



Finance Committee

Mike Harris – Chairman
James Carius Community Room
101 S. Capitol Street
Pekin, Illinois 61554

Tuesday, September 22, 2026

immediately following Property Committee

- I. Roll Call
- II. Approve the minutes of the August 18, 2026 meeting, and the September 8, 2026 and September 14, 2026 finance budget meeting minutes
- III. Public Comment
- IV. New Business
 - F-26-16 A. Recommend to approve budget transfer for Supervisor of Assessments
 - F-26-18 B. Recommend to approve budget transfers for Veterans Assistance Commission
 - F-26-19 C. Recommend to approve contract with Tyler for Probation data management system
- V. Unfinished Business
- VI. Reports and Communications
 - A. Revenue Update Report
 - B. Treasurer's Report
 - C. Public Safety Sales Tax Report
- VII. Recess

Members: Chairman Mike Harris, Vice-Chair Max Schneider, Joe Woodrow, Deene Milam, Eric Schmidgall, Kim Joesting, Russ Crawford, Dave Mingus, Nancy Proehl, Eric Stahl, Eugene Glueck

Minutes pending committee approval



Finance Committee

James Carius Community Room

Tuesday, August 18, 2026 – 3:54 p.m.

Committee Members Present: Chairman Mike Harris, Kim Joesting, Nancy Proehl, Russ Crawford, Eric Schmidgall, Joe Woodrow, Dave Mingus, Eric Stahl, Deene Milam, Eugene Glueck

Committee Members Absent: Vice Chairman Max Schneider

Others Attending: Mindy Darcy, County Administrator

MOTION **MOTION BY MEMBER JOESTING, SECOND BY MEMBER MINGUS** to approve the minutes of the July 21, 2026 meeting

On voice vote, **MOTION CARRIED UNANIMOUSLY.**

Chairman Harris reminded the committee members of the upcoming budget meetings in September. He stated that the budget will be reviewed and approved during committee and a tentative budget meeting will take place on October 5, 2026. He stated that the final budget meeting will take place on October 28, 2026.

RECESS

Chairman Harris recessed the meeting at 3:55 p.m.

(transcribed by S. Gullette)

Minutes pending committee approval



Finance Committee (Budget)

James Carius Community Room

Tuesday, September 8, 2026 – 3:30 p.m.

Committee Members Present: Chairman Mike Harris, Kim Joesting, Russ Crawford, Joe Woodrow, Deene Milam, Eric Stahl, Eugene Glueck

Committee Members Absent: Vice Chairman Max Schneider, Nancy Proehl, Dave Mingus, Eric Schmidgall

Others Attending: Administrator/Finance Director Mindy Darcy, Nick Graff, Tammy Rich-Stimson, Jon Hopkins

Administrator/Finance Director Mindy Darcy presented a budget overview and provided an update on the budget assumptions. She thanked Kelly Johnigk, Sade Turner, and the department heads for their assistance with the budget. She provided the committee with a list of amendments for several departments and advised that they would be addressed when each department's budget is discussed.

Administrator/Finance Director Darcy discussed the FY27 budget assumptions. She stated the County is assuming a 4% increase for non-union wages. She stated that this was discussed during Human Resources committee. She stated that the IMRF rate went down from 8.266% for FY26 to 7.58% for FY27. She stated that medical insurance premiums will be increasing in FY27.

Member Stahl questioned the 20% increase in medical insurance reflected in some areas. Administrator/Finance Director Darcy explained that the budget includes full benefits for each vacant position and also employees can make changes each year and they budget off what they know in the current year.

Member Hopkins questioned the decreases in some departments. Administrator/Finance Director Darcy explained that, similar to the increases, the decreases may be attributed to vacant positions that could be filled.

Administrator/Finance Director Darcy stated that there are three bargaining unit contracts that will be considered for FY27 wages. She stated they have the correction officers, control room operators, and highway teamsters. She stated that there is a \$500,000 allowance for the CBIZ salary study should that move forward. She stated that this was put in last year with the committee's approval.

Member Milam requested an explanation of CBIZ. Administrator/Finance Director Darcy stated that CBIZ is a company the County hired in 2025 to review the salaries currently being paid to employees.

Administrator/Finance Director Darcy stated that the property tax levy is based on the amount allowed under PTEL. She stated that would be further discussed at the tentative budget meeting on October 5, 2026.

