

AMENDMENT

This amendment ("Amendment") is effective as of the date of signature of the last party to sign as indicated below ("Amendment Effective Date"), by and between Tyler Technologies, Inc., a Delaware corporation with offices at 840 West Long Lake Road, Troy, MI 48098 ("Tyler") and City of Sedalia, with offices at 200 S. Osage Avenue, Sedalia, MO 65301-4334 ("Client").

WHEREAS, Tyler and the Client are parties to a License Agreement with an effective date of July 1, 1997 (the "Agreement"); and

WHEREAS, Tyler and Client now desire to amend the Agreement.

NOW THEREFORE, in consideration of the mutual promises hereinafter contained, Tyler and the Client agree as follows:

- 1. The software and/or services set forth in Exhibits 1 4 and associated services as noted in Schedule 1 to this Amendment are hereby added to the Agreement.
- 2. The following payment terms, as applicable, shall apply:
 - a. Additional software fees will be invoiced 100% on the Amendment Effective Date.
 - b. Maintenance and Support Fees: Year 1 Maintenance and Support Fees are waived for one (1) year from the Amendment Effective Date. To align with the Maintenance and Support Term for previously licensed software, year 2 Maintenance and Support Fees, at the rates listed in the attached Investment Summary, will be invoiced on a pro rata basis, and thereafter in a lump sum amount together with Client's then-current Maintenance and Support Fees for previously licensed software. Subsequent fees shall be invoiced in accordance with the terms of the Agreement.
 - c. Hosting Fees: Hosting Fees are waived for one (1) year from the Amendment Effective Date. Year 2 Hosting Fees, at the rates set forth in the attached Investment Summary, are prorated to align with the Maintenance and Support Term for previously licensed software in the Agreement. Thereafter, Hosting Services will renew automatically for additional one (1) year terms at our then-current Hosting Services fees, unless terminated in writing by either party at least thirty (30) days prior to the end of the thencurrent term.
 - d. Additional Implementation and other professional services (including training) are billed and invoiced as delivered, at the rates set forth in the Amendment Investment Summary.
 - e. Project Management services, if any, will be billed monthly in arrears, beginning on the tenth day of the month immediately following the Amendment Effective Date.
 - f. Third Party Hardware: Third Party Hardware costs, if any, are invoiced upon delivery.
 - g. Travel expenses shall be invoiced as incurred, as applicable.
- 3. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.

4. All other terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this Amendment as of the date of signature of the last party to sign as indicated below.

Tyler Technologies, Inc.	City of Sedalia, MO
Ву:	Ву:
Name: <u>Bryan Proctor</u>	Name:
Title: President, Public Safety Division	Title:
Date:	Date:



Exhibit 1 Amendment Investment Summary

The following Amendment Investment Summary details the software, products, and services to be delivered by us to you under the Agreement. This Amendment Investment Summary is effective as of the Amendment Effective Date.

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Exhibit 1

INVESTMENT SUMMARY FOR: City of Sedalia Police Department, MO

> PRESENTED BY: Mark Lepley

> > 1/24/2022





INVESTMENT SUMMARY

Tyler Software	\$ 9,200
Services	\$ 5,500
Third-Party Products	\$ 3,049
Travel	\$ 1,500
Total One-Time Cost	\$ 19,249
Annual Recurring Fees/SaaS	\$ 645
Tyler Software Maintenance	\$ 1,933



Quoted By:	Mark Lepley
Quote Expiration:	7/5/22
Quote Name:	Add Code Enforcement Task

Sales Quotation For:

City of Sedalia Police Department 200 S Osage Ave Sedalia MO 65301-4334 Phone: +1 (660) 826-8100

Tyler Software

					Year One
Description		License	Discount	License Total	Maintenance
Brazos					
License					
REF License - PDA [1] (Animal Control)		\$ 850	\$ 0	\$ 850	\$ 179
REF License - Desktop (5 Code Enforcement and 1 Animal Control)		\$ 5,100	\$ 0	\$ 5,100	\$ 1,071
	Total	\$ 5,950	\$ 0	\$ 5 <i>,</i> 950	\$ 1,250
Task					
Task: Code Enforcement		\$ 3,250	\$ 0	\$ 3,250	\$ 683
	Total	\$ 3,250	\$ 0	\$ 3,250	\$ 683
	TOTAL	\$ 9,200		\$ 9,200	\$ 1,933

Annual / SaaS

Description	Fee	Discount	Annual
Brazos			
Hosting Fee			

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Hosting Fee		\$ 645	\$0	\$ 645
	TOTAL			\$ 645

Services

Description	Quantity	Unit Price	Discount	Total	Maintenance
Brazos					
Brazos Project Management	1	\$ 1,000	\$ 0	\$ 1,000	\$ 0
Training	1	\$ 2,000	\$ O	\$ 2,000	\$0
Set Up & Configuration - Desktop	1	\$ 2,500	\$ 0	\$ 2,500	\$ 0
	TOTAL			\$ 5,500	\$ O

Third-Party Hardware, Software and Services

				Unit	Year One
Description	Quantity	Unit Price	Total	Maintenance	Maintenance
Tyler Hardware					
Z1AE-TC77XX-3C00 / Zebra EVM, Warranty, TC77, 3 year	1	\$ 325	\$ 325	\$0	\$ 0
LB3834 / Brother, Pocketjet, Rugged Jet, AC Charger	1	\$ 50	\$ 50	\$0	\$0
RDM02U5 / Brother, Rugged Jet, Paper, Thermal, premium, 36 rolls per case	1	\$ 142	\$ 142	\$0	\$ 0
LB3690 / Brother, PocketJet, Rugged Jet, Vehicle Adapter-Cigarette Plug, 3 ft.	1	\$ 23	\$ 23	\$0	\$ 0
RJ4230BL / Brother, Printer, Rugged Jet 4, Bluetooth	1	\$ 569	\$ 569	\$0	\$ 0
CBL-DC-388A1-01 / Zebra EVM, Acc-HH, US DC Line Cord	1	\$ 11	\$ 11	\$0	\$0
BTRY-TC7X-46MAH-01 / Zebra EVM, TC7X Battery	1	\$ 61	\$ 61	\$0	\$0
CRD-TC7X-SE2EPP-01 / Zebra EVM, Acc-HH, TC7X, 2 Bay Ethernet Cradle	1	\$ 209	\$ 209	\$0	\$ 0
23844-00-00R / Zebra EVM, US AC Line Cord, grounded	1	\$ 10	\$ 10	\$0	\$0
PWR-BGA12V50W0WW / Zebra EVM, TC7X, Power Supply for Battery Charger	1	\$ 34	\$ 34	\$0	\$0
TC77HL-5ME24BG-NA / Zebra EVM, HH, TC77, supports GSM + Verizon	1	\$ 1,615	\$ 1,615	\$ 0	\$0

Summary	One Time Fees	Recurring Fees
Total Tyler Software	\$ 9,200	\$ 1,933
Total Annual	\$ O	\$ 645
Total Tyler Services	\$ 5,500	\$ 0
Total Third-Party Hardware, Software, Services	\$ 3,049	\$ 0
Estimated Travel Expenses	\$ 1,500	\$ 0
Summary Total	\$ 19,249	\$ 2,578

Optional Third-Party Hardware, Software and Services

Description Tyler Hardware	Quantity	Unit Price	Total	Unit Maintenance	Year One Maintenance
PA-CR-002A / Brother, Acc-Printer, RJ4200 Series, Docking/ Mounting Station w Power and USB connectivity	1	\$ 178	\$ 178	\$ O	\$ 0
тот	AL .		\$ 178		\$ 0

Assumptions

Personal Computers must meet the minimum hardware requirements for New World products. Microsoft Windows 7 64-bit with Extended Security Updates and Windows 10 64-bit is required for all client machines. Windows Server 2012/2012 R2/2016/2019 and SQL Server 2012 SP4/2014 SP2/2016 SP2/2017/2019 are required for the Application and Database Server(s).

New World product requires Microsoft Windows Server 2012/2012 R2/2016/2019 and SQL Server 2012 SP4/2014 SP2/2016 SP2/2017/2019, including required User or Device Client Access Licenses (CALs) for applicable Microsoft products. Servers must meet minimum hardware requirements provided by Tyler. The supported Microsoft operating system and SQL versions are specific to Tyler's release versions.

New World product requires Microsoft Excel or Windows Search 4.0 for document searching functionality; Microsoft Word is required on the application server for report formatting.

Tyler recommends a 100 Mbps/1 Gbps Ethernet network for the local area network. Wide area network requirements vary based on system configuration, Tyler will provide further consultation for this environment.

Does not include servers, workstations, or any required third-party hardware or software unless specified in this Investment Summary. Client is responsible for any third-party support.

Licensed Software, and third-party software embedded therein, if any, will be delivered in a machine readable form to Client via an agreed upon network connection. Any taxes or fees imposed are the responsibility of the purchaser and will be remitted when imposed.

Tyler's GIS implementation services are to assist the Client in preparing the required GIS data for use with the Licensed New World Software. Depending upon the Licensed Software the Client at a minimum will be required to provide an accurate street centerline layer and the appropriate polygon layers needed for Unit Recommendations and Run Cards in an industry standard Esri file format (Personal Geodatabase, File Geodatabase, Shape Files). Client is responsible for having clearly defined boundaries for Police Beats, EMS Districts and Fire Quadrants. If necessary Tyler will assist Client in creating the necessary polygon layers (Police Beats, EMS Districts and Fire Quadrants) for Unit Recommendations and Run Cards. Tyler is not responsible for the accuracy of or any ongoing maintenance of the GIS data used within the Licensed New World Software.

Client is responsible for any ongoing annual maintenance on third-party products, and is advised to contact the third-party vendor to ensure understanding of and compliance with all maintenance requirements.

All Tyler Clients are required to use Esri's ArcGIS Suite to maintain GIS data. All maintenance, training and ongoing support of this product will be contracted with and conducted by Esri. Maintenance for Esri's ArcGIS suite of products that are used for maintaining Client's GIS data will be contracted by Client separately with Esri.

When Custom interface is included, Custom interface will be operational with existing third-party software. Any subsequent changes to third-party applications may require additional services.

When State/NCIC is included, Client is responsible for obtaining the necessary State approval and any non-Tyler hardware and software. Includes state-specific standard forms developed by Tyler. Additional forms can be provided for an additional fee.

