implementation				5,000.00	5,000.00	
Project Management				5,000.00	5,000.00	
Data Conversion & Assistance				33,544.00	33,544.00	
INCODE Student Center						1,000.00
Totals	17,481.50	42,173.10	10,271.40	84,544.00	154,470.00	20,017.00

Please Note: Travel expenses will be billed incurred.

	Initial Fees	Monthly Fees**
Total Monthly Services	800	245
Internet Services and Products		
**Please note this is not an Annual agreement. the fees listed herein are monthly fees.		
Totals	800	245



Customer Name:
Contact:
Date:
Salesman:

Town of La Plata, MD
Mr. Robert Oliphant
November 30, 2009
Steve Evert

Section A - Software Licenses and Professional Services

Application Software	Pricing			INCODE - Implementation			Annual Maintenance
	QTY	License Fee	Conversion	Estimated Hours	Estimated Services	Total Cost	
INCODE Financial Applications							
Core Financials <i>(General Ledger, Budget Prep, Bank Recon, Journal Entry Import, Exporter, Accounts Payable, Report Writer Viewer)</i>	1	13,646	12,115	54	6,750	32,511	3,412
Purchasing	1	4,500		12	1,500	6,000	1,125
Fixed Assets	1	1,025	1,513	2	250	3,688	481
Project Accounting	1	3,125		8	1,000	4,125	781
INCODE Personnel Management Systems							
Personnel Management - Payroll & Human Resources - FMLA Leave Tracking - Benefits Administration - Position Control / Budgeting - Applicant Tracking Payroll - Electronic Time Clock Import (Generic)	1	6,150	6,538	40	5,000	17,688	1,538
Payroll - Electronic Time Clock Import (Generic)	1	1,650		N/A	N/A	1,650	413
INCODE Customer Relationship Management Applications							
Utility CIS System	1	8,625	9,353	88	11,000	28,978	2,156
Utility Handheld Meter-Reader Interface	1	2,200		N/A	N/A	2,200	550
Central Cash Collection	1	3,950		8	1,000	4,950	988
Miscellaneous Accounts Receivable	1	2,550		12	1,500	4,050	638
Building Projects	1	3,850	4,025	40	5,000	12,875	963
Call Center	1	3,950		22	2,750	6,700	988
INCODE Printing and Reporting Solutions							
Report Writer <i>(One Designer, subscription to reports online)</i>	1	4,400		8	1,000	5,400	1,100
Forms Overlay <i>(4 Overlays for Financials, 4 Overlays for Court, 5 Overlays for CRM, 1 Logo)</i>	1	1,650		N/A	N/A	1,650	413
Enhanced Utility Bill Printing	1	1,100		N/A	N/A	1,100	275
Secure Signatures <i>(includes 2 signatures)</i>	1	1,100		N/A	N/A	1,100	275
INCODE Content Management							
Tyler Content Manager Standard Edition (TCM SE) - Unlimited Full Use Licenses - Unlimited Retrieval Licenses - Multiple Scan Stations - Advanced OCR - Barcode Recognition - Content Manager for INCODE Applications	1	N/C		32	4,000	4,000	1,100
Project Management					5,000	5,000	
Final Implementation				40	5,000	5,000	
System Software							
System Software	1	4,105			N/A	4,105	1,026

INCODE Subtotal	64,371	33,544	326	40,750	138,665	17,718
Project Management				5,000	5,000	
Final Implementation			40	5,000	5,000	
INCODE System Software Subtotal	4,105				4,105	1,026
Total	68,476	33,544	366	50,750	152,770	18,744

Section A - Conversion Breakdown

Application Software	Conversion Programming Fee	Estimated Hours	Estimated Services
Utility CIS			
Master File	3,025	24	3,000
Transaction History	2,118		
Consumption History - requires Trx History Conversion	1,210		
General Ledger			
Chart of Accounts	1,513		
Budgets	908	4	500
Detail History- Current Year + 2 Previous Years	3,538		
Accounts Payable			
Vendor File	2,118		
Detail History- Current Year + 2 Previous Years	3,538		
Payroll			
Master File, History, YTD Balances	3,538	24	3,000
Fixed Assets			
Master File	1,513		
Building Permits	3,025	8	1,000
Conversion Total	26,044	60	7,500



Customer Name:
Contact:
Date:
Salesman:

Town of La Plata, MD
Mr. Robert Oliphant
November 30, 2009
Steve Evert

Section A - Cash Collection Hardware

Misc. Hardware and Network Equip.	QTY	Purchase Price	Installation Expenses	Annual Maintenance	Maintenance Source
Cash Collection					
Epson TM-U950P Receipt Validation Printer (Parallel) (L)	1	1,015		203	INCODE - 12 mos warranty
Symbol LS2208 Bar Code Scanner w/ intellistand (L)	1	350		70	INCODE - 12 mos warranty
Mag Stripe Reader (L)	1	85			
Installation and Configuration of System (# of Hours)	1		250		
Total		1,450	250	273	

Please refer to INCODE's RMA policy for all returns.



Customer Name: Town of La Plata, MD
 Contact: Mr. Robert Oliphant
 Date: November 30, 2009
 Salesman: Steve Evert

Online Services and Products

Service	QTY	Charges	Initial Year	Annual Fee
INCODE Online Component Setup				
One Time Setup Fee - Hardware Configuration - DNS registration	1	800	800	
Monthly fee to support and host Web site		25 /month	300	300
INCODE Utility Billing On-Line Component				
Utility Billing Online (4 cents per bill, per month) - Data extraction and storage - Display of: • Current status (late, cut off etc) • Action needed to avoid penalty • Current Balance • Deposits on file (optional) • Last payment date • Last payment amount • Payment arrangements on file • Last bill amount • Last bill date • Bill due date • Contracts on file and status • Transaction history	<u>3,000</u>	0.04 /month	1,440	1,440
- Address information including • Mapping • Legal description* • Precinct* • School district* • Services at address * - Subject to data availability				
- Consumption history by service, including graphs - Request for service (optional) - Information change request (optional) - Security - SSL (Secure Socket Layer)				
Online Payments • Payment packet is created to be imported to Utility System				
<i>NOTE: Customer pays \$1.25 fee per transaction for payment on-line.</i>				
INCODE Building Projects Online Component				
Monthly support/maintenance fee - Display of project status - Display of projects for payment - Schedule/Re-Schedule inspections - Security – SSL (Secure Socket Layer) - Payment Processing - Credit Card • Payment packet is created to be imported to Building Project System		100 /month	1,200	1,200
<i>NOTE: Customer pays \$1.25 fee per transaction for payment on-line.</i>				
Total			<u>3,740</u>	<u>2,940</u>

Note: INCODE's Online modules support merchant accounts through ETS and Authorize.net.
 INCODE's Online modules utilize INCODE Web Services which require a dedicated public IP address (provided by Entity).

Section A - Student Center

Service	Annual Fee
Tyler Student Center System	
INCODE Student Center <ul style="list-style-type: none"> - Open for ALL Employees during subscription period - Unlimited Access to Live Webinars and Archived Webinars - Unlimited Access to Self Study Courses - Available 24/7 - Continuing Professional Education Credit with NASBA Standards - Live Webinars conducted monthly with and estimated 60 webinars annually - Over 45 Online Self Study Courses - General business knowledge and Microsoft Office software based courses - Courses cover a variety of topics that span the entire suite of INCODE applications <ul style="list-style-type: none"> o Financials o Payroll o Human Resources o Utility Billing o CRM o Court o Public Safety - New Webinars and Self Study Courses added throughout the year 	1,000
Total	1,000

Tyler Technologies, Inc. is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN, 37219-2417. Web site: www.nasba.org

Section B

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TECHNOLOGIES

APPRAISAL & TAX

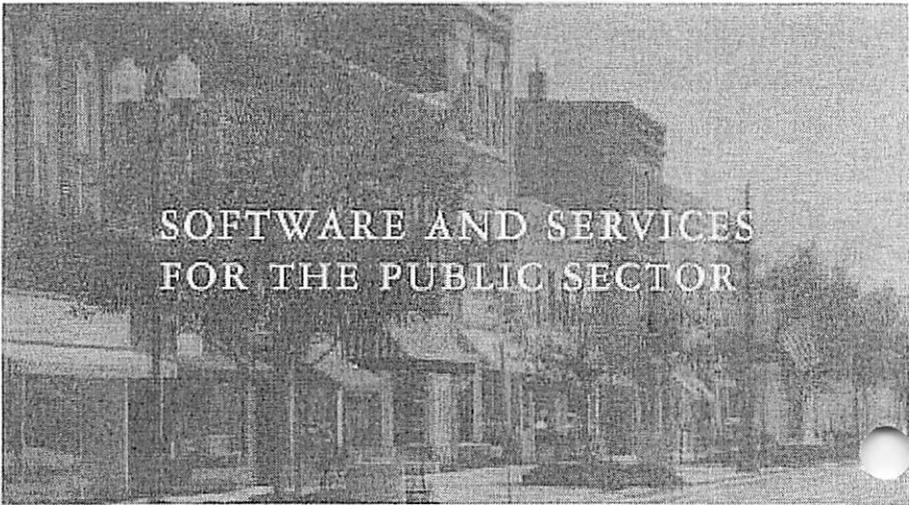
COURTS & JUSTICE

DOCUMENT MANAGEMENT

EDUCATION

FINANCIAL MANAGEMENT

PUBLIC SAFETY



SOFTWARE AND SERVICES
FOR THE PUBLIC SECTOR

City of Buckhannon, WV

INCLUDE PRODUCT DIVISION
3808 14th Street
Lubbock, Texas 79415

F. 806-646-2055
T. 806-797-0761

www.tylerinclude.com

Tyler COPY

System Agreement
Between

Tyler Technologies, Inc.

5808 4th Street
Lubbock, Texas 79416
(800) 646-2633
(806) 797-4849 Fax

AND

City of Buckhannon

70 East Main Street
Buckhannon, WV 26201
Phone: (304) 472-1651
Fax: (304) 472-4620

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AGREEMENT

This agreement is entered into by and between Tyler Technologies, Inc., hereinafter referred to as COMPANY, located at 5808 4th Street, Lubbock, Texas 79416, and; a West Virginia, municipal corporation, hereinafter referred to as CLIENT of,

City of Buckhannon
2009

COMPANY and CLIENT agree as follows.