Administrator/Finance Director Darcy stated that departments submitted their request to the finance department using Questica. She stated that the finance department met with all department heads, along with one of the members of the finance committee, to talk through the budget. She stated that they continue to review and analyze and make changes to the budget.

Administrator/Finance Director Darcy provided an overview of the FY27 Budget – All Funds Summary, General Fund Summary, Operating Surplus, Capital Improvement Plan Summary, and Inter-Funds Transfers.

Member Milam requested that the presentation slides be provided to the committee members.

Member Graff questioned the Capital Improvement Plan for the Justice Center Annex, noting that there is no amount budgeted for FY28. He asked if this meant the building is expected to be paid off by that time. Administrator/Finance Director Darcy stated that this is correct.

MOTION MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER STAHL to open for review and approval the FY27 General Fund as will be amended.

Circuit Clerk budget reviewed.

Member Hopkins questioned the decrease in revenues and charges for services and requested an explanation. Circuit Clerk Linc Hobson stated that the decrease is occurring across the board and that there is nothing that can be done to prevent it.

Jury Commission budget reviewed.

State's Attorney budget reviewed.

MOTION MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER WOODROW to amend the State's Attorney Medical Insurance line 100-110-5082 from \$452,898 to \$430,340

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

Public Defender budget reviewed.

Member Stahl questioned the software license subscription amount. Administrator/Finance Director Darcy stated that the amount is for software licenses for Axon and digital discovery services being added in FY27.

Courts budget reviewed.

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER STAHL** to amend the Courts Registration Fees line 100-130-5400 from \$9,250 to \$15,250 and Travel line 100-130-5410 from \$9,000 to \$15,000

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

Courts Services budget reviewed.

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER GLUECK** to amend the Court Services Grants in Aid line 100-131-4060 from \$1,406,804 to \$1,353,827

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

Court Security budget reviewed.

Member Stahl questioned the removal of bailiffs from the FTEs and asked whether this represented a different level of position. Sheriff Lower stated that four positions were moved back to the Sheriff's budget. He explained that there is a separate Court Security Division, so the director position was removed from the bailiff positions and placed within Court Security.

Sheriff budget reviewed.

EMA budget reviewed.

Coroner budget reviewed.

Community Development budget reviewed.

Member Stahl questioned the increase in filing fees. Community Development Administrator Jaclynn Workman stated that the filing fees are associated with special-use amendment requests. Member Stahl noted that the FY27 estimate is \$250,000, while the current actual revenue is \$14,000. Administrator Workman explained that the higher estimate is based on proposed projects that have not yet been filed. She added that the department received a check for \$125,000 the prior week.

County Board budget reviewed.

County Auditor budget reviewed.

County Clerk/Recorder budget reviewed.

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER JOESTING** to amend the County Clerk's Office Equipment Maint. line 100-602-5323 from \$2,500 to \$7,500 and Office Equipment line 100-602-5541 from \$9,000 to \$0

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

MOTION **MOTION BY CHAIRMAN HARRIS, SECOND BY MEMBER CRAWFORD** for discussion purposes. Chairman Harris proposed amending the County Clerk's budgets for Personnel, Commodities, and Contractual. He stated that for Personnel, he proposes moving one FTE at the salary of \$74,167. He stated that for Commodities he proposes reducing \$35,000, which equals the supplies purchased through the year, and reducing \$11,179 for the cost of awards, buttons, and stickers with a total reduction to Commodities of \$46,179. He stated that for Contractual, he proposes reducing \$83,700 to purchase a system to do agendas.

Chairman Harris stated that for Personnel, he proposes moving the print shop to the Finance Department.

Chairman Harris stated that the total amendments total \$204,046.

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

Member Stahl stated that he recommends the agenda software; however, he is comfortable removing it at this time to reduce costs.

Member Graff questioned the personnel change and if this would just be moving from one budget to another. Chairman Harris stated that is correct.

County Treasurer budget reviewed.

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER WOODROW** to amend the Treasurer Part-Time line 100-605-5005 from \$10,649 to \$0

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

County Administration budget reviewed.

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER JOESTING** to amend the Administration Contingency line 100-610-9999 from \$2,249,342 to \$2,252,870

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

Member Hopkins questioned whether the postage and shipping expenses were related to mail-in ballots. Administrator/Finance Director Darcy stated that all postage expenses for items mailed by the County are charged to the General Fund.