Quote includes the following:

- Annual maintenance and hosting fees waived in year 1
- Add Desktop configuration (Code Enforcement)
- Licenses (1 PDA and 6 Desktops)
- Add Code Enforcement Task (Desktop config & existing PDA config)
- Code Enforcement citations (Print on MO UTT)
- RMS integration (New World)
- Hardware (Thermal printer, PDA and all accessories)
- All services to manage, implement and train-the-trainers

Project Notes:

- Convert existing PDA configuration to Desktop for Code Enforcement Task
- Add Code Enforcement Task to PDA configuration
- Desktop configuration: Users only have access to Code Enforcement Task
- PDA configuration: Animal control device/user will only have access to Code Enforcement Task
- Brazos Administrative Website: Code Enforcement and Animal Control users only have access to Code Enforcement citations
- Code Enforcement citations will use existing Court interface and integration to New World RMS

Exhibit 1

Com	puter	Aided	Dispa	tch
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computer Alucu Dispate					
CAD Mapping	Dispatch Questionnaire	Rip-N-Run Printing	Service Vehicle Rotation	E-911	ePCR
Call Entry	Fire Equipment Search	Run Cards/Response Plans	Unit Management	NG911	Fire Records
Call Control Panel	GIS/Geo-File Verification	Rapid SOS	Web CAD Monitor	CAD NCIC	Out-of-Band AVL
Unit Recommendations	Hazard and Location Alerts			Pictometry	Telestaff
Unit Status/Control Panel	Hazmat Search	Additional Modules	Available Interfaces	ASAP	PulsePoint
Call Stacking	Hydrant Inventory	BOLOS	Alarm	Pre-Arrival Questionnaire	Twitter
CAD Messaging	Note Pads	CAD Auto Routing	CAD to CAD	Encoder	PEMA Knowledge Cente
Call Scheduling	Proximity Dispatch	CAD AVL	CAD Paging	CAD CFS Export	
Law Enforcement Record	ls Management				
Arrests	Impounded Vehicles	Training	Crash	Scheduling	Citizen Reporting
Buildings	Incidents	Wants and Warrant	Stop Data	Tyler Content Manager	COPLINK
Businesses	Investigations		Equipment and Inventory	Use of Force	Accurint Crime Analysis
Case Management	Order of Protection	Additional Modules	Gangs	Vehicle Tracking	LINX
Case Processing	Personnel	Alarms	Hazardous Materials	0	Evidence
Citations	Property and Evidence	Animal Licensing	Multi-Server Search	Available Interfaces	SECTOR
Dynamic Reporting	Records Request	Bicycle Registration	Narcotics	Livescan	MiDEx
Field Interviews	Registered Offenders	Bookings	Pawn Shons	Ticket Writer	LACRIS
IBR/Clery Reporting	Standard Reporting	Briefing Notes	Permits	NCIC	Erens
Fire Records Managemer	nt				
Activity Reporting/	Hazardous Materials	Pre-Plans	Additional Modules	Fire Permits	
Scheduling	Hydrant Inventory	Station Activity Log	NEIRS Reporting	Inventory	
Investigations	Incident Tracking		Data Analysis (Manning		
Business Registry	Personnel/Education	DL3/AL3	Equipment Tracking	Vehicle Tracking	
Corrections Managemen	t				
Bookings	Inmate Scheduling/	Corrections Officer Log	Additional Modules	Officer Activity Reporting	Available Interfaces
D/L Swipe for Visitors	Tracking	Einancial Management	Inmate Tracking Bar	Officer Equipment Tracking	Livescan
Incident Tracking	Inmate Contact		Coding	Grievance Tracking	Booking Export
Inmate Property Tracking		Business Peristry	Broperty Boom	Mugshots	Northpointe
Inmate Classification		Borconnol/Education		Web Inmate Inquin	VINE
		State Departing	Commissary Accounting	web minate inquiry	
Inmate Housing	Trustee	State Reporting	Data Analysis/Mapping		COFEIVIR
Mass Move	Case Management				
Mobile Computing					
Dispatch/Messaging/	DL Swipe Mugshot	In-Car Routing	LE Field Reporting	Ticket Writer	
State/NCIC	Download	Stop Data	LE Accident Field Reporting		
Fire Dispatch/Messaging	In-Car Mapping/AVL	Use of Force	Field Investigations		
Mobility Software					
ShieldForce LE Dispatch	CrewEorce Eire Dispatch	SceneCollect			
Sime urone Le Dispatchi	CIEWFUILE FILE DISPALLII	JEHELUHELL			
Analytics					
Data Marts	Dashboard	Law Enforcement Analytics			



Exhibit 2 Professional Services

1. Project Management Services

We shall act as Project Manager to assist you in implementing the Tyler Software. Project Management Services include:

- a) Developing an Implementation Plan;
- c) Providing revised Implementation Plans (if required);
- d) Providing monthly project status reports; and
- e) Facilitating project status meetings
 - a project review (kickoff) meeting at your location
 - progress status meeting(s) during implementation via telephone conference or at your location; and
 - a project close-out meeting at your location to conclude the project.
- f) Consultation with other vendors or third parties, if necessary.

2. Implementation and Training Support Services

Implementation and training support services have been allocated for this project as described in the Amendment Investment Summary. Avoiding or minimizing custom or modified features will aid in keeping the support costs to the amount allocated. The recommended implementation and training support services include:

- a) implementation of the Tyler Software;
- b) Training you or assisting with your training on the Tyler Software; and
- c) tailoring of Tyler Software by our technical staff and/or consultation with our technical staff, if applicable.

The project management, implementation and training support services provided by us may be performed at your premises and/or at our headquarters in Troy, Michigan (e.g., portions of project management are performed in Troy).

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

3. Interface and/or Fixed Installation Services

We shall provide interface and/or fixed installation services as described in the Amendment Investment Summary.



Exhibit 3 Service Level Agreement

Agreement Overview

This SLA outlines the information technology service levels that we will provide to you to ensure the availability of the Hosting Services that you have requested us to provide. All other support services are documented in the applicable Support Call Process, attached hereto as <u>Schedule 1</u> to this exhibit. All defined terms not defined below have the meaning set forth in the Agreement.

Definitions

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

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

Downtime: Those minutes during which the applicable software products are materially unavailable for your use. Downtime does not include those instances in which only a Defect is present.

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

Service Availability

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

Client Responsibilities

Whenever you experience Downtime, you must make a support call according to the procedures outlined in the applicable Support Call Process exhibit. You may escalate through the hosting hotline. You will receive a support incident number. Any Downtime is measured from the time we intake your support incident.

To track attainment, you must document, in writing, all Downtime that you have experienced during a billing cycle. For purposes of this Service Level Agreement, billing cycle shall be based on each calendar quarter. You must deliver such documentation to Tyler within thirty (30) days of a billing cycle's end.

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

Tyler Responsibilities

When our support team receives a call from you that a Downtime has occurred or is occurring, we will work with you to

identify the cause of the Downtime (including whether it may be the result of a Client Error Incident or Force Majeure). We will also work with you to resume normal operations.

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

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

Client Relief

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

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

Targeted Attainment	Actual Attainment	Client Relief					
100%	98-99%	Remedial action will be taken at no additional cost to you.					
100%	95-97%	Remedial action will be taken at no additional cost to you. 4% credit of fee for affected billing cycle will be posted to next billing cycle					
100%	<95%	Remedial action will be taken at no additional cost to you. 5% credit of fee for affected billing cycle will be posted to next billing cycle					

Client Relief Schedule

You may request a report from us that documents the preceding billing cycle's Service Availability, Downtime, any remedial actions that have been/will be taken, and any credits that may be issued. That report is available by contacting the hosting hotline through the support portal(s).

Applicability

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

We perform maintenance during limited windows that are historically known to be reliably low-traffic times. If and when maintenance is predicted to occur during periods of higher traffic, we will provide advance notice of those windows and will coordinate to the greatest extent possible with you. When maintenance is scheduled to occur, we will provide approximately two (2) weeks' advance written notice to the contact information that you supply on your notification

form. When emergency maintenance is scheduled, you will receive an email at that same contact point.

Force Majeure

You will not hold us responsible for meeting service levels outlined in this SLA to the extent any failure to do so is caused by Force Majeure. In the event of Force Majeure, we will file with you a signed request that said failure be excused. That writing will include the details and circumstances supporting our request for relief with clear and convincing evidence pursuant to this provision. You will not unreasonably withhold your acceptance of such a request.



Exhibit 3 Schedule 1 Support Call Process

Support Channels

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

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

Support Resources

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

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

Support Availability

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central and Eastern). Clients may receive coverage across these time zones.

Tyler's Brazos eCitations solutions offers 24/7 support of the product and software.

Tyler's holiday schedule is outlined below. There will be no support coverage on these days.

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

Issue Handling

Incident Tracking

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

Tyler's website or by calling software support directly.

Incident Priority

Each incident is assigned a priority number, which corresponds to the client's needs and deadlines. The client is responsible for reasonably setting the priority of the incident per the chart below. The goal of this structure is to help the client clearly understand and communicate the importance of the issue and to describe expected responses and resolutions.

Priority Level	Characteristics of Support Incident	Resolution Targets
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client's remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. Tyler's responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. Tyler's responsibility for loss or corrupted data is limited to assisting the client in restoring its last available database.
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack. Tyler's responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
4 Non- critical	Support incident that causes failure of non- essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days. Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

Incident Escalation

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

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

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

On occasion, the priority or immediacy of a software support incident may change after initiation. Tyler encourages

Sedalia, MO Brazos Amendment 012822.doc

clients to communicate the level of urgency or priority of software support issues so that we can respond appropriately. A software support incident can be escalated by any of the following methods:

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

Remote Support Tool

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



Exhibit 4 Statement of Work

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City of Sedalia

SOW from Tyler Technologies, Inc.

1/28/2022

Presented to: Devin Lake 200 S Osage Ave Sedalia, MO 65301-4334

Contact: Mark Lepley Email: Mark.Lepley@TylerTech.com 526 University Dr. East, Suite 201A, College Station, TX 77840

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10. Additi	onal Appendices	
10.1 Braz	zos eCitation Appendix	
10.1.1	Items included in Project	
10.1.2	Brazos eCitation Key Project Assumptions	
10.1.3	Out of Scope	
11. Projec	t Timeline	
11.1 Inte	ntionally left blank	



Part 1: Executive Summary

1. Project Overview

1.1 Introduction

Tyler Technologies ("Tyler") is the largest and most established provider of integrated software and technology services focused solely on the public sector. Tyler's end-to-end solutions empower public sector entities including local, state, provincial and federal government, to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients gain actionable insights that solve problems in their communities.