1. COMPANY shall furnish the products and services as described in this Agreement, and CLIENT shall pay the prices set forth in this Agreement.
2. This Agreement consists of this Cover and the following Attachments and Exhibits:

Section A	Investment Summary (A-B)
Section B	COMPANY Agreement Terms and Conditions
Section C	Data Conversion Process Document
3. The License Fees set forth in the Investment Summary are based on defined category levels. Placement within a category is based on the size of the organization serviced and measured by such factors as operating budget, number of employees, number of utility accounts, number of sworn officers, population of the entity, etc.

IN WITNESS WHEREOF, persons having been duly authorized and empowered to enter into this Agreement hereunto executed this Agreement effective as of the date last set forth below.

Client: City of Buckhannon
 By: Kenneth T. Davidson
 Signature: KENNETH T. DAVIDSON
 Printed Name: MAYOR
 Title: Nov. 18, 2009
 Date: 556000152
 MVA: 556000152
 Sales Tax Certificate Number

Tyler Technologies, Inc.:
 By: S. Broit Cole
 Signature: S. Broit Cole
 Printed Name: President, Local Government Division
 Title: 10/20/09
 Issue Date

Investment Summary

Prepared For:	City of Buckhannon	Contract ID #:	2009-0131
Contact Person:	Ms. Nancy Shobe	Issue Date:	10/29/09
Address:	70 East Main Street Buckhannon, WV 26031	Salesman:	S. Evert
Phone:	(304) 472-1651	Tax Exempt:	Yes
Fax:	(304) 472-1620		
Email:	nancy@ci.buckhannon.wv.us		

Product Service & Equipment	On Signature	On Delivery	As Verified	As Progress Occurs	Totals	Maintenance
Total Hardware & System Software	957.50	2,872.50			3,830.00	636.00
Total Applications Software						
License Fees	10,070.50	45,790.00	11,447.70		76,318.20	19,080.00
Total Professional Services						
Hardware Services				250.00	250.00	
On-Site Services				49,875.00	49,875.00	
Final Implementation				9,000.00	9,000.00	
Project Management				6,000.00	6,000.00	
Data Conversion & Assistance				38,781.00	38,781.00	
WVCOE Student Center						1,250.00
Totals	30,037.00	48,663.30	11,447.70	98,286.00	178,434.00	21,016.00

Please Note: Travel expenses will be billed as incurred.

Software Licenses and Professional Services

Application Software	Pricing			INCODE - Implementation			Amount
	QTY	License Fee	Conversion	Estimated Hours	Estimated Services	Total Cost	
INCODE Financial Applications							
Core Financials	1	10,583	14,535	49	5,125	31,243	2,046
<i>(General Ledger, Budget Pay, Bank Recs, Jurns Entry, Asset Expense, Accounts Payable, Report Writer, Vendor)</i>							
Office Explorer (per seat)	1	550		2	250	800	130
Purchase Orders	1	3,875		12	1,000	5,175	919
Inventory Control	1	2,475		6	1,000	3,475	819
INCODE Human Resources Systems							
Base Package	1	7,975		32	4,000	11,975	1,904
- FICA, A, Leave Tracking							
- Benefits Administration							
- Position Control / Budgeting							
- Applicant Tracking							
Human Resources Project Consulting							
Payroll/Personnel	1	6,050	7,533	34	4,250	17,838	1,513
INCODE Court Case Management							
Parking Tickets/Citations	1	5,500		32	4,000	9,500	1,375
INCODE Customer Relationship Management Applications							
Utility CIS System	1	10,200	10,853	58	11,000	32,053	2,650
<i>Utility Handheld Meter-Reader Interface</i>							
Central Cash Collection	1	2,200		N/A	N/A	2,200	650
Cemetery Records	1	3,325		3	1,000	7,325	1,501
Business License	1	1,375		6	750	2,125	344
Sales Tax - B & O	1	3,850	5,235	24	3,000	12,085	963
	1	7,550		80	10,000	17,550	1,888
INCODE Printing and Reporting Solutions							
Report Writer	1	4,125		6	1,000	5,125	1,001
<i>(Case Designer, subscription to reports online)</i>							
INCODE Professional Services							
Project Management					5,000	5,000	
Final Implementation				40	5,000	5,000	
System Software							
System Software - CAL's 15	1	3,005			N/A	2,595	971

INCODE Subtotal	72,433	38,161	309	49,875	160,459	18,106
Project Management				5,000	5,000	
Final Implementation				40	5,000	
INCODE System Software Subtotal	3,005				2,595	971
Total	75,438	38,161	439	54,875	174,354	19,087

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Customer Name:
Contact:
Date:
Salesman:

City of Buckhannon
Ms. Nancy Shobe
October 29, 2009
Steve Ewert

Conversion Breakdown

Application Software	Conversion Programming Fee	Estimated Hours	Estimated Services
Utility CIS			
Master File	3,025	36	4,500
Transaction History	2,118		
Consumption History - requires Trx History Conversion	1,210		
General Ledger			
Chart of Accounts - No History	1,513		
Budgets	908	4	500
Detail History	3,538		
- each additional year of detail	1,210		
Accounts Payable			
Vendor File - No History	2,118		
Detail History	3,538		
- Each additional year of detail	1,210		
Payroll			
Master File, History, YTD Balances	4,538	24	3,000
Business License	3,235	16	2,000
Conversion Total	28,181	80	10,000

Customer Name:
 Contact:
 Date:
 Salesman:

City of Buckhannon
 Ms. Nancy Shobe
 October 29, 2009
 Steve Evert

Cash Collection Hardware

Misc. Hardware and Network Equip.	QTY	Purchase Price	Installation Expenses	Annual Maintenance	Maintenance Source
Cash Collection					
<u>New</u>					
Epson TM-U950P Receipt Validation Printer (Parallel) (L)	2	2,030		406	INCODE - 12 mos warranty
Symbol LS2206 Bar Code Scanner w/ intellistand (L)	1	1,400		280	INCODE - 12 mos warranty
Mag Stripe Reader (L)	2	400			
Installation and Configuration of System (# of Hours)	1		250		
Total		3,830	250	686	
Please refer to INCODE's RMA policy for all returns.					

Online Services and Products

Service	QTY	Charges	Initial Year	Annual Fee
INCODE Online Component Setup				
One Time Setup Fee - Hardware Configuration - DNS registration	1	800	800	
Monthly fee to support and host Web site		100 /month	1,200	1,200
INCODE Utility Billing On-Line Component				
Utility Billing Online (4 cents per bill, per month) - Data extraction and storage - Display of - Current status (late, cut, off etc.) - Action needed to avoid penalty - Current Balance - Deposits on file (optional) - Last payment date - Last payment amount - Payment arrangements on file - Last bill amount - Last bill date - Bill due date - Transaction history	3,000	0.04 /month	1,440	1,440
<ul style="list-style-type: none"> - Address Information Including <ul style="list-style-type: none"> • Mapping • Legal description* • Precinct* • School district* • Services at address <ul style="list-style-type: none"> * - Subject to data availability - Consumption history by service, including graphs - Request for service (optional) - Information change request (optional) - Security - SSL (Secure Socket Layer) 				
Online Payments - Payment packet is created to be imported to Utility System <i>NOTE: Customer pays \$1.25 fee per transaction for payment on-line</i>				
INCODE Court (Parking Tickets) Online Component				
Monthly support/maintenance fee - Display of citations/citations for payment - Collects plea from defendant - Security - SSL (Secure Socket Layer) - Payment Processing - Credit Card - Payment packet is created to be imported to Court System <i>NOTE: Defendant pays \$1.50 fee per transaction for payment on-line.</i>		100 /month	1,200	1,200
INCODE Business License Online Component				
Monthly support/maintenance fee - Display of license status - Display of license for payment - Security - SSL (Secure Socket Layer) - Payment Processing - Credit Card - Payment packet is created to be imported to Business License System <i>NOTE: Customer pays \$1.25 fee per transaction for payment on-line.</i>		100 /month	1,200	1,200
Total			5,840	5,040

Note: INCODE's Online modules support merchant accounts through ETS and Authorize.net.
INCODE's Online modules utilize INCODE Web Services which require a dedicated public IP address (provided by Entity).



Customer Name: City of Buckhannon
Contact: Ms. Nancy Shobe
Date: October 29, 2009
Salesman: Steve Evert

INCODE Student Center

Service

Annual Fee

INCODE Student Center System

INCODE Student Center

1,250

- Continuing Professional Education Credit
- Unlimited Access to Webinars and Archived Webinars
- Unlimited Access to Self Study Courses
- Open for ALL Employees during subscription period
- Monthly Webinars covering a variety of topics
 - Financial, Payroll and Human Resource Applications
 - CRM Suite
 - Court Suite
 - Public Safety Suite
 - General Knowledge
- Online Self Study Courses include but not limited to:
 - Payroll Deduction Code Maintenance
 - Payroll Processing
 - Payroll W2 Processing
 - Accounts Payable Processing
 - Budgeting
 - Utility Bad Debt Management
 - Utility Security Deposits
- New Webinars and Self Study Courses added throughout the year

Tyler Technologies, INCODE Solution is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN, 37219-2417. Website: www.nasba.org

Total

1,250

COMPANY AGREEMENT TERMS AND CONDITIONS

1. General Terms

1.1 General Payment Terms. The fees and other charges set forth on the Investment Summary shall be due and payable as follows:

- (a) License Fees: CLIENT shall pay to COMPANY the license fees as follows: (i) 25% upon execution of this Agreement; (ii) 60% upon delivery of the software products; and (iii) 15% upon the earlier of: (A) COMPANY's verification of the software products; (B) CLIENT's completion of its own validation process; or (C) CLIENT's live processing (each as set forth in Section 2.3 of the Software License Agreement). In no case, shall this period exceed thirty (30) days from live processing or one hundred-eighty (180) days from installation of the software.
- (b) Professional Services: All professional services fees and expenses shall be billed as delivered and incurred and shall be due and payable net 30 days.
- (c) Annual Software Maintenance Fees: The software license fees include six months' maintenance from the date the Software is installed; thereafter, annual software maintenance fees shall be billed annually in advance.
- (d) Hardware and System Software: Hardware and System Software fees shall be due and payable as follows: (i) 25% of the total Hardware and System Software fees upon execution of this Agreement; and (ii) the remaining 75% for each Hardware and System Software item upon delivery.
- (e) Annual Hardware Maintenance (if applicable): Annual hardware maintenance fees shall be billed and due and payable annually in advance beginning 12 months after installation of the hardware.
- (f) Third Party Products: Third Party Product fees shall be due and payable as follows: (i) 25% of all Third Party Products upon execution of this Agreement; and (ii) the remaining 75% of each Third Party Product upon delivery of each such product.
- (g) The fees and other charges set forth on the Investment Summary do not include any tax or other governmental impositions including, without limitation, sales, use or excise tax. All applicable sales tax, use tax, or excise tax shall be paid by CLIENT and shall be paid over to the proper authorities by CLIENT or reimbursed by CLIENT to COMPANY on demand in the event that COMPANY is responsible or demand is made on COMPANY for the payment thereof.