Information Technology budget reviewed.

Human Resources budget reviewed.

Member Hopkins questioned what employee education assistance covers. Administrator/ Finance Director Darcy stated that the County offers tuition and book reimbursement.

Finance budget reviewed.

MOTION MOTION BY MEMBER STAHL, SECOND BY MEMBER MILAM to amend the Finance budget by \$109,167 to move the FTE and expenses from supplies

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

County Audit budget reviewed.

Farm budget reviewed.

Assessments budget reviewed.

Board of Review budget reviewed.

Building Administration budget reviewed.

General County Operations budget reviewed.

Chairman Harris stated that the revised contingency budget amount will be provided at the next meeting.

On a voice vote, the General Fund was approved as amended. **MOTION CARRIED UNANIMOUSLY.**

RECESS

Chairman Harris recessed the meeting at 4:29 p.m.

(transcribed by S. Gullette)



Finance Committee (Budget)

McKenzie Bldg., 3rd Floor Jury Room

Monday, September 14, 2026 – 3:30 p.m.

Committee Members Present: Chairman Mike Harris, Eric Schmidgall, Kim Joesting, Russ Crawford, Nancy Proehl, Joe Woodrow, Deene Milam, Eric Stahl, Eugene Glueck

Committee Members Absent: Vice Chairman Max Schneider, Dave Mingus

Others Attending: Administrator Mindy Darcy, Finance Director Jared Holloman, Nick Graff, Jon Hopkins, Cathryn Stump

MOTION MOTION BY MEMBER STAHL, SECOND BY MEMBER WOODROW to open for review the FY27 General Fund.

MOTION MOTION BY MEMBER STAHL, SECOND BY MEMBER WOODROW to review and recommend the IMRF budget

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER GLUECK to review and recommend the Social Security budget

Member Stahl questioned the significant increase in personnel costs. Administrator Darcy explained that salaries are expected to increase in FY27 due to anticipated salary adjustments, as well as increases in Social Security costs across the County.

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION MOTION BY MEMBER STAHL, SECOND BY MEMBER WOODROW to review and recommend the Health Internal Services budget

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER SCHMIDGALL to review and recommend the Township Bridge budget

Member Stahl questioned if the reimbursement 808 is part of the bridge project. Administrator Darcy stated that is hard for her to answer, however, she believes it is numerous projects.

Member Glueck questioned what the charge of services includes. Administrator Darcy stated revenues will be received for township projects from either the township or the state.

Treasurer Clark stated that on Page 15 of the budget book, there is a breakdown of the highway projects.

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER PHILLIPS, SECOND BY MEMBER STAHL** to review and recommend the County Highway Township Bridge budget

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER SCHMIDGALL, SECOND BY MEMBER WOODROW** to review and recommend the County Highway budget

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER SCHMIDGALL** to amend the County Bridge line 214-400-5999 (Contingency) for an decrease in fund balance of \$14,200

On voice vote, **AMENDMENT CARRIED UNANIMOUSLY**

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER PROEHL, SECOND BY MEMBER JOESTING** to review and recommend the County Motor Fuel Tax budget

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER PROEHL** to review and recommend the Township Road Fuel Tax budget

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER JOESTING, SECOND BY MEMBER MILAM** to review and recommend the County Bridge budget

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER WOODROW, SECOND BY MEMBER JOESTING** to review and recommend the Matching Tax budget

Member Stahl questioned the reason for the increase in the miscellaneous income line. Administrator Darcy stated that she will request this information from Highway Engineer Dan Parr and get back to the committee.

On voice vote, **MOTION CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER PROEHL** to review and recommend the County Health budget

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER STAHL** to make the several proposed budget amendments to the County Bridge budget with a total decrease in fund balance of \$287,542.

Health Department Administrator Fox stated that there are several line adjustments to the time of year. He stated that there are 48 grants that have a start date of July and they are asked to turn in their budget in June. She stated that they have anticipated some of the changes potentially for CBIZ and insurance.

Member Crawford stated that Administrator Fox is on top of financial issues as much as she is in health issues and we are very lucky to have her.

Member Hopkins questioned the dental salaries. Administrator Fox stated that the dental salaries were included in the budget again this year, but this will be the final year they are included. She explained that if the matter is not resolved this year, the dental salaries will be removed from the budget in anticipation of a new Administrator taking over, as Administrator Fox will be retiring.