1.2 Project Goals

This Statement of Work ("SOW") documents the methodology, implementation stages, activities, and roles and responsibilities, and project scope listed in the Investment Summary of the Agreement between Tyler and the Sedalia (collectively the "Project").

The overall goals of the project are to:

- Successfully implement the contracted scope on time and on budget
- Increase operational efficiencies and empower users to be more productive
- Improve accessibility and responsiveness to external and internal customer needs
- Overcome current challenges and meet future goals
- Providing a single, comprehensive, and integrated solution to manage business functions
- Streamline business processes through automation, integration, and workflows
- Provide a user-friendly user interface to promote system use and productivity
- Eliminate redundant data entry

1.3 Methodology

This is accomplished by the Sedalia and Tyler working as a partnership and Tyler utilizing its depth of implementation experience. While each Project is unique, all will follow Tyler's six-stage methodology. Each of the six stages is comprised of multiple work packages, and each work package includes a narrative description, objectives, tasks, inputs, outputs/deliverables, assumptions, and a responsibility matrix.

Tailored specifically for Tyler's public sector clients, the project methodology contains Stage Acceptance Control Points throughout each Phase to ensure adherence to scope, budget, timeline controls, effective communications, and quality standards. Clearly defined, the project methodology repeats consistently across Phases, and is scaled to meet the Sedalia's complexity and organizational needs.





Tyler's Six Stage Project Methodology



The methodology adapts to both single-phase and multiple-phase projects.

To achieve Project success, it is imperative that both the Sedalia and Tyler commit to including the necessary leadership and governance. During each stage of the Project, it is expected that the Sedalia and Tyler Project teams work collaboratively to complete tasks. An underlying principle of Tyler's Implementation process is to employ an iterative model where the Sedalia's business processes are assessed, configured, validated, and refined cyclically in line with the project budget. This approach is used in multiple stages and work packages as illustrated in the graphic below.



Iterative Project Model

The delivery approach is systematic, which reduces variability and mitigates risks to ensure Project success. As illustrated, some stages, along with work packages and tasks, are intended to be overlapping by nature to complete the Project efficiently and effectively.



Part 2: Project Foundation

2. Project Governance

Project governance is the management framework within which Project decisions are made. The role of Project governance is to provide a decision-making approach that is logical, robust, and repeatable. This allows organizations to have a structured approach for conducting its daily business in addition to project related activities.

This section outlines the resources required to meet the business needs, objectives, and priorities for the Project, communicate the goals to other Project participants, and provide support and guidance to accomplish these goals. Project governance defines the structure for escalation of issues and risks, Change Control review and authority, and Organizational Change Management activities. Throughout the Statement of Work Tyler has provided RACI Matrices for activities to be completed throughout the implementation which will further outline responsibilities of different roles in each stage. Further refinement of the governance structure, related processes, and specific roles and responsibilities occurs during the Initiate & Plan Stage.

The chart below illustrates an overall team perspective where Tyler and the Sedalia collaborate to resolve Project challenges according to defined escalation paths. If project managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the Sedalia Steering Committee become the escalation points to triage responses prior to escalation to the Sedalia and Tyler executive sponsors. As part of the escalation process, each Project governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. The Sedalia and Tyler executive sponsors serve as the final escalation point.



Project Governance Relationships



3. Project Scope Control

3.1 Managing Scope and Project Change

Project Management governance principles contend that there are three connected constraints on a Project: budget, timeline, and scope. These constraints, known as the "triple constraints" or project management triangle, define budget in terms of financial cost, labor costs, and other resource costs. Scope is defined as the work performed to deliver a product, service or result with the specified features and functions, while time is simply defined as the schedule. The Triple Constraint theory states that if you change one side of the triangle, the other two sides must be correspondingly adjusted. For example, if the scope of the Project is increased, cost and time to complete will also need to increase. The Project and executive teams will need to remain cognizant of these constraints when making impactful decisions to the Project. A simple illustration of this triangle is included here, showing the connection of each item and their relational impact to the overall Scope.



A pillar of any successful project is the ability to properly manage scope while allowing the appropriate level of flexibility to incorporate approved changes. Scope and changes within the project will be managed using the change control process outlined in the following section.

3.2 Change Control

It may become necessary to change the scope of this Project due to unforeseeable circumstances (e.g., new constraints or opportunities are discovered). This Project is being undertaken with the understanding that Project scope, schedule, and/or cost may need to change to produce optimal results for stakeholders. Changes to contractual requirements will follow the change control process specified in the final contract, and as described below.

3.3 Change Request Management

Should the need for a change to Project scope, schedule, and/or cost be identified during the Project, the change will be brought to the attention of the Steering Committee and an assessment of the change will occur. While such changes may result in additional costs and delays relative to the schedule, some changes may result in less cost to the Sedalia; for example, the Sedalia may decide it no longer needs a deliverable originally defined in the Project. The Change Request will include the following information:



- The nature of the change.
- A good faith estimate of the additional cost or associated savings to the Sedalia, if any.
- The timetable for implementing the change.
- The effect on and/or risk to the schedule, resource needs or resource responsibilities.

The Sedalia will use its good faith efforts to either approve or disapprove any Change Request within ten (10) Business Days (or other period as mutually agreeable between Tyler and the Sedalia). Any changes to the Project scope, budget, or timeline must be documented and approved in writing using a Change Request form. These changes constitute a formal amendment to the Statement of Work and will supersede any conflicting term in the Statement of Work.

Change Request Process



otherwise reason for denial

provided

City of Sedalia Tyler Technologies, Inc.



Including addition of new tasks

that result from the change

4. Acceptance Process

The implementation of a Project involves many decisions to be made throughout its lifecycle. Decisions will vary from higher level strategy decisions to smaller, detailed Project level decisions. It is critical to the success of the Project that each Sedalia office or department designates specific individuals for making decisions on behalf of their offices or departments.

Both Tyler and the Sedalia will identify representative project managers. These individuals will represent the interests of all stakeholders and serve as the primary contacts between the two organizations.

The coordination of gaining Sedalia feedback and approval on Project deliverables will be critical to the success of the Project. The Sedalia project manager will strive to gain deliverable and decision approvals from all authorized Sedalia representatives. Given that the designated decision-maker for each department may not always be available, there must be a designated proxy for each decision point in the Project. Assignment of each proxy will be the responsibility of the leadership from each Sedalia department. The proxies will be named individuals that have the authorization to make decisions on behalf of their department.

The following process will be used for accepting Deliverables and Control Points:

- The Sedalia shall have five (5) business days from the date of delivery, or as otherwise mutually
 agreed upon by the parties in writing, to accept each Deliverable or Control Point. If the Sedalia does
 not provide acceptance or acknowledgement within five (5) business days, or the otherwise agreed
 upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as
 accepted.
- If the Sedalia does not agree the Deliverable or Control Point meets requirements, the Sedalia shall notify Tyler project manager(s), in writing, with reasoning within five (5) business days, or the otherwise agreed-upon timeframe, not to be unreasonably withheld, of receipt of the Deliverable.
- Tyler shall address any deficiencies and redeliver the Deliverable or Control Point. The Sedalia shall
 then have two (2) business days from receipt of the redelivered Deliverable or Control Point to accept
 or again submit written notification of reasons for rejecting the milestone. If the Sedalia does not
 provide acceptance within two (2) business days, or the otherwise agreed upon timeframe, not to be
 unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.

5. Roles and Responsibilities

The following defines the roles and responsibilities of each Project resource for the Sedalia and Tyler. Roles and responsibilities may not follow the organizational chart or position descriptions at the Sedalia, but are roles defined within the Project. It is common for individual resources on both the Tyler and Sedalia project teams to fill multiple roles. Similarly, it is common for some roles to be filled by multiple people.

5.1 Tyler Roles & Responsibilities

Tyler assigns a project manager prior to the start of each Phase of the Project (some Projects may only be one Phase in duration). Additional Tyler resources are assigned as the schedule develops and as needs arise.



5.1.1 Tyler Executive Manager

Tyler executive management has indirect involvement with the Project and is part of the Tyler escalation process. This team member offers additional support to the Project team and collaborates with other Tyler department managers as needed to escalate and facilitate implementation Project tasks and decisions.

- Provides clear direction for Tyler staff on executing on the Project Deliverables to align with satisfying the Sedalia 's overall organizational strategy.
- Authorizes required Project resources.
- Resolves all decisions and/or issues not resolved at the implementation management level as part of the escalation process.
- Acts as the counterpart to the Sedalia 's executive sponsor.

5.1.2 Tyler Implementation Manager

- Tyler implementation management has indirect involvement with the Project and is part of the Tyler escalation process. The Tyler project managers consult implementation management on issues and outstanding decisions critical to the Project. Implementation management works toward a solution with the Tyler Project Manager or with Sedalia management as appropriate. Tyler executive management is the escalation point for any issues not resolved at this level.
- Assigns Tyler Project personnel.
- Provides support for the Project team.
- Provides management support for the Project to ensure it is staffed appropriately and staff have necessary resources.
- Monitors Project progress including progress towards agreed upon goals and objectives.

5.1.3 Tyler Project Manager

 The Tyler project manager(s) provides oversight of the Project, coordination of Tyler resources between departments, management of the Project budget and schedule, effective risk, and issue management, and is the primary point of contact for all Project related items. As requested by the Sedalia, the Tyler Project Manager provides regular updates to the Sedalia Steering Committee and other Tyler governance members. Tyler Project Manager's role includes responsibilities in the following areas:

5.1.3.1 Contract Management

- Validates contract compliance throughout the Project.
- Ensures Deliverables meet contract requirements.
- Acts as primary point of contact for all contract and invoicing questions.
- Prepares and presents contract milestone sign-offs for acceptance by the Sedalia project manager(s).
- Coordinates Change Requests, if needed, to ensure proper Scope and budgetary compliance.