1.2 Invoicing. The COMPANY shall invoice the CLIENT in accordance with Section 1.1. In the event of any disputed invoice, CLIENT shall provide written notice of such disputed invoice to Attention: COMPANY Controller at the address listed on the cover of this Agreement. Such written notice shall be provided to COMPANY within fifteen (15) days. An additional fifteen (15) days is allowed for the CLIENT to provide written clarification and details for the disputed invoice. COMPANY shall provide a written response to CLIENT that shall include either a justification of the invoice or an explanation of an adjustment to the invoice and an action plan that will outline the reasonable steps needed to be taken by COMPANY and CLIENT to resolve any issues presented in CLIENT's notification to COMPANY. CLIENT may withhold payment of only the amount actually in dispute until COMPANY provides the required written response, and full payment shall be remitted to COMPANY upon COMPANY's completion of all material action steps required to remedy the disputed matter. Notwithstanding the foregoing sentence, if COMPANY is unable to complete all material action steps required to remedy the disputed matter because CLIENT has not completed the action steps required of them, CLIENT shall remit full payment of the invoice. Any invoice not disputed as described above shall be deemed accepted by the CLIENT. If

COMPANY AGREEMENT TERMS AND CONDITIONS

- payment of any invoice that is not disputed as described above is not made within sixty (60) calendar days, COMPANY reserves the right to suspend delivery of all services under this Agreement.
- 1.3 **Cooperative Nature of Implementations.** CLIENT acknowledges that the implementation of the products identified on the Investment Summary is a cooperative process requiring the time and resources of CLIENT personnel. CLIENT shall, and shall cause CLIENT personnel to, use all reasonable efforts to cooperate with and assist the COMPANY as may be reasonably required to timely implement the systems. The COMPANY shall not be liable for failures to timely and effectively implement the systems when such failure is due to Force Majeure (as identified below) or to the failure by CLIENT personnel to provide such cooperation and assistance (either through action or omission).
- 1.4 **No Intended Third Party Beneficiaries.** This Agreement is entered into solely for the benefit of COMPANY and CLIENT. No third party shall be deemed a beneficiary of this Agreement, and no third party shall have the right to make any claim or assert any right under this Agreement.
- 1.5 **Governing Law.** This Agreement shall be governed by and construed in accordance with the laws of CLIENT's state of domicile.
- 1.6 **Entire Agreement.**
- (a) This Agreement, including the functional description of the software products found in COMPANY's written proposal to CLIENT, represents the entire agreement of CLIENT and COMPANY with respect to the items listed within the Investment Summary and supersedes any prior agreements, understandings and representations, whether written, oral, expressed, implied, or statutory. CLIENT hereby acknowledges that in entering into this Agreement it did not rely on any representations or warranties other than those explicitly set forth in this Agreement and the functional description of the software products found in COMPANY's written proposal to CLIENT.
 - (b) If any term or provision of this Agreement or the application thereof to any person or circumstance shall, to any extent, be invalid or unenforceable, the remainder of this Agreement or the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable shall not be affected thereby, and each term and provision of this Agreement shall be valid and enforced to the fullest extent permitted by law.
 - (c) This Agreement may only be amended, modified, or changed by written instrument signed by both parties.
 - (d) CLIENT should return an executed copy of this Agreement to COMPANY. If the Agreement is not returned to COMPANY within 90 days from the issue date, then such Agreement is subject to be voided and prices are subject to change.
- 1.7 **Cancellation or Termination.** In the event of cancellation or termination of this Agreement, CLIENT will make payment to COMPANY for all software products, services and expenses delivered or incurred prior to the termination or cancellation of this Agreement.
- 1.8 **General Limitation of Liability.** In no event shall CLIENT or COMPANY be liable to the other party for incidental, consequential, exemplary, indirect, or special damages of any kind or nature, including, without limitation, any damages resulting from loss of use, loss of data, interruption of business activities, or failure to realize savings arising out of or in connection with this Agreement, irrespective of whether the parties have advance notice of the possibility of such damage.

COMPANY AGREEMENT TERMS AND CONDITIONS

- 1.9 **Approval of Governing Body.** CLIENT represents and warrants to COMPANY that this Agreement has been approved by its governing body and is a binding obligation upon CLIENT. CLIENT represents and warrants that funds are appropriated and/or arrangements have been made with a third party financier.
- 1.10 **Non-Assignability.** The CLIENT shall not have the right to assign or transfer its rights hereunder to any party.
- 1.11 **Force Majeure.** COMPANY shall not be responsible for delays in performing its obligations hereunder to the extent that such delays are caused by strikes, lockouts, riots, epidemic, war, government regulations, fire, power failure, acts of God, or other causes beyond its control.
2. **Software License Agreement**
- 2.1 **Software Product License.**
- (a) Upon CLIENT's timely payment in full of the software products license fees set forth in the Investment Summary of this Agreement, COMPANY shall grant to CLIENT and CLIENT shall accept from COMPANY, a non-exclusive, nontransferable, non-assignable license to use the software products and accompanying documentation for the internal business purposes of CLIENT only, subject to the conditions and limitations in this Software License Agreement.
 - (b) CLIENT shall not (i) reverse engineer, de-compile, or disassemble any portion of the software products or (ii) sublicense, transfer, rent, or lease the software products.
 - (c) Ownership of the software products, accompanying documentation and related materials, and any modifications and enhancements to such software products and any related interfaces shall remain with COMPANY.
 - (d) The software products are not licensed to perform functions or processing for subdivisions or entities that were not considered by COMPANY at the time COMPANY issued this Agreement.
 - (e) The right to transfer this license to a replacement hardware system is included in this Software License Agreement. The cost for new media or any required technical assistance to accommodate the transfer would be billable charges to CLIENT. Advance written notice of any such transfer shall be provided to COMPANY.
 - (f) CLIENT agrees that the software products, any modifications and enhancements, and any related interfaces are proprietary to COMPANY and have been developed as a trade secret at COMPANY's expense. To the extent permitted by law, CLIENT agrees to keep the software products confidential and use its best efforts to prevent any misuse, unauthorized use or unauthorized disclosures by any party of any or all of the software products or accompanying documentation.
 - (g) If CLIENT has made modifications to the software products, COMPANY will not support or correct errors in the modified software products, unless modifications were specifically authorized in writing by COMPANY.
 - (h) CLIENT may make copies of the software products for archive purposes only. CLIENT will repeat any proprietary notice on the copy of the software products. The documentation accompanying the software products may not be copied except for internal use.
 - (i) The term of the license granted by this Section shall be perpetual.
 - (j) COMPANY maintains an escrow agreement with an Escrow Services Company under which COMPANY places the source code of each major release. At CLIENT's request, COMPANY will add CLIENT as a beneficiary on its escrow account.

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- CLIENT will be invoiced the annual beneficiary fee by COMPANY and is solely responsible for maintaining its status as a beneficiary.
- 2.2 **License Fees.** CLIENT agrees to pay COMPANY, and COMPANY agrees to accept from CLIENT as payment in full for the license herein, the total sum of the COMPANY license fees set forth in the Investment Summary in accordance with the payment provisions set forth in Section 1.1.
- 2.3 **Verification of the Software Products.**
- (a) At the CLIENT's request, within thirty (30) days after the software products have been installed on CLIENT's system, COMPANY will test the software products in accordance with COMPANY's standard verification test procedure. Demonstration shall constitute CLIENT's verification that the software products substantially comply with COMPANY's current specifications for the most current version of the software products and functional descriptions of the software found in COMPANY's written proposal to CLIENT.
 - (b) At its option, CLIENT may perform CLIENT's own defined internal validation process to test the software to substantially comply with COMPANY's current specifications for the most current version of the software products and functional descriptions of the software found in COMPANY's written proposal to CLIENT. Such validation test shall constitute CLIENT's verification.
 - (c) Notwithstanding anything contrary herein, CLIENT's use of the software products for its intended purpose shall constitute CLIENT's verification of the software products, without exception and for all purposes.
 - (d) Verification or validation, by CLIENT, that the software products substantially comply with COMPANY's current specifications for the most current version of the software products and functional descriptions of the software found in COMPANY's written proposal to CLIENT shall be final and conclusive, except for latent defect, fraud, and such gross mistakes that amount to fraud. In the event said verification becomes other than final, or becomes inconclusive, pursuant to this paragraph, CLIENT's sole right and remedy against COMPANY shall be to require COMPANY to correct the cause thereof.
 - (e) COMPANY shall correct any functions of the software products which failed the standard verification testing or failed to comply with COMPANY's current specifications for the most current version of the software products and functional descriptions of the software found in COMPANY's written proposal to CLIENT. If CLIENT has made modifications to the software programs, COMPANY will not make such corrections, unless such modifications were specifically authorized in writing by COMPANY.
- 2.4 **Schedule of Verification.** COMPANY will install the software products and cause the same to be verified within sixty (60) days after CLIENT makes available to COMPANY the equipment into which the software product is to be loaded. COMPANY shall exercise reasonable efforts to cause the software products to be verified according to the schedule set forth in this paragraph, but COMPANY shall not be liable for failure to meet said schedule if, and to the extent, said failure is due to causes beyond the control and without the fault of COMPANY.
- 2.5 **Limited Warranty.** COMPANY warrants that the then current, unmodified version of the COMPANY Software Products will substantially conform to the then current version of its published current specifications. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES. TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW, ALL OTHER WARRANTIES, CONDITIONS AND REPRESENTATIONS, WHETHER EXPRESS, IMPLIED OR VERBAL,