5.1.3.2 Planning

- Delivers project planning documents.
- Defines Project tasks and resource requirements.
- Develops initial Project schedule and Project Management Plan.
- Collaborates with the Sedalia project manager(s) to plan and schedule Project timelines to achieve on-time implementation.



5.1.3.3 Implementation Management

- Tightly manages Scope and budget of Project to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently.
- Establishes and manages a schedule and Tyler resources that properly support the Project Schedule and are also in balance with Scope/budget.
- Establishes risk/issue tracking/reporting process between the Sedalia and Tyler and takes all
 necessary steps to proactively mitigate these items or communicate with transparency to the Sedalia
 any items that may impact the outcomes of the Project.
- Collaborates with the Sedalia 's project manager(s) to establish key business drivers and success
 indicators that will help to govern Project activities and key decisions to ensure a quality outcome of
 the project.
- Collaborates with the Sedalia 's project manager(s) to set a routine communication plan that will aide all Project team members, of both the Sedalia and Tyler, in understanding the goals, objectives, status, and health of the Project.

5.1.3.4 Resource Management

- Acts as liaison between Project team and Tyler manager(s).
- Identifies and coordinates all Tyler resources across all applications, Phases, and activities including development, forms, installation, reports, implementation, and billing.
- Provides direction and support to Project team.
- Manages the appropriate assignment and timely completion of tasks as defined in the Project Schedule, task list, and Go-Live Checklist.
- Assesses team performance and adjusts as necessary.
- Consulted on in Scope 3rd party providers to align activities with ongoing Project tasks.

5.1.4 Tyler Implementation Consultant

- Completes tasks as assigned by the Tyler project manager(s).
- Documents activities for services performed by Tyler.
- Guides the Sedalia through software validation process following configuration.
- Assists during Go-Live process and provides support until the Sedalia transitions to Client Services.
- Facilitates training sessions and discussions with the Sedalia and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time.

5.1.5 Tyler Sales

- Supports Sales to Implementation knowledge transfer during Initiate & Plan.
- Provides historical information, as needed, throughout implementation.
- Participates in pricing activities if additional licensing and/or services are needed.

5.1.6 Tyler Technical Services

- Maintains Tyler infrastructure requirements and design document(s).
- Involved in system infrastructure planning/review(s).
- Provides first installation of licensed software with initial database on servers.
- Supports and assists the project team with technical/environmental issues/needs.
- Deploys Tyler products.



5.2 Sedalia Roles & Responsibilities

Sedalia resources will be assigned prior to the start of each Phase of the Project. One person may be assigned to multiple Project roles.

5.2.1 Sedalia Executive Sponsor

The Sedalia executive sponsor provides support to the Project by providing strategic direction and communicating key issues about the Project and its overall importance to the organization. When called upon, the executive sponsor also acts as the final authority on all escalated Project issues. The executive sponsor engages in the Project, as needed, to provide necessary support, oversight, guidance, and escalation, but does not participate in day-to-day Project activities. The executive sponsor empowers the Sedalia steering committee, project manager(s), and functional leads to make critical business decisions for the Sedalia.

- Champions the project at the executive level to secure buy-in.
- Authorizes required project resources.
- Actively participates in organizational change communications.

5.2.2 Sedalia Steering Committee

The Sedalia steering committee understands and supports the cultural change necessary for the Project and fosters an appreciation for the Project's value throughout the organization. The steering committee oversees the Sedalia project manager and Project through participation in regular internal meetings. The Sedalia steering committee remains updated on all Project progress, Project decisions, and achievement of Project milestones. The Sedalia steering committee also serves as primary level of issue resolution for the Project.

- Works to resolve all decisions and/or issues not resolved at the project manager level as part of the escalation process.
- Attends all scheduled steering committee meetings.
- Provides support for the project team.
- Assists with communicating key project messages throughout the organization.
- Prioritizes the project within the organization.
- Ensures the project staffed appropriately and that staff have necessary resources.
- Monitors project progress including progress towards agreed upon goals and objectives.
- Has the authority to approve or deny changes impacting the following areas:
 - o Cost
 - o Scope
 - o Schedule
 - o Project Goals
 - o Sedalia Policies
 - o Needs of other client projects

5.2.3 Sedalia Project Manager

The Sedalia shall assign project manager(s) prior to the start of this project with overall responsibility and authority to make decisions related to Project Scope, scheduling, and task assignment. The Sedalia Project Manager should communicate decisions and commitments to the Tyler project manager(s) in a timely and efficient manner. When the Sedalia project manager(s) do not have the knowledge or authority to make decisions, he or she engages the necessary resources to participate in discussions and make decisions in a



timely fashion to avoid Project delays. The Sedalia project manager(s) are responsible for reporting to the Sedalia steering committee and determining appropriate escalation points.

5.2.3.1 Contract Management

- Validates contract compliance throughout the project.
- Ensures that invoicing and Deliverables meet contract requirements.
- Acts as primary point of contact for all contract and invoicing questions. Collaborates on and approves Change Requests, if needed, to ensure proper scope and budgetary compliance.

5.2.3.2 Planning

- Reviews and accepts project planning documents.
- Defines project tasks and resource requirements for the Sedalia project team.
- Collaborates in the development and approval of the project schedule.
- Collaborates with Tyler project manager(s) to plan and schedule project timelines to achieve on-time implementation.

5.2.3.3 Implementation Management

- Tightly manages project budget and scope.
- Collaborates with Tyler project manager(s) to establish a process and approval matrix to ensure that scope changes and budget (planned versus actual) are transparent and handled effectively and efficiently.
- Collaborates with Tyler project manager to establish and manage a schedule and resource plan that properly supports the project schedule as a whole and is also in balance with scope and budget.
- Collaborates with Tyler project manager(s) to establish risk and issue tracking and reporting process between the Sedalia and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to Tyler any items that may impact the outcomes of the project.
- Collaborates with Tyler project manager(s) to establish key business drivers and success indicators that will help to govern project activities and key decisions to ensure a quality outcome of the project.
- Routinely communicates with both the Sedalia staff and Tyler, aiding in the understanding of goals, objectives, current status, and health of the project by all team members.
- Manages the requirements gathering process and ensure timely and quality business requirements are being provided to Tyler.

5.2.3.4 Resource Management

- Acts as liaison between project team and stakeholders.
- Identifies and coordinates all Sedalia resources across all modules, phases, and activities including data conversions, forms design, hardware and software installation, reports building, and satisfying invoices.
- Provides direction and support to project team.
- Builds partnerships among the various stakeholders, negotiating authority to move the project forward.
- Manages the appropriate assignment and timely completion of tasks as defined.
- Assesses team performance and takes corrective action, if needed.
- Provides guidance to Sedalia technical teams to ensure appropriate response and collaboration with Tyler Technical Support Teams to ensure timely response and appropriate resolution.
- Owns the relationship with in-Scope 3rd party providers and aligns activities with ongoing project tasks.

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- Ensures that users have appropriate access to Tyler project toolsets as required.
- Conducts training on proper use of toolsets.
- Validates completion of required assignments using toolsets.

5.2.4 Sedalia Functional Leads

- Makes business process change decisions under time sensitive conditions.
- Communicates existing business processes and procedures to Tyler consultants.
- Assists in identifying business process changes that may require escalation.
- Contributes business process expertise for Current & Future State Analysis.
- Identifies and includes additional subject matter experts to participate in Current & Future State Analysis.
- Validates that necessary skills have been retained by end users.
- Provides End Users with dedicated time to complete required homework tasks.
- Acts as an ambassador/champion of change for the new process and provide business process change support.
- Identifies and communicates any additional training needs or scheduling conflicts to the Sedalia project manager.
- Actively participates in all aspects of the implementation, including, but not limited to, the following key activities:
 - o Task completion
 - o Stakeholder Meeting
 - o Project Management Plan development
 - o Schedule development
 - o Maintenance and monitoring of risk register
 - o Escalation of issues
 - o Communication with Tyler project team
 - o Coordination of Sedalia resources
 - o Attendance at scheduled sessions
 - o Change management activities
 - o Modification specification, demonstrations, testing and approval assistance
 - o Data analysis assistance
 - o Decentralized end user training
 - o Process testing
 - o Solution Validation

5.2.5 Sedalia Power Users

- Participate in project activities as required by the project team and project manager(s).
- Provide subject matter expertise on the Sedalia business processes and requirements.
- Act as subject matter experts and attend Current & Future State Analysis sessions as needed.
- Attend all scheduled training sessions.
- Participate in all required post-training processes as needed throughout project.
- Test all application configuration to ensure it satisfies business process requirements.
- Become application experts.
- Participate in Solution Validation.
- Adopt and support changed procedures.
- Complete all deliverables by the due dates defined in the project schedule.
- Demonstrate competency with Tyler products processing prior to Go-live.
- Provide knowledge transfer to the Sedalia staff during and after implementation.



5.2.6 Sedalia End Users

- Attend all scheduled training sessions.
- Become proficient in application functions related to job duties.
- Adopt and utilize changed procedures.
- Complete all deliverables by the due dates defined in the project schedule.
- Utilize software to perform job functions at and beyond Go-live.

5.2.7 Sedalia Technical Lead

- Coordinates updates and releases with Tyler as needed.
- Coordinates the copying of source databases to training/testing databases as needed for training days.
- Coordinates and adds new users, printers and other peripherals as needed.
- Validates that all users understand log-on process and have necessary permission for all training sessions.
- Coordinates interface development for Sedalia third party interfaces.
- Develops or assists in creating reports as needed.
- Ensures on-site system meets specifications provided by Tyler.
- Assists with software installation as needed.

5.2.7.1 Sedalia Upgrade Coordination

- Becomes familiar with the software upgrade process and required steps.
- Becomes familiar with Tyler's releases and updates.
- Utilizes Tyler resources to stay abreast of the latest Tyler releases and updates, as well as the latest helpful tools to manage the Sedalia's software upgrade process.
- Assists with the software upgrade process during implementation.
- Manages software upgrade activities post-implementation.
- Manages software upgrade plan activities.
- Coordinates software upgrade plan activities with Sedalia and Tyler resources.
- Communicates changes affecting users and department stakeholders.
- Obtains department stakeholder acceptance to upgrade production environment.

5.2.8 Sedalia Change Management Lead

- Validates that users receive timely and thorough communication regarding process changes.
- Provides coaching to supervisors to prepare them to support users through the project changes.
- Identifies the impact areas resulting from project activities and develops a plan to address them
 proactively.
- Identifies areas of resistance and develops a plan to reinforce the change.
- Monitors post-production performance and new process adherence.



Part 3: Project Plan

6. Project Stages

Work Breakdown Structure

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Phase broken down into smaller, more manageable components. The top-level components are called "Stages" and the second level components are called "Work Packages". The work packages, shown below each stage, contain the high-level work to be done. The detailed Project Schedule, developed during Project/Phase Planning and finalized during subsequent stages, lists the tasks to be completed within each work package. Each stage ends with a "Control Point", confirming the work performed during that stage of the Project has been accepted by the Sedalia.



*Items noted with an asterisk in the graphic above relate to specific products and services. If those products and services are not included in the scope of the contract, these specific work packages will be noted as "Intentionally Left Blank" in Section 6 of the Statement of Work.







6.1 Initiate and Plan

The Initiate and Plan stage involves Project initiation, infrastructure, and planning. This stage creates a foundation for the Project by identifying and establishing sequence and timing for each Phase as well as verifying scope for the Project. This stage will be conducted at the onset of the Project, with a few unique items being repeated for the additional Phases as needed.

6.1.1 Initial Coordination

Prior to Project commencement, Tyler management assigns project manager(s). Additional Project resources will be assigned later in the Project as a Project schedule is developed. Tyler provides the Sedalia with initial Project documents used to gather names of key personnel, their functional role as it pertains to the Project, as well as any blackout dates to consider for future planning. the Sedalia gathers the information requested by the provided deadline ensuring preliminary planning and scheduling can be conducted moving the Project forward in a timely fashion. Internally, the Tyler Project Manager(s) coordinate with sales to ensure transfer of vital information from the sales process prior to scheduling a Project Planning Meeting with the Sedalia's team. During this step, Tyler will work with the Sedalia to establish the date(s) for the Project and Phase Planning session.

- Formally launch the project.
- Establish project governance.
- Define and communicate governance for Tyler.
- Identify Sedalia project team.

STAGE 1	Init	Initial Coordination															
	Tyle	er							Sedalia								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Tyler project team is assigned	А	R	С	1	1	1	I		1		1						
Sedaliaproject team is assigned									А	1	R	-	-	1			
Provide initial project documents to the Sedalia		А	R	С			С		I		I						
Gather preliminary information requested			I						А		R	С		С		С	С
Sales to implementation knowledge transfer		А	R	I	I	I	I				I						
Create Project Portal to store project artifacts and facilitate communication		А	R								I						



Inputs	Contract documents
	Statement of Work
Outputs/Deliverables	Completed initial project documents
	Project portal

Project activities begin after the agreement has been fully executed.

6.1.2 Project/Phase Planning

Project and Phase planning provides an opportunity to review the contract, software, data conversions and services purchased, identify applications to implement in each Phase (if applicable), and discuss implementation timeframes.

During this work package Tyler will work with the Sedalia to coordinate and plan a formal Project planning meeting(s). This meeting signifies the start of the Project and should be attended by all Sedalia Project team members and the Tyler Project Manager. The meeting provides an opportunity for Tyler to introduce its implementation methodology, terminology, and Project management best practices to the Sedalia's Project Team. This will also present an opportunity for project managers and Project sponsors to begin to discuss Project communication, metrics, status reporting and tools to be used to measure Project progress and manage change.

Tyler will work with the Sedalia Project Team to prepare and deliver the Project Management Plan as an output of the planning meeting. This plan will continue to evolve and grow as the Project progresses and will describe how the project will be executed, monitored, and controlled.

During project planning, Tyler will introduce the tools that will be used throughout the implementation. Tyler will familiarize the Sedalia with these tools during project planning and make them available for review and maintenance as applicable throughout the project. Some examples are Solution validation plan, issue log, and go-live checklist.

STAGE 1	Project/Phase Planning																
	Tyle	r							Seda	alia							
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Schedule and conduct planning session(s)		A	R						-		С	С	I				



Develop Project Management Plan		А	R						I		С	С	I			
Develop initial project schedule		А	R	I	I	I	I		I	I	С	С	I	I	С	I
Inputs		С	ontra	ct doc	umen	ts										

Statement of Work
Guide to Starting Your Project

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Project Management Plan	Delivery of document
	Project Operational Plan	Delivery of document
	Initial Project Schedule	Sedalia provides acceptance of schedule
		based on resource availability, project
		budget, and goals.

• Sedalia has reviewed and completed the Guide to Starting Your Project document.

6.1.3 Infrastructure Planning

Procuring required hardware and setting it up properly is a critical part of a successful implementation. This task is especially important for Tyler-hosted/SaaS deployment models. Tyler will be responsible for building the environments for a hosted/SaaS deployment, unless otherwise identified in the Agreement. Tyler will install Licensed Software on application server(s) or train the Sedalia to install License Software. The Sedalia is responsible for the installation and setup of all peripheral devices.

- Ensure the Sedalia's infrastructure meets Tyler's application requirements.
- Ensure the Sedalia's infrastructure is scheduled to be in place and available for use on time.

STAGE 1	Infr	Infrastructure Planning															
	Tyle	r							Sedalia								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts	Department Heads	End Users	Technical Leads
Provide Infrastructure Requirements and Design Document		А	R		С		С				I						I
Initial Infrastructure Meeting		А	R		С		С				С						С



*Schedule SaaS	А	R		С		I			
*Schedule Hardware to						 	 		
be Available for		1		T	А	R			С
Installation									
Schedule Installation of	٨	D		(
All Licensed Software	А	К		L		1			1
Infrastructure Audit	А	R		С		1			С

Inputs 1. Initial Infrastructure Requirements and Design Document

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	1. Completed Infrastructure Requirements	Delivery of Document
	and Design Document	
	2. Infrastructure Audit	System Passes Audit Criteria

6.1.4 Stakeholder Meeting

Communication of the Project planning outcomes to the Sedalia Project team, executives and other key stakeholders is vital to Project success. The Stakeholder meeting is a strategic activity to inform, engage, gain commitment, and instill confidence in the Sedalia team. During the meeting, the goals and objectives of the Project will be reviewed along with detail on Project scope, implementation methodology, roles and responsibilities, Project timeline and schedule, and keys to Project success.

- Formally present and communicate the project activities and timeline.
- Communicate project expectations.

STAGE 1	Stal	kehol	der N	/leeti	ng												
	Tyle	r							Sed	alia							
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Create Stakeholder Meeting Presentation	I	А	R	I	I				I	I	С		I				
Review Stakeholder Meeting Presentation		I	С						А		R		С				
Perform Stakeholder Meeting Presentation	I	A	R	T	Ι				I	I	С	I	I	Ι	I	I	



Inputs	Agreement	
	SOW	
	Project Management Plan	
Outputs /		Acceptance Criteria [only] for Deliverables

Outputs /		Acceptance Criteria [only] for Deliverables
Deliverables		
	Stakeholder Meeting Presentation	

None

6.1.5 Intentionally left blank.

6.1.6 Control Point 1: Initiate & Plan Stage Acceptance

Acceptance criteria for this stage includes completion of all criteria listed below.

Note: Advancement to the Assess & Define stage is not dependent upon Tyler's receipt of this stage acceptance.

Initiate & Plan Stage Deliverables:

- Project Management Plan
- Initial Project Schedule

Initiate & Plan stage acceptance criteria:

- All stage deliverables accepted based on acceptance criteria previously defined
- Project governance defined
- Project portal made available to the Sedalia
- Stakeholder meeting complete

6.2 Assess & Define

The Assess & Define stage will provide an opportunity to gather information related to current Sedalia business processes. This information will be used to identify and define business processes utilized with Tyler software. The Sedalia collaborates with Tyler providing complete and accurate information to Tyler staff and assisting in analysis, understanding current workflows and business processes.

6.2.1 Solution Orientation

The Solution Orientation provides the Project stakeholders a high-level understanding of the solution functionality prior to beginning the current and future state analysis. The primary goal is to establish a foundation for upcoming conversations regarding the design and configuration of the solution.

Tyler utilizes a variety of tools for the Solution Orientation, focusing on Sedalia team knowledge transfer such as: eLearning, documentation, or walkthroughs. The Sedalia team will gain a better understanding of the major processes and focus on data flow, the connection between configuration options and outcome, integration, and terminology that may be unique to Tyler's solution.

City of Sedalia Tyler Technologies, Inc.

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Objectives:

- Provide a basic understanding of system functionality.
- Prepare the Sedalia for current and future state analysis.

STAGE 2	Solu	Solution Orientation															
	Tyler									Sedalia							
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Provide pre-requisites			А	R							1	-		-	-		-
Complete pre-requisites											А	R		С			С
Conduct orientation			A	R								1		1	1		1

Inputs	Solution orientation materials
	Training Plan

6.2.2 Current & Future State Analysis

The Current & Future State Analysis provides the Project stakeholders and Tyler an understanding of process changes that will be achieved with the new system.

The Sedalia and Tyler will evaluate current state processes, options within the new software, pros and cons of each based on current or desired state and make decisions about the future state configuration and processing. This may occur before or within the same timeframe as the configuration work package. The options within the new software will be limited to the scope of this implementation and will make use of standard Tyler functionality.

The Sedalia will adopt the existing Tyler solution wherever possible to avoid project schedule and quality risk from over customization of Tyler products. It is the Sedalia's responsibility to verify that in-scope requirements are being met throughout the implementation if functional requirements are defined as part of the contract. The following guidelines will be followed when evaluating if a modification to the product is required:

- A reasonable business process change is available.
- Functionality exists which satisfies the requirement.
- Configuration of the application satisfies the requirement.
- An in-scope modification satisfies the requirement.

Requirements that are not met will follow the agreed upon change control process and can have impacts on the project schedule, scope, budget, and resource availability.





STAGE 2	Cur	Current & Future State Analysis															
	Tyle	r							Sed	alia							
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Current State process review			А	R	T	T	I				С	С	С	С			С
Discuss future-state options			А	R	С	С	С				С	С	С	С			С
Make future-state decisions (non-COTS)			С	С	С	С	С				А	R	I	С			С
Document anticipated configuration options required to support future state			A	R	С	С	С				I	I	I	I			I

Inputs	Sedaliacurrent state documentation
	Solution Orientation completion

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Documentation that describes future-state	Delivery of document
	decisions and configuration options to support	
	future-state decisions.	