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STATUTORY OR OTHERWISE, AND WHETHER ARISING UNDER THIS AGREEMENT OR OTHERWISE ARE HEREBY EXCLUDED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

2.6 Intellectual Property Indemnity.

In the event that the software products are determined to infringe upon any existing United States patent copyright or trademark rights held by any other person or entity, COMPANY shall defend and hold harmless CLIENT and its officers, agents and employees from any claim or proceedings brought against CLIENT and from any cost damages and expenses finally awarded against CLIENT which arise as a result of any claim that is based on an assertion that CLIENT's use of the software products under this Software License Agreement constitutes an infringement of any United States patent, copyright or trademark provided that CLIENT notifies COMPANY promptly of any such claim or proceeding and gives COMPANY full and complete authority, information and assistance to defend such claim or proceeding and further provided that COMPANY shall have sole control of the defense of any claim or proceeding and all negotiations for its compromise or settlement provided that COMPANY shall consult with CLIENT regarding such defense. In the event that the software products are finally held to be infringing and its use by CLIENT is enjoined, COMPANY shall, at its election; (1) procure for CLIENT the right to continue use of the software products; (2) modify or replace the software products so that it becomes non-infringing; or (3) if procurement of the right to use or modification or replacement cannot be completed by COMPANY, terminate the license for the infringing software product, and upon termination, refund the license fees paid for the infringing software product as depreciated on a straight-line basis over a period of seven (7) years with such depreciation to commence on the execution of this Agreement. COMPANY shall have no liability hereunder if CLIENT modified the software products in any manner without the prior written consent of COMPANY and such modification is determined by a court of competent jurisdiction to be a contributing cause of the infringement or if the infringement would have been avoided by CLIENT's use of the most current revision of the software products. The foregoing states COMPANY's entire liability and CLIENT's exclusive remedy with respect to any claims of infringement of any copyright, patent, trademark, or any property interest rights by the software products, any part thereof, or use thereof.

2.7 Limitation of Liability.

If the Software Products do not perform as warranted prior to the initiation of paid annual maintenance, COMPANY's sole obligation will be to use reasonable efforts, consistent with industry standards, to cure the defect. Should COMPANY be unable to cure the defect or provide a TYLER replacement product, CLIENT shall be entitled to a refund for the license fee paid for application, which shall be CLIENT'S sole and exclusive remedy for damages hereunder, whether based on a theory of contract or tort. The license fees set forth in the Investment Summary reflect and are set in reliance upon this allocation of risk and the exclusion of such damages as set forth in this Software License Agreement. Upon the initiation of paid annual software maintenance, COMPANY'S obligations and liabilities shall be as set forth in Section 4, Annual Software Maintenance Agreement.

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3. **Professional Services Agreement**
- 3.1 **Services Provided.** COMPANY shall provide some or all of the following services to CLIENT, as evidenced in the attached Investment Summary:
- (a) Installation as described in the Investment Summary;
 - (b) Conversion of CLIENT's existing data as set forth in the Investment Summary. CLIENT is responsible for reading and complying with COMPANY's Data Conversion Process Statement.
 - (c) Training/Implementation as set forth in the Investment Summary;
 - (d) Consulting/Analysis as set forth in the Investment Summary; and
 - (e) Verification Testing as described in the Software License Agreement.
- 3.2 **Professional Services Fees.**
- (a) Notwithstanding specific prices to the contrary identified in the Investment Summary, all services will be invoiced in hourly increments as delivered, plus travel and other expenses, plus a 10% travel processing fee. CLIENT agrees to pay COMPANY for the actual amount of training provided. CLIENT acknowledges that the Investment Summary represents only an estimate of time required to complete all phases of this Agreement. CLIENT is only billed for actual hours incurred.
 - (b) Upon the completion of each service day, or group of days, COMPANY will present a Daily Log. CLIENT will sign the report indicating acceptance of the service day and its subsequent billing, or noting reasons for CLIENT's non-acceptance of such. This acceptance is final.
 - (c) CLIENT is not charged for travel time to and from the CLIENT's site. Only time spent on-site is billed as training time, with the exception of those cases in which the CLIENT requires the COMPANY trainer(s) to travel on the weekend, in which case CLIENT will be billed for weekend travel time at a rate of \$500 per weekend day.
 - (d) If CLIENT decides to travel to COMPANY location for training, then CLIENT agrees to pay all expenses related to transportation of CLIENT's employees.
 - (e) Upon request from CLIENT, COMPANY will provide actual receipts.
 - (f) The rates for Verification Testing shall be the same as the Training/Implementation rates set forth in the Investment Summary.
- 3.3 **Training Environment.** If training is being conducted at the CLIENT's site, the CLIENT is responsible for providing a productive environment to conduct training. COMPANY is not responsible for its inability to conduct training or for inadequate training arising due to interruptions and/or unavailability of CLIENT personnel to be trained. Time spent on-site by COMPANY that results in non-productive training time beyond COMPANY's control will be billed as training time. COMPANY will make reasonable efforts to schedule training on dates requested by the CLIENT. Trainers will be on-site approximately noon Monday through noon Friday. This allows appropriate travel time to and from the CLIENT's site.
- 3.4 **Additional Services.** Services utilized in excess of those set forth in the Investment Summary and additional related services not set forth in the Investment Summary will be billed at COMPANY's then current market rate for the service as they are incurred. Travel and other expenses, plus a 10% travel processing fee, will be billed as delivered.
- 3.5 **Limitation of Liability.** COMPANY shall not be liable for inaccurate data in COMPANY's application software which is the result of conversion of inaccurate data from the previous system. COMPANY's liability for damages arising out of this Professional Services Agreement, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to the professional service fees identified in the Investment Summary.

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4. Annual Software Maintenance Agreement

4.1 **Scope of Agreement.** The CLIENT agrees to purchase and COMPANY agrees to provide services for the software products listed in the Investment Summary of this Agreement in accordance with the following terms and conditions. Both parties acknowledge that this Annual Software Maintenance Agreement covers both support for the software products listed in the Investment Summary of this Agreement and licensing of updates of such installed software products.

4.2 **Term of Agreement.** This Annual Software Maintenance Agreement is effective on the date executed by an officer of COMPANY and shall have a term beginning upon the first of the month six months after the installation of the COMPANY software and ending upon the last day of the month one year following that date.

(a) This Annual Software Maintenance 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 prior to the expiration of the then current term. Fees for subsequent years are subject to change.

(b) If CLIENT has not elected to participate in the COMPANY Annual Software Maintenance Agreement, or elects not to renew the Annual Software Maintenance Agreement, the CLIENT shall acquire Software maintenance in accordance to the Section entitled "Support Terms for CLIENTs Not Participating in the Annual Software Maintenance Agreement".

4.3 Payment.

(a) CLIENT agrees to pay COMPANY the amount identified in the Investment Summary for licensing and support services of the software products in accordance with the payment provisions set forth in Section 1.1.

(b) **Additional Charges.** Any maintenance performed by COMPANY for the CLIENT, which is not covered by this Annual Software Maintenance Agreement, will be charged at COMPANY's then current market rates. All materials supplied in connection with such non-covered maintenance or support plus expenses will be charged to CLIENT.

(c) Support and services will be suspended whenever CLIENT's account is thirty (30) calendar days overdue and shall be reinstated when CLIENT's account is made current.

4.4 Licensing of Updates, Releases, and New Versions of the Installed Software Products.

(a) In consideration for the payment of the annual maintenance fees, CLIENT'S license of the COMPANY'S installed software products set forth in the Investment Summary shall be extended to include any and all updates, releases, and/or new versions of the installed software products delivered to CLIENT under this Annual Software Maintenance Agreement, subject to the terms, conditions, and restrictions set forth in Section 2.1 of the Software License Agreement.

(b) For as long as a current Annual Software Maintenance Agreement is in place, COMPANY shall promptly correct any functions of the software products which fail to substantially comply with COMPANY's current specifications for the most current version of the software products. If CLIENT has made modifications to the software products, COMPANY will not make such corrections, unless modifications were specifically authorized in writing by COMPANY.

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- (c) COMPANY reserves the right to change the functionality of future releases of its software and CLIENT understands that COMPANY is not obligated to include specific functionality in future releases unless provided for herein.

4.5 Terms and Conditions for Support.

- (a) COMPANY shall provide software related CLIENT support during standard support hours. Currently, standard support hours are from 7:00am to 7:00pm, Central Standard Time, Monday thru Friday, excluding holidays. COMPANY reserves the right to modify these support hours as COMPANY sees fit in order to better serve its entire client base. Assistance and support requests which require special assistance from COMPANY's development group will be taken and directed by support personnel.
- (b) COMPANY will maintain staff that is appropriately trained to be familiar with the software products in order to render assistance, should it be required.
- (c) COMPANY will provide CLIENT with all updates that COMPANY may make to the then current version of the installed software products covered in this Agreement.
- (d) CLIENT acknowledges that the updates/enhancements may not be compatible with CLIENT's particular hardware configuration or operating system. CLIENT acknowledges that additional hardware and software may be required at the CLIENT's expense in order to utilize the updates/enhancements.
- (e) COMPANY will make available appropriately trained personnel to provide CLIENT additional training, program changes, analysis, consultation, recovery of data, conversion, non-coverage maintenance service, etc., billable at the current per diem rate plus expenses. *COMPANY employs many CPAs but is not a board registered CPA firm.*
- (f) COMPANY shall provide CLIENT with remote support through the use of secure connection over the Internet connection via Citrix GotoAssist. If CLIENT will not allow access through GotoAssist, COMPANY cannot guarantee support standards will be met.