- Sedalia attendees possess sufficient knowledge and authority to make future state decisions.
- The Sedalia is responsible for any documentation of current state business processes.
- The Sedalia can effectively communicate current state processes.

6.2.3 Intentionally left blank.

6.2.4 Intentionally left blank.

6.2.5 Intentionally left blank.

6.2.6 Control Point 2: Assess & Define Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below.

<u>Note</u>: Advancement to the Prepare Solution Stage is dependent upon Tyler's receipt of the Stage Acceptance.



Assess & Define Stage Deliverables:

- Documentation of future state decisions and configuration options to support future state decisions.
- Modification specification document.
- Assess & Define Stage Acceptance Criteria:
- All stage deliverables accepted based on criteria previously defined.
- Solution Orientation is delivered.

6.3 Prepare Solution

During the Prepare Solution stage, information gathered during the Initiate & Plan and Assess & Define stages will be used to install and configure the Tyler software solution. Software configuration will be validated by the Sedalia against future state decisions defined in previous stages and processes refined as needed to ensure business requirements are met.

6.3.1 Initial System Deployment

The timely availability of the Tyler Solution is important to a successful Project implementation. The success and timeliness of subsequent work packages are contingent upon the initial system deployment of Tyler Licensed Software on an approved network and infrastructure. Delays in executing this work package can affect the project schedule.

- All licensed software is installed and operational.
- The Sedalia can access the software.

STAGE 3	Initi	nitial System Deployment (Hosted/SaaS)*															
	Tyle	r							Seda	alia							
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	mplementation Manager	Project Manager	mplementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	-unctional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Fechnical Leads
Prepare hosted environment			A				R)				С
Install Licensed Software with Initial Database on Server(s) for Included Environments			A				R				I						С
Install Licensed Software on			T				С				А						R



Sedalia Devices (if applicable)									
Tyler System Administration Training (if applicable)		A		R		I			С

Outputs /		Acceptance Criteria [only] for Deliverables
Deliverables		
	Licensed Software is Installed on the Server(s)	Software is accessible
	Licensed Software is Installed on Sedalia	Software is accessible
	Devices (if applicable)	
	Installation Checklist/System Document	System Passes
	Infrastructure Design Document (C&J – If	
	Applicable)	

- The most current available version of the Tyler Licensed Software will be installed.
- The Sedalia will provide network access for Tyler modules, printers, and Internet access to all applicable Sedalia and Tyler Project staff.

6.3.2 Configuration

The purpose of Configuration is to prepare the software product for validation.

Tyler staff collaborates with the Sedalia to complete software configuration based on the outputs of the future state analysis performed during the Assess and Define Stage. The Sedalia collaborates with Tyler staff iteratively to validate software configuration.

- Software is ready for validation.
- Educate the Sedalia Power User how to configure and maintain software.
- Prepare standard interfaces for process validation (if applicable).

STAGE 3	Con	figur	ation														
	Tyle	r							Seda	alia							
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads



Conduct configuration training		А	R				I	С	С		
Complete Tyler											
configuration tasks		А	R				1	1	1		
(where applicable)											
Complete Sedalia											
configuration tasks		1	С				А	R	С		
(where applicable)											
Standard interfaces											
configuration and		А	R		С		1	С	С		С
training (if applicable)											
Updates to Solution		C	C				Δ	D	C		C
Validation testing plan		C	C				А	N	C		C

Inputs	Documentation that describes future state decisions and configuration options to support future
	state decisions.

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Configured System	N/A

• Tyler provides guidance for configuration options available within the Tyler software. The Sedalia is responsible for making decisions when multiple options are available.

6.3.3 Process Refinement

Tyler will educate the Sedalia users on how to execute processes in the system to prepare them for the validation of the software. The Sedalia collaborates with Tyler staff iteratively to validate software configuration options to support future state.

- Ensure that the Sedalia understands future state processes and how to execute the processes in the software.
- Refine each process to meet the business requirements.
- Validate standard interfaces, where applicable.
- Validate forms and reports, where applicable.

STAGE 3	Process Refinement	
	Tyler	Sedalia





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Conduct process training			А	R							I	С	I	С			
Confirm process decisions			T	С						А	R	С	I	С			
Test configuration			1	С							А	R		С			
Refine configuration (Sedalia Responsible)			I	С							А	R		С			
Refine configuration (Tyler Responsible)			А	R							I	I		I			
Validate interface process and results			T	С			С				А	R		С			С
Update Sedalia- specific process documentation (if applicable)			I	С							А	R		С			
Updates to Solution Validation testing plan			С	С							А	R		С			С
Inputs Initial Configuration																	

Inputs	Initial Configuration
	Documentation that describes future state decisions and configuration options to support
	future state decisions.
	Solution validation test plan

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated solution validation test plan	
	Completed Sedalia-specific process	
	documentation (completed by Sedalia)	

None



6.3.4 Intentionally left blank.

6.3.5 Intentionally left blank.

6.3.6 Intentionally left blank.

6.3.7 Control Point 3: Prepare Solution Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below in each Work Package.

Note: Advancement to the Production Readiness Stage is dependent upon Tyler's receipt of the Stage Acceptance.

Prepare Solution Stage Deliverables:

- Licensed software is installed.
- Installation checklist/system document.

Prepare Solution Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.
- Software is configured.
- Solution validation test plan has been reviewed and updated if needed.

6.4 **Production Readiness**

Activities in the Production Readiness stage will prepare the Sedalia team for go-live through solution validation, the development of a detailed go-live plan and end user training. A readiness assessment will be conducted with the Sedalia to review the status of the project and the organizations readiness for go-live.

6.4.1 Solution Validation

Solution Validation is the end-to-end software testing activity to ensure that the Sedalia verifies all aspects of the Project (hardware, configuration, business processes, etc.) are functioning properly, and validates that all features and functions per the contract have been deployed for system use.

- Validate that the solution performs as indicated in the solution validation plan.
- Ensure the Sedalia organization is ready to move forward with go-live and training (if applicable).

STAGE 4	Solution Validation	
	Tyler	Sedalia





RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Update Solution Validation plan			А	R	С						С	С		С			
Update test scripts (as applicable)			С	С	С						А	R		С			
Perform testing			С	С	С						А	R		С			
Document issues from testing			С	С	С						А	R		С			
Perform required follow- up on issues			А	R	С						С	С		С			

Inputs	Solution Validation plan
	Completed work product from prior stages (configuration, business process, etc.)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Solution Validation Report	Sedalia updates report with testing results

- Designated testing environment has been established.
- Testing includes current phase activities or deliverables only.

6.4.2 Go-Live Readiness

Tyler and the Sedalia will ensure that all requirements defined in Project planning have been completed and the Go-Live event can occur, as planned. A go-live readiness assessment will be completed identifying risks or actions items to be addressed to ensure the Sedalia has considered its ability to successfully Go-Live. Issues and concerns will be discussed, and mitigation options documented. Tyler and the Sedalia will jointly agree to move forward with transition to production. Expectations for final preparation and critical dates for the weeks leading into and during the Go-Live week will be planned in detail and communicated to Project teams.

Objectives:

- Action plan for go-live established.
- Assess go-live readiness.
- Stakeholders informed of go-live activities.

STAGE 4	Go-Live Readiness	
	Tyler	Sedalia

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Perform Readiness Assessment	T	А	R	С	С	T	С	I	I	I	I		I				I
Conduct Go-Live planning session		А	R	С							С	С	С	С	С		С
Order peripheral hardware (if applicable)			T							А	R						С
Confirm procedures for Go-Live issue reporting & resolution		А	R	I	I	I	I				С	С	I	I	I	I	I
Develop Go-Live checklist		А	R	С	С						С	С	1	С			С
Final system infrastructure review (where applicable)			А				R				С						С

Inputs	Future state decisions									
	Go-live checklist									

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated go-live checklist	Updated Action plan and Checklist for go-live
		delivered to the Sedalia

None

6.4.3 End User Training

End User Training is a critical part of any successful software implementation. Using a training plan previously reviewed and approved, the Project team will organize and initiate the training activities.

Train the Trainer: Tyler provides one occurrence of each scheduled training or implementation topic. Sedalia users who attended the Tyler sessions may train additional users. Additional Tyler led sessions may be contracted at the applicable rates for training.

Tyler will provide standard application documentation for the general use of the software. It is not Tyler's responsibility to develop Sedalia specific business process documentation. Sedalia-led training labs using Sedalia specific business process documentation if created by the Sedalia can be added to the regular training curriculum, enhancing the training experiences of the end users.

Objectives:

• End users are trained on how to use the software prior to go-live.



• The Sedalia is prepared for on-going training and support of the application.

STAGE 4	End	Usei	⁻ Trai	ning													
	Tyle	r							Sedalia								
RACI MATRIX KEY:														er			
R = Responsible				ц									s S	Mo			
A = Accountable		ger		ltar									ea	(P(
C = Consulted		na{		ทรเ		SS							nt L	erts			
I = Informed	er	Ma		Co		/ice	S		L	tee			nei	xpe	ds		
	าลg	uc	ger	uc		Sen	/ice	10	nsc	nit	ger	ads	ger	Ш ц	lea		sp
	٨ar	atio	nag	atio	ts	S uc	e C	Ce	od	l L	nag	Lea	ina	Itte	it ⊢		ea
	le N	ent	Ma	ent	oer	atic	al S	No.	le S	U U	Ma	Jal	Š	Š	ner	rs	al L
	utiv	Ĕ	sct	Ĕ	Ext	ific	nic	t Se	utiv	ing	sct	tior	ge	ect	Irtn	Jse	nic
	(e ci	əldr	oje	hple	ata	pol	ech	ien	(e ci	lee	`oje	nc	าลท	ldı	edə	l br	sch
	ŵ	<u> </u>	4	<u> </u>	Õ	Σ	Ĕ	U	Ĥ	St	4	ц Ц	Ŭ	SL	Õ	ш	Te
Update training plan		A	R	С							С				С		
End User training (Tyler-		Δ	R	C							C	C		C	C	C	
led)		Ţ	IX	C							C	C	1	ر ر	ر	C	
Train-the-trainer		A	R	С							С	С	1	С			
End User training			C	C							Δ	D		C	C	6	
(Sedalia-led)			C	C							A	n	1	C	C	C	

Inputs	Training Plan
	List of End Users and their Roles / Job Duties
	Configured Tyler System

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	End User Training	Sedalia signoff that training was delivered

Work package assumptions:

- The Sedalia project team will work with Tyler to jointly develop a training curriculum that identifies the size, makeup, and subject-area of each of the training classes.
- Tyler will work with the Sedalia as much as possible to provide end-user training in a manner that minimizes the impact to the daily operations of Sedalia departments.
- The Sedalia will be responsible for training new users after go-live (exception—previously planned or regular training offerings by Tyler).