4.6 Support Terms for CLIENTs Not Participating in the Annual Software Maintenance Agreement.

The Software License Agreement includes six months free maintenance. If CLIENT elects not to participate in the COMPANY Annual Software Maintenance Agreement, CLIENT shall receive support on a Time and Materials basis following six months after the COMPANY Software is installed in accordance with the following terms:

- (a) CLIENTs not on Software Support Maintenance will receive the lowest priority for Software Support.
- (b) CLIENTs not on Software Support Maintenance will be required to purchase new releases of the Software. New Releases will include fixes, enhancements and updates, such as, Tax Tables, W/2 reporting formats, 1099 changes, etc.
- (c) CLIENTs not on Software Support Maintenance will be charged \$175 per hour with a one-hour minimum for all software support calls.
- (d) CLIENTs not on Software Support Maintenance will not be granted access to COMPANY's software support web-site.
- (e) CLIENTs not on Software Support Maintenance are subject to higher rates for training and continuing education performed by COMPANY employees. This is due to the fact that the CLIENT may not be utilizing the most current version of our software.
- (f) COMPANY will not guarantee a program fix to a documented bug for software versions that are not the currently released version. Because every CLIENT is on

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Software Support Maintenance, often times, bug fixes are rolled into the latest release and then sites are upgraded to the latest release of the software.

- (g) If a CLIENT decides to discontinue Software Support Maintenance and later chooses to reinstate Software Support Maintenance, the CLIENT will be required to pay the portion (typically 27%) of annual software support maintenance fees for the Enhancement and Software Updates dating back to the date when the CLIENT discontinued Software Support Maintenance.

4.7 **Additional Services.** The services listed below are not included in the COMPANY Software Maintenance Agreement. These services shall be provided at COMPANY's discretion and will be billed on a Time and Materials basis at COMPANY's then current rates:

- (a) Changes to print programs;
- (b) Software modifications;
- (c) Software Training;
- (d) Responding to problems caused by bad data;
- (e) Responding to problems caused by hardware;
- (f) Responding to problems caused by operator error;
- (g) Responding to problems caused by software that is not COMPANY software;
- (h) Responding to problems resulting from: misuse, accidents, CLIENT neglect, fire, or any other cause not within COMPANY's reasonable control;
- (i) Changes made to the COMPANY Software by someone other than COMPANY personnel; and
- (j) Any other services performed by COMPANY not otherwise specifically provided for in this Agreement, including but not limited to, bank reconciliation, reconciling out of balance reports, balancing segments of the system, etc.

4.8 **Limitations and Exclusions.** The support and services of this Annual Software Maintenance Agreement do not include the following:

- (a) Support service does not include the installation of the software products, onsite support, application design, and other consulting services, support of an operating system or hardware, or any support requested outside of standard support hours.
- (b) CLIENT shall be responsible for implementing, at its expense, all changes to the current version. CLIENT understands that changes furnished by COMPANY for the current version are for implementation in the current installed software products version, as it exists without customization or CLIENT alteration.
- (c) If CLIENT has made modifications to the software products, COMPANY will not support the modified software products, unless modifications were specifically authorized in writing by COMPANY.

4.9 **CLIENT Responsibilities.**

- (a) CLIENT shall provide, at no charge to COMPANY, full and free access to the software programs covered hereunder, including the following: working space; adequate facilities within a reasonable distance from the equipment; and use of machines, attachments, features, or other equipment necessary to provide the specified support and maintenance service. Such environment includes, but is not limited to, use of the appropriate operating system at the version and release levels specified by COMPANY and additionally specifies that the environment for any COMPANY software application requires the CLIENT to have e-mail and Internet access. CLIENT will be responsible for all additional costs incurred to the extent such hardware and software does not conform to COMPANY's current specifications. The acquisitions of necessary hardware and software meeting the requirements then in effect shall be sole responsibility of the CLIENT.

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- (b) CLIENT shall maintain a high speed internet connection (DSL, Cable, or faster) and must be able to provide COMPANY with IP connection to CLIENT's network through Citrix GotoAssist, VPN, Citrix, or Microsoft Terminal Services. COMPANY shall use the connection to assist with problem diagnosis and resolution. COMPANY is not responsible for purchase of VPN client software license or configuration of CLIENT's firewall settings. If CLIENT will not allow access through GotoAssist, COMPANY cannot guarantee support standards will be met.
 - (c) CLIENT must maintain an active e-mail address capable of receiving a 5 MB attachment. This e-mail account must be accessible from a PC connected to the server hosting the COMPANY software applications.
 - (d) CLIENT must open firewall ports to enable access to COMPANY's FTP server for program updates via Live Update.
 - (e) CLIENT is responsible for reading and complying with COMPANY's Systems Requirements.
- 4.10 **Limitation of Liability.** Upon the initiation of maintenance and support services under this Annual Maintenance Agreement, the liability of COMPANY, whether based on a theory of contract or tort, shall be limited to fixing defects in accordance with the terms herein, and if the COMPANY cannot fix defects, to the fees paid by CLIENT for services under this Annual Software Maintenance Agreement.

5. Hardware and System Software Agreement

- 5.1 **Agreement to License or Sell Hardware.** For the price set forth in the Investment Summary (Hardware & System Software), COMPANY agrees to license or sell and deliver to CLIENT, and CLIENT agrees to accept from COMPANY, the hardware and system software products set forth in the Investment Summary.
- 5.2 **License of Hardware.**
Upon CLIENT's payment for the hardware listed in the Investment Summary, for the license fees set forth in the Investment Summary, COMPANY shall grant to CLIENT and CLIENT shall accept from COMPANY a non-exclusive, nontransferable, non-assignable license to the hardware and system software products and accompanying documentation and related materials for internal business purposes of CLIENT, subject to the conditions and limitations in this section.
- 5.3 **Price and Costs.**
(a) CLIENT agrees to pay COMPANY and COMPANY agrees to accept from CLIENT as payment in full for the hardware and system software products the price set forth in the Investment Summary in accordance with the payment provisions set forth in Section 1.1.
(b) Unless otherwise indicated in the Investment Summary, the price includes costs for shipment of and insurance while in transit for the hardware and system software products from the supplier's place of manufacture to CLIENT's site.
- 5.4 **F.O.B. Point.** Delivery of each hardware and system software product shall be F.O.B. CLIENT's site.
- 5.5 **Schedule of Delivery.** Delivery of each hardware and system software product shall take place according to mutually agreeable schedule, but COMPANY shall not be liable for failure to meet the agreed upon schedule if, and to the extent, said failure is due to causes beyond the control and without the fault of COMPANY.
- 5.6 **CLIENT Delays.** If any act or failure to act by the CLIENT delays COMPANY's performance, COMPANY shall be excused from performance for an amount of time

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commensurate with the delay caused by CLIENT. CLIENT acknowledges that its delay may excuse COMPANY from performance for an amount of time greater than the delay caused by CLIENT. Such delays by CLIENT that may cause COMPANY to delay performance include, but are not limited to, failure to have prepared any data in the form and format requested by COMPANY, on or before the date specified by COMPANY or to have verified such data for accuracy, submission of erroneous data to COMPANY or CLIENT's failure to have completely prepared the Hardware's installation site prior to the Hardware's actual delivery including, but not limited to, failure to have all electrical work and cable installation completed.

- 5.7 **Installation and Verification.** If itemized in the Investment Summary, the price includes installation of the hardware and system software products. Upon the completion of installation, CLIENT shall obtain from the installer a certification of completion, or similar document, which certification or similar document shall constitute CLIENT's acceptance of the hardware and system software products. Such acceptance shall be final and conclusive except for latent defects, fraud, and such gross mistakes as amount to fraud.
- 5.8 **Site Requirements.** CLIENT shall prepare the installation site prior to the delivery of the hardware and system software. CLIENT is solely responsible for and will furnish all necessary labor and material to install all associated electrical lines, CRT cables, and telephone lines for communication modems. CLIENT is responsible for installing all required cables.
- 5.9 **Warranties.**
ALL WARRANTIES RELATING TO THE HARDWARE AND SYSTEM SOFTWARE ARE PROVIDED DIRECTLY FROM THE HARDWARE MANUFACTURERS AND/OR SOFTWARE PUBLISHERS UNDER THE TERMS AND CONDITIONS OF THEIR RESPECTIVE WARRANTIES. THE WARRANTIES SET FORTH IN THIS HARDWARE AND SYSTEM SOFTWARE AGREEMENT ARE EXCLUSIVE AND IN LIEU OF ALL OTHER RIGHTS AND REMEDIES REPRESENTATIONS OR WARRANTIES EXPRESSED, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND SYSTEM INTEGRATION.
- 5.10 **Maintenance.** There is no hardware maintenance provided pursuant to this Agreement. Hardware warranty and/or maintenance are typically provided by the manufacturer or a Third Party. In situations where COMPANY and the CLIENT agree that COMPANY will provide hardware maintenance, such hardware maintenance shall be governed by the terms of COMPANY's Annual Hardware Maintenance Agreement.
- 5.11 **Limitation of Liability.** CLIENT expressly assumes sole responsibility for the selection and use of the hardware and system software. COMPANY's liability for damages arising out of this Hardware and System Software Agreement, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to the price of the hardware and system software products set forth in the Investment Summary. The prices set forth in the Investment Summary reflect and are set in reliance upon this allocation of risk and the exclusion of such damages as set forth in this Hardware and System Software Agreement.

6. **Annual Hardware Maintenance Agreement**

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- 6.1 **Scope of Agreement.** For the prices set forth in the Investment Summary, CLIENT agrees to purchase, and COMPANY agrees to provide, services for the equipment specified therein in accordance with the following terms and conditions. COMPANY requires all like-kind hardware to be covered (i.e. ALL cash drawers, ALL receipt printers, etc.).
- 6.2 **Price and Payment.** The CLIENT agrees to pay the Annual Hardware Maintenance fee specified in the Investment Summary. COMPANY guarantees this fee for the then current term of the Annual Hardware Maintenance Agreement; however, fees for subsequent years are subject to change. CLIENT shall pay the annual hardware maintenance fees in accordance with the payment provisions set forth in Section 1.1.
- 6.3 **Equipment Maintenance Program Terms.** COMPANY agrees to provide the maintenance on the equipment specified under this Annual Hardware Maintenance Agreement in accordance to the following terms:
- (a) In the event of equipment failure, COMPANY will repair the defective equipment and provide the CLIENT with "like or near like" equipment while the defective equipment is being repaired.
 - (b) CLIENT shall notify COMPANY of equipment failure. Upon notification, COMPANY will ship via over-night service to the CLIENT the appropriate loaner equipment. The CLIENT shall package the defective equipment in its original container and ship the equipment to COMPANY.
 - (c) Once the equipment is repaired, it will be shipped to the CLIENT. Upon receipt of the repaired equipment, the CLIENT shall ship the loaner equipment back to COMPANY. The loaner equipment should be shipped back to COMPANY within two days of receiving the repaired equipment. The CLIENT agrees to pay daily rental fees to COMPANY if the loaner equipment is not shipped back to COMPANY within the time frame specified.
 - (d) The CLIENT is responsible for shipping cost related to shipping equipment to COMPANY. COMPANY is responsible for shipping cost related to shipping equipment to the CLIENT.
- 6.4 **Definitions.** The following definitions apply to the terms of this Annual Hardware Maintenance Agreement:
- (a) **Loaner Equipment.** equipment loaned to the CLIENT by COMPANY for use while the CLIENT's equipment is being repaired.
 - (b) **Like or Near-Like Equipment:** equipment compatible with the CLIENT's computer system and capable of performing the tasks performed by the equipment being repaired.
- 6.6 **Limitation of Liability.** COMPANY's liability for damages arising out of this Annual Hardware Maintenance Agreement, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to the annual fees paid hereunder.
7. **Third Party Product Agreement**
- 7.1 **Agreement to License or Sell Third Party Products.** For the price set forth in the Investment Summary (Hardware & System Software), COMPANY agrees to license or sell and deliver to CLIENT, and CLIENT agrees to accept from COMPANY the third party products set forth in the Investment Summary.
- 7.2 **License of Third Party Software Products.**

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- (n) Upon CLIENT's payment for the third party software products listed in the Investment Summary, for the license fees set forth in the Investment Summary, COMPANY shall grant to CLIENT and CLIENT shall accept from COMPANY a non-exclusive, nontransferable, non-assignable license to use the third party software products and accompanying documentation and related materials for the internal business purposes of CLIENT only, subject to the conditions and limitations in this section.
- (b) Ownership of the third party software products, accompanying documentation, and related materials shall remain with the third party manufacturer or supplier.
- (c) The right to transfer this license to a replacement hardware system is governed by the Third Party. The cost for new media or any required technical assistance to accommodate the transfer would be billable charges to CLIENT. Advance written notice of any such transfer shall be provided to COMPANY.
- (d) CLIENT agrees that the third party software products are proprietary to the third party manufacturer or supplier and have been developed as a trade secret at the third party's expense. To the extent permitted by law, CLIENT agrees to keep the third party software products confidential and use its best efforts to prevent any misuse, unauthorized use or unauthorized disclosures by any party of any or all of the third party software products or accompanying documentation.
- (e) CLIENT shall not perform de-compilation, disassembly, translation or other reverse engineering on the software products.
- (f) CLIENT may make copies of the software products for archive purposes only. CLIENT will repeat any proprietary notice on the copy of the software products. The documentation accompanying the software products may not be copied except for internal use.

7.3 Price and Payment; Costs.

- (a) CLIENT agrees to pay COMPANY and COMPANY agrees to accept from CLIENT as payment in full for the third party products, the price set forth in the Investment Summary in accordance with the payment provisions set forth in Section 1.1.
- (b) Unless otherwise indicated in the Investment Summary, the price includes costs for shipment of and insurance while in transit for the third party products from the supplier's place of manufacture to CLIENT's site.

7.4 F.O.B. Point. Delivery of each third party product shall be F.O.B. CLIENT's site.

7.5 Schedule of Delivery. Delivery of each third party product shall take place according to mutually agreeable schedule, but COMPANY shall not be liable for failure to meet the agreed upon schedule if, and to the extent, said failure is due to causes beyond the control and without the fault of COMPANY.

7.6 Installation and Verification.

If itemized in the Investment Summary, the price includes installation of the third party products. Upon the completion of installation, CLIENT shall obtain from the installer a certification of completion, or similar document, which certification or similar document shall constitute CLIENT's acceptance of the third party products. Such acceptance shall be final and conclusive except for latent defects, fraud, and such gross mistakes as amount to fraud.

7.7 Site Requirements. CLIENT shall provide:

- (a) a suitable environment, location, and space for the installation and operation of the third party products;
- (b) sufficient and adequate electrical circuits for the third party products; and
- (c) installation of all required cables.

7.8 Warranties.

COMPANY AGREEMENT TERMS AND CONDITIONS

- (a) COMPANY is authorized by the manufacturer or supplier of all third party software products listed in the Investment Summary to grant licenses or sublicenses to such products.
- (b) Unless otherwise noted in any attached addendum, COMPANY warrants that each third party product shall be new and unused, and if CLIENT fully and faithfully performs each and every obligation required of it under the Third Party Product Agreement, CLIENT's title or license to each third party product shall be free and clear of all liens and encumbrances arising through COMPANY.
- (c) The parties understand and agree that COMPANY is not the manufacturer of the third party products. As such, COMPANY does not warrant or guarantee the condition of the third party products or the operation characteristics of the third party products.
- (d) THE WARRANTIES SET FORTH IN THIS THIRD PARTY PRODUCT AGREEMENT ARE EXCLUSIVE AND IN LIEU OF ALL OTHER RIGHTS AND REMEDIES REPRESENTATIONS OR WARRANTIES EXPRESSED, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND SYSTEM INTEGRATION.
- 7.9 **Maintenance.** It shall be the responsibility of CLIENT to repair and maintain the third party products after acceptance. Support for Third Party Application Software is not provided by COMPANY unless otherwise specified in this Agreement. COMPANY's responsibility is limited to delivering the Third Party Application Software and installing the software if installation services are provided in this Agreement.
- 7.10 **Limitation of Liability.** CLIENT expressly assumes sole responsibility for the selection and use of the Third Party Application Software. COMPANY's liability for damages arising out of this Third Party Product Agreement, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to the price of the third party products set forth in the Investment Summary. The prices set forth in the Investment Summary reflect and are set in reliance upon this allocation of risk and the exclusion of such damages as set forth in this Third Party Product Agreement.
8. **General Return Merchandise Authorization (RMA) Policy.**
- (a) In order to return or replace any product ordered from COMPANY, CLIENT will need to request and obtain an RMA number from appropriate COMPANY personnel. RMA numbers will be issued at the discretion of COMPANY and products returned without an RMA number may be refused by COMPANY. COMPANY reserves the right to refuse the return of any product or to refuse the issuance of an RMA number.
- (b) All shipping costs are the responsibility of the CLIENT. COMPANY recommends the use of a traceable and insurable shipping source. COMPANY will not be responsible for lost or damaged products as a result of the shipping process.
- (c) Qualifying products must be returned unopened with original packaging and materials unless otherwise agreed upon by COMPANY. The following situations will result in the refusal of an RMA number and credit will not be issued to client:
- Opened inkjet or laser jet printers;
 - Opened Third Party Software; or
 - Damaged products as a result of irregular use of mishandling by customer
- (d) Products may only be returned to COMPANY for account credit after an RMA number has been issued by COMPANY. All returns are subject to a restocking fee of 20% of original purchase price. Failure to comply with this policy will result in a refusal of credit and future product placement.

COMPANY WEB SERVICES - INTERNET BASED PRODUCTS SUBSCRIPTION AGREEMENT TERMS AND CONDITIONS

THIS AGREEMENT is effective as of the date of acceptance set forth at the end hereof, and is by and between Tyler Technologies, Inc., hereinafter referred to as COMPANY and the party signing this agreement as the "SUBSCRIBER".

DEFINITIONS

COMPANY Web Services COMPANY Web Services are designed to enable SUBSCRIBER to easily establish a presence on the Internet. COMPANY Web Hosting and Design is composed of the COMPANY Web Hosting and Design Publishing Component and other miscellaneous components. These components may be used independently or in conjunction with each other.

COMPANY Utility Billing On-Line The COMPANY Utility Billing On-Line Component allows the SUBSCRIBER to make available certain information from their COMPANY Utility Billing System to citizens with Internet access. This information is posted to SUBSCRIBER's web site, which is hosted on COMPANY's web server. With the proper security clearance, citizens with Internet access have access to the data which can include: Consumption information, service level information, requests for service, accounting information and the opportunity to pay their Utility Bill over the Internet using a credit card.

COMPANY Court On-Line The COMPANY Court On-Line Component provides the ability for municipal court fines to be paid by credit card via the Internet. Since it was designed by COMPANY, this system interfaces seamlessly with COMPANY's InCourt Municipal Court System.

COMPANY Building Projects On-Line The COMPANY Building Projects On-Line Component allows the SUBSCRIBER to make available certain information from their COMPANY Building Projects System to citizens with Internet access. This information is posted to SUBSCRIBER's web site, which is hosted on COMPANY's web server. With the proper security clearance, citizens with Internet access have access to the data which can include: Building project status, inspection results, inspection scheduling and the opportunity to pay their Building Projects over the Internet using a credit card.

COMPANY Business License On-Line The COMPANY Business License On-Line Component allows the SUBSCRIBER to make available certain information from their COMPANY Business License System to citizens with Internet access. This information is posted to SUBSCRIBER's web site, which is hosted on COMPANY's web server. With the proper security clearance, citizens with Internet access have access to the data which can include: Business License status, business license renewal and the opportunity to pay their Business License over the Internet using a credit card.

COMPANY Accounts Receivable On-Line The COMPANY Accounts Receivable On-Line Component allows the SUBSCRIBER to make available certain information from their COMPANY Accounts Receivable System to citizens with Internet access. This information is posted to SUBSCRIBER's web site, which is hosted on COMPANY's web server. With the proper security clearance, citizens with Internet access have access to the data which can include: Current balance, contract status, and the opportunity to pay the Accounts Receivable over the Internet using a credit card.