6.4.4 Control Point 4: Production Readiness Stage Acceptance

Acceptance criteria for this stage includes all criteria listed below. Advancement to the Production stage is dependent upon Tyler's receipt of the stage acceptance.

Production Readiness stage deliverables:

- Solution Validation Report.
- Update go-live action plan and checklist.
- End user training.

Production Readiness stage acceptance criteria:



- All stage deliverables accepted based on criteria previously defined.
- Go-Live planning session conducted.

6.5 **Production**

Following end user training the production system will be fully enabled and made ready for daily operational use as of the scheduled date. Tyler and the Sedalia will follow the comprehensive action plan laid out during Go-Live Readiness to support go-live activities and minimize risk to the Project during go-live. Following go-live, Tyler will work with the Sedalia to verify that implementation work is concluded, post go-live activities are scheduled, and the transition to Client Services is complete for long-term operations and maintenance of the Tyler software.

6.5.1 Go-Live

Following the action plan for Go-Live, defined in the Production Readiness stage, the Sedalia and Tyler will complete work assigned to prepare for Go-Live.

Tyler staff collaborates with the Sedalia during Go-Live activities. The Sedalia transitions to Tyler software for day-to day business processing.

Some training topics are better addressed following Go-Live when additional data is available in the system or based on timing of applicable business processes and will be scheduled following Go-Live per the Project Schedule.

- Execute day to day processing in Tyler software.
- Sedalia data available in Production environment.

STAGE 5	Go-	3o-Live															
	Tyle	r							Sedalia								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Provide final source data extract, if applicable			С		С						А						R
Final source data pushed into production environment, if applicable			A	С	R						I	С		С			С
Proof final converted data, if applicable			С	С	С						А	R		С			



Complete Go-Live													
activities as defined in		С	С	С			А	R	С	1	С		
the Go-Live action plan													
Provide Go-Live		Δ	D	C	C			C	C		C		C
assistance		A	n	C	C	1		C	C	1	C	I	C

Inputs	Comprehensive Action Plan for Go-Live
	Final source data (if applicable)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Data is available in production environment	Sedalia confirms data is available in production environment

- The Sedalia will complete activities documented in the action plan for Go-Live as scheduled.
- External stakeholders will be available to assist in supporting the interfaces associated with the Go-Live live process.
- The Sedalia business processes required for Go-Live are fully documented and tested.
- The Sedalia Project team and subject matter experts are the primary point of contact for the end users when reporting issues during Go-Live.
- The Sedalia Project Team and Power User's provide business process context to the end users during Go-Live.
- The Tyler Go-Live support team is available to consult with the Sedalia teams as necessary.
- The Tyler Go-Live support team provides standard functionality responses, which may not be tailored to the local business processes.

6.5.2 Transition to Client Services

This work package signals the conclusion of implementation activities for the Phase or Project with the exception of agreed-upon post Go-Live activities. The Tyler project manager(s) schedules a formal transition of the Sedalia onto the Tyler Client Services team, who provides the Sedalia with assistance following Go-Live, officially transitioning the Sedalia to operations and maintenance.

- Ensure no critical issues remain for the project teams to resolve.
- Confirm proper knowledge transfer to the Sedalia teams for key processes and subject areas.

STAGE 5	Transition to Client Services	
	Tyler	Sedalia





RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	mplementation Manager	Project Manager	mplementation Consultant	Jata Experts	Vlodification Services	Technical Services	client Services	Executive Sponsor	steering Committee	Project Manager	-unctional Leads	Change Management Leads	subject Matter Experts (Power	Department Heads	End Users	Fechnical Leads
Transfer Sedalia to Client Services and review issue reporting and resolution processes			A			1		R			С	С		C]	3	-
Review long term maintenance and continuous improvement			A					R			С	С		С			

Inputs Open item/issues List

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Client Services Support Document	

Work package assumptions:

• No material project issues remain without assignment and plan.

6.5.3 Post Go-Live Activities

Some implementation activities are provided post-production due to the timing of business processes, the requirement of actual production data to complete the activities, or the requirement of the system being used in a live production state.

- Schedule activities that are planned for after Go-Live.
- Ensure issues have been resolved or are planned for resolution before phase or project close.

STAGE 5	Post Go-Live Activities	
	Tyler	Sedalia





RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	kecutive Manager	nplementation Manager	roject Manager	nplementation Consultant	ata Experts	lodification Services	echnical Services	lient Services	kecutive Sponsor	eering Committee	roject Manager	unctional Leads	hange Management Leads	ubject Matter Experts (Power	epartment Heads	nd Users	echnical Leads
Schedule contracted activities that are planned for delivery after go-live	<u> </u>	A	R	C	C	C	C	1	Ш	<u> </u>	C	C	1	C	0	Ш	C
Determine resolution plan in preparation for phase or project close out		A	R	С	С	С		I			С	С	I	С			

Inputs List of post Go-Live activities

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated issues log	

Work package assumptions:

• System is being used in a live production state.

6.5.4 Control Point 5: Production Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below:

- Advancement to the Close stage is not dependent upon Tyler's receipt of this Stage Acceptance.
- Converted data is available in production environment.

Production Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.
- Go-Live activities defined in the Go-Live action plan completed.
- Client services support document is provided.

6.6 Close

The Close stage signifies full implementation of all products purchased and encompassed in the Phase or Project. The Sedalia transitions to the next cycle of their relationship with Tyler (next Phase of implementation or long-term relationship with Tyler Client Services).



6.6.1 Phase Closeout

This work package represents Phase completion and signals the conclusion of implementation activities for the Phase. The Tyler Client Services team will assume ongoing support of the Sedalia for systems implemented in the Phase.

Objectives:

• Agreement from Tyler and the Sedalia teams that activities within this phase are complete.

STAGE 6	Pha	se Cl	ose C	Out													
	Tyle	r							Sed	alia							
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Reconcile project budget and status of contract Deliverables	I	А	R						I	I	С						
Hold post phase review meeting		А	R	С	С	С	С				С	С	С	С			С
Release phase- dependent Tyler project resources	A	R	I								I						

Participants	Tyler	Sedalia
	Project Leadership	Project Manager
	Project Manager	Project Sponsor(s)
	Implementation Consultants	Functional Leads, Power Users,
		Technical Leads
	Technical Consultants (Conversion, Deployment,	
	Development)	
	Client Services	

Inputs	Contract
	Statement of Work
	Project artifacts

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Final action plan (for outstanding items)	
	Reconciliation Report	
	Post Phase Review	

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• Tyler deliverables for the phase have been completed.

6.6.2 Project Closeout

Completion of this work package signifies final acceptance and formal closing of the Project.

At this time the Sedalia may choose to begin working with Client Services to look at continuous improvement Projects, building on the completed solution.

Objectives:

- Confirm no critical issues remain for the project teams to resolve.
- Determine proper knowledge transfer to the Sedalia teams for key processes and subject areas has occurred.
- Verify all deliverables included in the Agreement are delivered.

STAGE 6	Project Close Out																
	Tyler						Sedalia										
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Conduct post project review		А	R	С	С	С	С				С	С	С	С			С
Deliver post project report to Sedalia and Tyler leadership	I	А	R							I	С						
Release Tyler project resources	A	R	I								I						

Inputs	Contract			
	Statement of Work			

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Post Project Report	Sedalia acceptance; Completed report
		indicating all project Deliverables and
		milestones have been completed

Work package assumptions:

• All project implementation activities have been completed and approved.





- No critical project issues remain that have not been documented and assigned.
- Final project budget has been reconciled and invoiced.
- All Tyler deliverables have been completed.

6.6.3 Control Point 6: Close Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below.

Close Stage Deliverables:

Post Project Report.

Close Stage Acceptance Criteria:

• Completed report indicating all Project deliverables and milestones have been completed.

7. General Assumptions

Tyler and the Sedalia will use this SOW as a guide for managing the implementation of the Tyler Project as provided and described in the Agreement. There are a few assumptions which, when acknowledged and adhered to, will support a successful implementation. Assumptions related to specific work packages are documented throughout the SOW. Included here are general assumptions which should be considered throughout the overall implementation process.

7.1 **Project**

- Project activities will begin after the Agreement has been fully executed.
- The Sedalia Project Team will complete their necessary assignments in a mutually agreed upon timeframe to meet the scheduled go-live date, as outlined in the Project Schedule.
- Sessions will be scheduled and conducted at a mutually agreeable time.
- Additional services, software modules and modifications not described in the SOW or Agreement will be considered a change to this Project and will require a Change Request Form as previously referenced in the definition of the Change Control Process.
- Tyler will provide a written agenda and notice of any prerequisites to the Sedalia project manager(s) ten (10) business days or as otherwise mutually agreed upon time frame prior to any scheduled onsite or remote sessions, as applicable.
- Tyler will provide guidance for configuration and processing options available within the Tyler software. If multiple options are presented by Tyler, the Sedalia is responsible for making decisions based on the options available.
- Implementation of new software may require changes to existing processes, both business and technical, requiring the Sedalia to make process changes.
- The Sedalia is responsible for defining, documenting, and implementing their policies that result from any business process changes.

7.2 Organizational Change Management

Unless otherwise contracted by Tyler, Sedalia is responsible for managing Organizational Change. Impacted Sedalia resources will need consistent coaching and reassurance from their leadership team to embrace and accept the changes being imposed by the move to new software. An important part of change is ensuring that impacted Sedalia resources understand the value of the change, and why they are being asked to change.