COMPANY Call Center On-Line The COMPANY Call Center On-Line Component allows the SUBSCRIBER to make available certain information from their COMPANY Call Center System to citizens with Internet access. This information is posted to SUBSCRIBER's web site, which is hosted on COMPANY's web server. With the proper security clearance, citizens with Internet access have access to the data which can include: current and past incidents, create a new incident and view status of incident.

AGREEMENTS

- 1) **TERM** SUBSCRIBER must return an executed copy of this Agreement to COMPANY within 90 days from the issue date. Thereafter, the Agreement will be voided and is subject to change. Subject to the limitations of this Section 1, and unless otherwise provided for in this Agreement, the term of this Agreement shall commence as of the effective date and shall continue for three (3) years. The term shall thereafter be automatically extended in separate consecutive periods of twelve (12) months duration unless either party gives written notice to terminate. Notice to terminate must provide at least sixty (60) days notice of said intent. In the event that the SUBSCRIBER fails to pay any amount payable to COMPANY hereunder, when due, or fails to comply with any other provision of this Agreement, COMPANY may terminate the SUBSCRIBER's rights by written notice to that effect to the SUBSCRIBER. COMPANY may, by written notice to the SUBSCRIBER, terminate its obligations under this Agreement in the event that COMPANY, for whatever reason, ceases to host SUBSCRIBER's Web Site. A termination of the SUBSCRIBER's rights under this Agreement shall not terminate any of the parties' rights under this Agreement to receive or hold amounts rightfully owing to the respective party pursuant to the terms of this agreement or to enforce the intellectual and proprietary rights in the COMPANY concept, web site, software, and technology. Upon termination or non-renewal of this agreement, the parties shall each promptly account for all due but unpaid amounts hereunder. If SUBSCRIBER wishes to terminate before the stated term expires, SUBSCRIBER must give sixty (60) days written notice in order not to incur termination costs of \$1,200.00. Please also see section entitled "TERMINATION" in this Agreement.

COMPANY WEB SERVICES - INTERNET BASED PRODUCTS SUBSCRIPTION AGREEMENT TERMS AND CONDITIONS

2) **NATURE OF WEB SITE.** COMPANY shall maintain a web site accessible over the Internet, for SUBSCRIBER. This web site shall contain both static information pages, non-static interactive pages as well as payment function pages. The web site shall allow a citizen with Internet access to view relevant data provided by SUBSCRIBER. This data may include certain data elements from SUBSCRIBER's Tyler Software System. This web site shall be equipped to accept payment of amounts owed to SUBSCRIBER, via Secured Socket Layer (SSL) encryption and credit card or debit card charge.

3) **DATA PROCUREMENT.** COMPANY must host the components and services listed in the Investment Summary of this Agreement. The SUBSCRIBER will be required to setup a merchant account with Electronic Transaction System Corporation or authorized.net for the sole use of COMPANY Web Service transactions. The merchant account must be setup to fund to the SUBSCRIBER bank account. All fees for the merchant account will be paid by SUBSCRIBER.

SUBSCRIBER will be required to install and run Tyler Web Services in order for the COMPANY On-Line application to access and transfer the necessary data from the SUBSCRIBER's primary software system, to COMPANY's web server. The transfer will occur on a real time basis. Additionally, certain information, such as payment information, must be conveyed to SUBSCRIBER. COMPANY will assume responsibility for transferring such information back to SUBSCRIBER on a regular basis. Tyler Web Services requires a dedicated IP address. Assignment of dedicated IP address is the sole responsibility of SUBSCRIBER.

4) **LICENSED SOFTWARE OWNERSHIP.** SUBSCRIBER agrees that COMPANY possesses exclusive title to and ownership of the COMPANY Software.

- a. SUBSCRIBER agrees that SUBSCRIBER acquires neither ownership nor any other interest in the COMPANY Software, except for the right to use and possess the COMPANY Software in accordance with the terms and conditions of this Agreement.
- b. All rights not expressly granted to SUBSCRIBER in this Agreement are retained by COMPANY.
- c. SUBSCRIBER agrees that COMPANY Software including, but not limited to, systems designs, programs in source and/or object code format, applications, techniques, ideas, and/or know-how utilized and/or developed by COMPANY are and shall remain the exclusive property of COMPANY. SUBSCRIBER agrees that the COMPANY Software consists of COMPANY's trade secrets. COMPANY shall retain all copyrights in the COMPANY Software, whether published or unpublished.
- d. COMPANY agrees that all data provided to COMPANY for the purposes of generating the web site shall remain the property of SUBSCRIBER. Should SUBSCRIBER terminate the Internet Services in good standing and in accordance with the termination provisions of this Agreement, COMPANY agrees to return to SUBSCRIBER, all graphics, text documents, and data files held by COMPANY.

5) **SUBSCRIBER MEMBERSHIP FEES.** For establishing new COMPANY Web Services, the SUBSCRIBER shall pay to COMPANY the amounts as stated in the Investment Summary.

6) **NOT ASSIGNABLE.** The rights of the SUBSCRIBER under this Agreement are not assignable without the prior written consent of COMPANY. Any attempt to sublicense, assign, encumber or transfer any of the rights, duties or obligations under this Agreement by the SUBSCRIBER is void. Subject to the foregoing, this Agreement shall be binding upon and shall inure to the benefit of the parties hereto and their respective permitted assigns and successors.

7) **SOFTWARE MAINTENANCE.** This SUBSCRIPTION AGREEMENT includes unlimited telephone support, support by communication modem, and all software upgrades, enhancements and new releases. COMPANY reserves the right to change the functionality of future releases of its software and SUBSCRIBER understands that COMPANY is not obligated to include specific functionality in future releases unless provided for herein.

8) **PARTIAL INVALIDITY.** Should any provision or clause of this Agreement be held to be invalid, such invalidity shall not affect any other provision or clause hereof, which can be given effect without such invalid provision or clause.

9) **RESPONSIBILITY OF DATA.** COMPANY will assume responsibility for all data transfer, but not responsible for data accuracy.

10) **SITE REQUIREMENTS.**

- a. SUBSCRIBER shall maintain a high speed internet connection (1.5mbps download AND 512kbps upload) with a static IP address and must be able to provide COMPANY with IP connection to SUBSCRIBER's network through Citrix GotoAssist, VPN, Citrix, or Microsoft Terminal Services. COMPANY shall use the connection to assist with problem diagnosis and resolution. COMPANY is not responsible for purchase of VPN client software license or configuration of SUBSCRIBER's firewall settings. No wireless Internet connections allowed.
- b. COMPANY shall provide SUBSCRIBER with remote support through the use of secure connection over the Internet connection via Citrix GotoAssist. If SUBSCRIBER will not allow access through GotoAssist, COMPANY cannot guarantee support standards will be met.

COMPANY WEB SERVICES - INTERNET BASED PRODUCTS SUBSCRIPTION AGREEMENT TERMS AND CONDITIONS

11) PROPRIETARY INFORMATION:

- a. Distribution of COMPANY Software. SUBSCRIBER may not sell, assign, transfer, disclose, or otherwise make available, either directly or indirectly, any object code, documentation or other material relating to the Software, in whole or in part, or any copy of the same in any form, to any other person or entity.
- b. Software as Trade Secret. SUBSCRIBER shall maintain the confidentiality of the Software and unless specifically authorized by COMPANY or except for ordinary and necessary backup purposes, SUBSCRIBER may not make or have made any copies of the Software or any part thereof. SUBSCRIBER shall include COMPANY's proprietary notice or other legend on any copies made by SUBSCRIBER as permitted hereunder.

12) WARRANTY, DISCLAIMER, LIMITATION ON LIABILITY.

COMPANY warrants that the Software will substantially conform to current specifications delivered by COMPANY to SUBSCRIBER pursuant to this Agreement, including COMPANY's response to the Request for Proposal for six (6) months following installation, provided, however, that COMPANY's warranty hereunder shall not cover or apply to any software or part thereof that is not developed or designed by COMPANY. In the event that the Software is found to be defective in such respect and SUBSCRIBER notifies COMPANY in writing within six (6) months after its receipt of the Software of any substantial non-conformity of the Software with such specifications, COMPANY's sole obligation under this warranty is to remedy such defect within a reasonable time. THE FOREGOING WARRANTY IS EXCLUSIVE AND IS MADE IN LIEU OF ALL OTHER WARRANTIES OR REPRESENTATIONS, WHETHER EXPRESS OR IMPLIED, IN FACT OR IN LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. COMPANY SHALL IN NO EVENT BE LIABLE FOR DAMAGES THAT EXCEED THE AMOUNT OF THE CHARGES PAID BY SUBSCRIBER HEREUNDER FOR THE DEVELOPMENT AND LICENSE OF THE SOFTWARE. IN NO EVENT SHALL COMPANY BE LIABLE FOR SPECIAL, INCIDENTAL, EXEMPLARY, INDIRECT OR CONSEQUENTIAL DAMAGES OR FOR LOSS OF PROFITS, REVENUES OR DATA, EVEN IF COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

13) HOLD HARMLESS.

SUBSCRIBER agrees that it will hold COMPANY harmless against any claims, damages, liabilities, costs and expenses, including reasonable attorneys' fees, arising out of or relating to

- a. SUBSCRIBER's failure to implement any corrections, improvements and new releases relating to the Software, or any part thereof.
- b. SUBSCRIBER's unauthorized alterations to or use of the Software, or
- c. SUBSCRIBER's breach of any of its obligations to maintain the confidentiality of the Software or SUBSCRIBER's unauthorized copying thereof.

14) TERMINATION.

This Agreement or any license referenced hereunder may be terminated by COMPANY upon written notice to SUBSCRIBER if SUBSCRIBER performs any breach of the terms of this Agreement. At the date of termination of this Agreement, SUBSCRIBER shall promptly return to COMPANY any Software, related documentation, materials and other property of COMPANY then in its possession, and any copies thereof wherever located. Notwithstanding the foregoing, all provisions hereof relating to confidentiality of the Software shall survive the termination of this Agreement.

15) GENERAL.

- a. This Agreement shall be governed by the laws of SUBSCRIBER's state of domicile and constitutes the entire Agreement between the parties hereto with respect to the Software described herein, and shall supersede all previous or contemporaneous negotiations, commitments and writings with respect to the matters set forth herein.
- b. All acceptances by COMPANY of purchase orders and all sales by COMPANY are expressly limited to and made on the basis of the terms and conditions set forth herein, notwithstanding receipt or acknowledgment of SUBSCRIBER's order forms or specifications containing additional or different provisions, or conflicting oral representations by an agent, representative or employee of COMPANY. Any such additional or different terms are hereby objected to. All acceptances by COMPANY are expressly conditional on SUBSCRIBER's assent to the additional or different terms and conditions set forth in this Agreement. If these terms and conditions are not acceptable, SUBSCRIBER should notify COMPANY in once.

The Data Conversion Process

Purpose

One of the most difficult aspects of software transition revolves around data conversion. This process takes place in one of two ways:

1. The manual method - In the manual mode the Client enters data from the existing system into the new Tyler Technology system.
2. The automated method - In the automated mode a software program is written or coded in order to facilitate moving information from the existing system to the new Tyler Technology system.

This document is provided to aid the Client in understanding the automated conversion process and provide clear direction as to the responsibility and the scope of the process.

Who should read this document?

The obvious answer to this question is the individual at the Client site that is most responsible for the transition. Specifically it should be:

1. The individual responsible for extracting and providing data from the old system to the Tyler Technology system.
2. Any individuals responsible at a department level.
3. Any individual that would benefit from understanding the conversion process

The Conversion Process

The process itself has a predefined set of steps that must take place for a successful conversion.

1. Initial data extraction - The Client must perform the preliminary extraction and transmission of data.
2. Data Evaluation - Tyler Technologies will then be responsible for evaluating the information that has been transmitted. Upon a successful evaluation the Client will be contacted for further scheduling.
3. Conversion scheduling - Once a schedule has been decided upon, Tyler Technologies will proceed in development of the conversion programs. During the development step, the Client will be responsible for providing knowledge and insight into the information from their current system.
4. On-Site Conversion - Upon Tyler Technology's arrival at the Client's site for the conversion, the Client will be responsible for a final extraction of the data. In most situations the Client will not have to transmit the final extraction to Tyler Technologies. The Tyler Technology trainer on site will assist the Client in preliminary INCODE application setup that is required for the conversion as well as execute the conversion programs and assist in the verification of the converted information's integrity.

Even though the Tyler Technology trainers possess a great deal of knowledge in the area of conversion, it is ultimately the Client's responsibility to validate any converted data. The sections that follow clearly outline and describe each of the above steps.

Data Extraction and Transmission of Data

As stated in the contract, the Client must supply data in ASCII file format with unpacked data fields. This terminology is sometimes considered confusing. The ASCII (pronounced as AS-key) is an abbreviation that represents the American Standard Code for Information Interchange. This standard was established in 1967 and still represents one of the most important standards in the computer industry. Since that time, some vendors have deviated from this standard. An example would be IBM's has a proprietary standard format abbreviated EBCDIC (pronounced EBB-see-dik). This is their current standard on the System36 and AS400. Vendors also use compression techniques in their data structures to pack numeric fields and dates. Since these techniques are not standard and vary from vendor to vendor, we are unable to process this information. In the simplest of terms the Client's data that is transmitted to The Tyler Technology system should be legible in a standard text processing program such as Windows textpad or wordpad. The characters that you view on screen should be the same characters that are on your computer keyboard.

File Descriptions and layout

The contract further states that the Client must supply sufficient file descriptions and layout information for the data. Sometimes file descriptions will be referenced as data definitions. Normally data files have one row after another. Each row represents a record or grouping of information. As an example, a vendor file would normally have a row for each vendor in the system. The rows then have to be broken down further into columns or fields. An example of a field in the vendor file could be vendor name. The file description provides the information needed to know exactly what position each field starts and stops in each row. In all cases, file descriptions are absolutely necessary for any type of conversion.

Media Type

Also outlined in the contract is the media type that the information can be transmitted to The Tyler Technology system. Unless the Client's existing system has a unix operating system, the most desirable media to transmit the data would be a cd. In situations where a writable cd is not available the Client can submit the information on a zip disk or 4mm tape. If a 4mm tape is used then the Client should transfer the information to the tape using the standard Windows backup software. The Client may also submit the data via email when the Client has a compression utility such as winzip and a fast and reliable internet connection. When the Client's existing system has a unix operating system, the Client may use any of the methods mentioned above with the additional transmittal method of a 4mm tape with the maximum capacity of 4gb or a 1/4 inch tape with the maximum capacity of 1gb. The Client should include the Data Transmission Form with the media. If the Client is using email to transmit the data please include the information from the Data Transmittal Form in the email as text or an attachment. In situation where none of the above options are available to the Client, arrangements should be made with Tyler Technologies as to viable alternatives. These alternatives may involve additional fees.

There are certain vendors that Tyler Technologies has had considerable conversion experience and has developed processes to extract the information from their proprietary data files. Other vendors store their data in Microsoft Access or Microsoft SQL Server database. It is possible in these situations that the Client can provide their existing data files in their current state without data extraction. In this scenario the Client would only be responsible for providing a backup of their current data.

The first data extraction is for the sole purpose of developing the conversion software. This extraction should contain all the tables or files that are to be converted along with the appropriate

record layouts. An incomplete extraction can produce time delays and undesirable results during the actual conversion.

Final Data Extraction

The final data extraction will be performed on the day of or a day very close to the final conversion. This extraction will be coordinated with Tyler Technology's conversion personnel and implementation coordinator.

Data Extraction Assistance

In almost all instances the Client owns its data, but the current software provider's file descriptions will be considered proprietary information. There will be scenarios where the software provider will not provide file descriptions or will provide the descriptions for a fee. Any fees required by the vendor are the responsibility of the Client and are not included in the contract. In many situations the data will have proprietary fields with no easy solution for extraction. Tyler Technology's years of experience with data conversions has led to many innovative techniques for data extraction. When the Client has exhausted their available options, Tyler Technologies can assist with the data extraction for additional fees. The Client will have the responsibility of contacting their sales representative for a quote for additional services. Upon receipt of a purchase order from the Client, Tyler Technologies will proceed with this assistance.

Conversion Scheduling

Once Tyler Technologies has received the data from the Client a three stage evaluation process will be implemented. Media will be evaluated as to its readability. Each data file transmitted will be reviewed as to its format, file description, and estimated complexity. When these two stages have been successfully completed, Tyler Technology's implementation coordinator will schedule with the Client a time for the data conversion, conversion assistance, and training. The third stage of the evaluation is more detailed and will follow in approximately 3 weeks. During this stage the data will be evaluated for its completeness, validity, and mandatory fields needed in the conversion. If problems arise during this process, Tyler Technologies will communicate to the Client the problems. The Client will be responsible for resolving the problems in a timely manner as possible so that the schedule is not affected. If no problems arise then the Client can assume that Tyler Technologies is on schedule.

Timing is an important element during a data conversion. Scheduling of the conversion will revolve around the most advantageous cutoff dates. For example, if a Client bills their utility customers at the end of each month, the best time to do the conversion would be during the last two weeks of the month. Financial conversions will be easier to validate if performed after a period has been closed. All of these elements will be discussed by the implementation coordinator with the Client during scheduling.

Conversion Program Development

After Tyler Technologies receives and validates the Client's data, the development of the conversion program will begin. During the development process, questions about the Client's current data or application may be raised. The Client is responsible for providing contact information for staff member(s) that are capable of responding to questions for each module being converted.

It is important for the Client to understand that Tyler Technologies has a minimal amount of experience with the Client's current application. Questions raised by Tyler Technologies will be the

result of analyzing data. There are a significant number of times when the data being analyzed does not correspond with the information that the Client views on the screen in their current application. Providing staff members that have an in-depth knowledge of the Client's current application is a key element of a successful conversion.

Part of the development process will be testing the program with the data provided in the first extraction. This testing will take place at Tyler Technology's facilities. Any potential problem areas will be communicated to the Client.

Conversion Assistance

As part of the contract, a Tyler Technology's trainer will be at the Client location during the actual conversion. The trainer will provide conversion assistance in the areas of preliminary setup, conversion program execution and data validation. Even though the primary focus of the trainer is a successful completion of the conversion process, the trainer will be providing a limited amount of training in certain areas. In a majority of cases, the trainer responsible for the conversion assistance will also be responsible for the training that will occur either before or after the conversion.

It is important to note that the trainer will not be the programmer responsible for the creating or modifying conversion program. The trainer will be responsible for conveying to the programmer discovery of Client specific information before the final conversion and any mistakes found after the conversion. The Client will need to facilitate the trainer by providing a comfortable place to work, access to facilities before and after normal work hours and telephone communications.

Data Validation

The final step in the conversion process is the data validation. Much attention will be given to data integrity during the testing phase by the program developers. The conversion assistant will also spend time testing the integrity of the information. Balances and the output of processes will be tested after the conversion. A visual inspection of different modules will be performed by choosing different records on an random base. But Data validation is ultimately the responsibility of the Client.

Conclusion

After over 20 years and several hundred conversion experiences, Tyler Technologies has determined that there are several key factors in a successful conversion. The Client needs to have a realistic expectation of what is going to happen. The Client must understand that there are no pleasant conversions; therefore a successful conversion is one that provides the least amount of displacement and discomfort. More than likely, the Client will have to change their schedules and prepare for a heavier work load during the conversion. The Client has to realize that the data on the system being converted is exactly how the data will be on the new system. The conversion process does not clean up or correct any information during the conversion process. The old adage "garbage in, garbage out" is very relevant during the conversion process. One example would be a general ledger conversion where the current system's ledger is out of balance. After the conversion, the INCODE general ledger will be out of balance. Conversions may be somewhat mystical but the process is not magical. And finally, to have a successful conversion, there must be a team approach by all those involved.