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7.3 Resources and Scheduling

- Sedalia resources will participate in scheduled activities as assigned in the Project Schedule.
- The Sedalia team will complete prerequisites prior to applicable scheduled activities. Failure to do so may affect the schedule.
- Tyler and the Sedalia will provide resources to support the efforts to complete the Project as scheduled and within the constraints of the Project budget.
- Abbreviated timelines and overlapped Phases require sufficient resources to complete all required work as scheduled.
- Changes to the Project Schedule, availability of resources or changes in Scope will be requested through a Change Request. Impacts to the triple constraints (scope, budget, and schedule) will be assessed and documented as part of the change control process.
- The Sedalia will ensure assigned resources will follow the change control process and possess the required business knowledge to complete their assigned tasks successfully. Should there be a change in resources, the replacement resource should have a comparable level of availability, change control process buy-in, and knowledge.
- The Sedalia makes timely Project related decisions to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Failure to do so may affect the schedule, as each analysis and implementation session is dependent on the decisions made in prior sessions.
- The Sedalia will respond to information requests in a comprehensive and timely manner, in accordance with the Project Schedule.
- The Sedalia will provide adequate meeting space or facilities, including appropriate system connectivity, to the project teams including Tyler team members.
- For on-site visits, Tyler will identify a travel schedule that balances the needs of the project and the employee.
- 7.4 Intentionally left blank.

7.5 Facilities

- The Sedalia will provide dedicated space for Tyler staff to work with Sedalia resources for both on-site and remote sessions. If Phases overlap, Sedalia will provide multiple training facilities to allow for independent sessions scheduling without conflict.
- The Sedalia will provide staff with a location to practice what they have learned without distraction.



8. Glossary

Word or Term	Definition
Acceptance	Confirming that the output or deliverable is suitable and conforms to the agreed upon criteria.
Accountable	The one who ultimately ensures a task or deliverable is completed; the one who ensures the prerequisites of the task are met and who delegates the work to those responsible. [Also see RACI]
Application	A computer program designed to perform a group of coordinated functions, tasks, or activities for the benefit of the user.
Application Programming Interface (API)	A defined set of tools/methods to pass data to and received data from Tyler software products
Agreement	This executed legal contract that defines the products and services to be implemented or performed.
Business Process	The practices, policy, procedure, guidelines, or functionality that the client uses to complete a specific job function.
Business Requirements Document	A specification document used to describe Client requirements for contracted software modifications.
Change Request	A form used as part of the Change Control process whereby changes in the scope of work, timeline, resources, and/or budget are documented and agreed upon by participating parties.
Change Management	Guides how we prepare, equip and support individuals to successfully adopt change in order to drive organizational success & outcomes
Code Mapping [where applicable]	An activity that occurs during the data conversion process whereby users equate data (field level) values from the old system to the values available in the new system. These may be one to one or many to one. Example: Old System [Field = eye color] [values = BL, Blu, Blue] maps to New Tyler System [Field = Eye Color] [value = Blue].
Consulted	Those whose opinions are sought, typically subject matter experts, and with whom there is two-way communication. [Also see RACI]
Control Point	This activity occurs at the end of each stage and serves as a formal and intentional opportunity to review stage deliverables and required acceptance criteria for the stage have been met.
Data Mapping [where applicable]	The activity determining and documenting where data from the legacy system will be placed in the new system; this typically involves prior data analysis to understand how the data is currently used in the legacy system and how it will be used in the new system.
Deliverable	A verifiable document or service produced as part of the Project, as defined in the work packages.
Go-Live	The point in time when the Client is using the Tyler software to conduct daily operations in Production.
Informed	Those who are kept up-to-date on progress, often only on completion of the task or deliverable, and with whom there is just one-way communication. [Also see RACI]



Infrastructure	The composite hardware, network resources and services required for the existence, operation, and management of the Tyler software.
Interface	A connection to and potential exchange of data with an external system or application. Interfaces may be one way, with data leaving the Tyler system to another system or data entering Tyler from another system, or they may be bi-directional with data both leaving and entering Tyler and another system.
Integration	A standard exchange or sharing of common data within the Tyler system or between Tyler applications
Legacy System	The software from which a client is converting.
Modification	Custom enhancement of Tyler's existing software to provide features or functions to meet individual client requirements documented within the scope of the Agreement.
On-site	Indicates the work location is at one or more of the client's physical office or work environments.
Organizational Change	The process of changing an organization's strategies, processes, procedures, technologies, and culture, as well as the effect of such changes on the organization.
Output	A product, result or service generated by a process.
Peripheral devices	An auxiliary device that connects to and works with the computer in some way. Some examples: scanner, digital camera, printer.
Phase	A portion of the Project in which specific set of related applications are typically implemented. Phases each have an independent start, Go-Live and closure dates but use the same Implementation Plans as other Phases of the Project. Phases may overlap or be sequential and may have different Tyler resources assigned.
Project	The delivery of the software and services per the agreement and the Statement of Work. A Project may be broken down into multiple Phases.
RACI	A matrix describing the level of participation by various roles in completing tasks or Deliverables for a Project or process. Individuals or groups are assigned one and only one of the following roles for a given task: Responsible (R), Accountable (A), Consulted (C), or Informed (I).
Remote	Indicates the work location is at one or more of Tyler's physical offices or work environments.
Responsible	Those who ensure a task is completed, either by themselves or delegating to another resource. [Also see RACI]
Scope	Products and services that are included in the Agreement.



Solution	The implementation of the contracted software product(s) resulting in the connected system allowing users to meet Project goals and gain anticipated efficiencies.
Stage	The top-level components of the WBS. Each Stage is repeated for individual Phases of the Project.
Standard	Software functionality that is included in the base software (off-the-shelf) package; is not customized or modified.
Statement of Work (SOW)	Document which will provide supporting detail to the Agreement defining Project-specific activities, services, and Deliverables.
System	The collective group of software and hardware that is used by the organization to conduct business.
Test Scripts	The steps or sequence of steps that will be used to validate or confirm a piece of functionality, configuration, enhancement, or Use Case Scenario.
Training Plan	Document(s) that indicate how and when users of the system will be trained relevant to their role in the implementation or use of the system.
Validation (or to validate)	The process of testing and approving that a specific Deliverable, process, program, or product is working as expected.
Work Breakdown Structure (WBS)	A hierarchical representation of a Project or Phase broken down into smaller, more manageable components.
Work Package	A group of related tasks within a project.



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Part 4: Appendices

9. No Conversion - Intentionally left blank.



10. Additional Appendices

10.1 Brazos eCitation Appendix

10.1.1 Items included in Project

10.1.2 Brazos eCitation Key Project Assumptions

- The Sedalia and Tyler shall review their responsibilities before work begins to ensure that Services can be satisfactorily completed.
- The Sedalia will provide Tyler with access to its equipment, systems, and personnel to the extent needed to complete the defined Services.
- The Sedalia will provide work space for Tyler Services for work completed on Sedalia premises.
- Tyler shall initially implement the most current version of the Tyler software at the time of the contract signing. During the implementation, Tyler will provide newer releases of the software that meet or exceed the version available at contract signing.
- The Sedalia will maintain primary responsibility for the scheduling of Sedalia employees and facilities in support of project activities.
- The Sedalia shall provide Tyler with network access for remote installation and testing through industry standards such as Virtual Private Network (VPN) or other secure access methods.
- The Sedalia will allow users unauthenticated access the following web addresses to ensure adequate access to system resources:
 - o 72.32.135.120 (syncsvc.Brazos eCitationtech.com) (ports 80 and 443)
 - o 72.32.135.125 (syncsvc2.Brazos eCitationtech.com) (ports 80 and 443)
 - o 98.129.131.213 (Reports2014.Brazos eCitationtech.com) (ports 80 and 443)
 - o 72.32.135.124 (www.Brazos eCitationtech.com) (ports 80 and 443)
 - o 72.32.135.122 (my.Brazos eCitationtech.com) (ports 80 and 443)
 - o 207.182.213.55 (Brazos eCitationsupport.tylertech.com) (ports 80 and 443)
- The Sedalia will provide/purchase/acquire the appropriate hardware, software and infrastructure assets to support all purchased Tyler software products in both support/testing and production environments.
- The Sedalia is responsible for proper site preparation, hardware, software, and network configuration in accordance with Tyler specifications.
- The Sedalia has, or will provide, access licenses and documentation of existing system to any 3rd party system software which Tyler will be required to read, write or exchange data.
- The Sedalia has, or will provide, a development/testing environment for data conversion and interface testing as they are developed by Tyler.
- Tyler shall be responsible for implementing a functioning version of the application software (assuming the Sedalia has installed the proper hardware, software, and networking devices).
- All deliverables and timelines assigned to the Sedalia will be held to the same standards of delivery as those assigned to Tyler Technologies.
- Installation of Hardware required in County Vehicles shall be completed by the participating agencies Personnel and facilities. They may decide to purchase mounts on their own or opt to purchase from Tyler.
- The Sedalia will deploy initially on 6 MDT's and 1 PDA.
- Deployment of the Tyler Brazos eCitation ECS for the Sedalia will utilize the existing Tyler hosted server environment.



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- All Sedalia personnel involved in the Project will participate fully in the training provided by Tyler Technologies.
- Setup of 3rd party hardware (printers) will be handled by the participating agency staff and Tyler will provide the initial documentation/training. (If necessary)
- If an Interface to any CMS / RMS / Device systems are included in this Phase of the project, it should be reflected in the contract, and will include the synchronization of tables/files.

10.1.3 Out of Scope

- **Custom interfaces.** Custom interfaces involve the development of a standard, repeatable process for transferring information into or out of the Tyler software. These interfaces may take the form of a user-initiated import/export program, an API, or a web service. There are no custom interfaces included in the scope of the agreement unless detailed in the included Investment Summary.
- **Custom reports.** Custom reports involve the development of new reports that are not offered as part of the standard reporting package and modifications to existing reports. There are no custom reports included in the scope of the agreement unless detailed in the Investment Summary.
- **Undocumented requirements.** Undocumented requirements include requirements not specified in this Statement of Work and associated attachments.
- Post System Acknowledgement Configuration. System Acknowledgement requirements are met at the completion of End User Training and User Acceptance Testing stage. Any changes requested of the Tyler implementation team to alter the configuration, post acknowledgement of these milestones, must be documented through a Change Order and may incur additional time and/or costs. The Sedalia may have access to built-in configuration tools, so, when available, is free to reconfigure or create a new configuration as required or desired. If assistance using these tools is required, additional change orders may apply.



11. Project Timeline

11.1 Intentionally left blank.