Member Stahl questioned the decrease in the 21st Century School program. Administrator Fox stated that two schools closed and stated that 14 schools are still enrolled.

On voice vote, **AMENDMENT CARRIED UNANIMOUSLY**

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER PROEHL, SECOND BY MEMBER STAHL** to review and recommend the Solid Waste budget

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER WOODROW** to review and recommend the SIPA grant budget

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER SCHMIDGALL** to make several proposed budget amendments to the SIPA budget for a decrease in fund balance of \$6,594

Administrator Fox stated that there were remaining ARPA funds available and that this expenditure will use the remaining balance, bringing the ARPA funds to \$0.

On voice vote, **AMENDMENT CARRIED UNANIMOUSLY**

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER MILAM, SECOND BY MEMBER GLUECK** to review and recommend the Veteran's Assistance budget

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER STAHL** to amend the Veteran's Assistance lines 230-550-5082 (medical insurance) and 230-550-5999 (contingency) for a decrease in fund balance of \$21,975

Member Graff questioned the reduction of the emergency assistance line and questioned if this is what the board wants to do for the veterans of Tazewell County. Veteran's Assistance Superintendent CJ Pulcher stated that, for the last 15–20 years, the program has operated more as a subsidy program rather than an emergency assistance program. He stated that they are transitioning toward providing not only emergency financial assistance, but also discretionary support services to veterans and their families, as well as representing veterans before the U.S. Department of Veterans Affairs.

Member Graff questioned the reduction from \$88,000 to \$30,000 and how that will improve emergency assistance. Superintendent Pulcher stated that he is looking to save taxpayers dollars from fraud, waste, and abuse and applying the emergency assistance as they see it forecasted going forward.

Member Graff stated that he would feel more comfortable leaving that fund alone and next year it could be reevaluated.

Administrator Darcy stated that Superintendent Pulcher has worked to rewrite the requirements and parameters in which a veteran can receive this type of assistance. She stated that in the past, we had people using this emergency assistance as how they paid their bills.

Superintendent Pulcher stated that they intend to give them a hand up versus a handout. He stated they are looking at alternate resources that are already there and available from the federal side and being able to guide them toward those assets.

Member Crawford stated that he understands Member Graff's hesitation, however, he has faith in the new Administrator and would support their request.

Member Proehl stated that she believes the issue is with the interpretation of the term. She stated that if a veteran needs emergency assistance and the budget for that assistance is being reduced, there may be no assistance available. However, she is hopeful that there are other alternatives available to assist veterans in need.

Member Stump agreed with Member Graff's concerns and questioned if the funds are being distributed somewhere else in the Veteran's Assistance budget. She stated that once you take it away, it is hard to get it back.

Superintendent Pulcher stated that there are 10 veterans who have been on emergency rental assistance for over a decade. He stated that is not the spirit and intent of the 330 ILCS 45. He stated that the intent is to help those that are in arrears and default due to no fault of their own to get them to the resources that will assist them long term.

Member Stahl questioned the increase in the legal services line. Superintendent Pulcher stated that the \$2,000 increase will barely cover the legal review of the bylaws that were recently produced. He stated that, in the coming year, they will be producing a Guide of Services and Eligibility Standards, which will be an 81-page document that the Commission has never had. He stated that it will take an attorney some time to review the document to ensure that they are in compliance.

Member Glueck questioned whether, if Superintendent Pulcher were to encounter a situation before the next budget year in which the emergency funds were exhausted, he would come before the committee to request a transfer from another fund so that emergency services could continue to be provided.

Administrator Darcy stated that there are contingency funds available of almost \$34,000 that is unallotted.

Member Graff questioned what the projected fund balance and Administrator Darcy stated \$378,273 after the proposed adjustments.

Member Graff stated that several members are up for reelection and that he learned a long time ago not to "mess with the veterans" for good reason. He stated that the committee is considering a budget that reflects a 1,400% increase in legal fees and a 65% decrease in emergency assistance. He requested that the budget remain as presented and be reevaluated next year.

Member Crawford questioned if they have reached out to the State's Attorney for assistance. Superintendent Pulcher stated that he has reached out to a Veteran attorney who speaks MBA very fluently.

Member Hopkins stated that there are Veteran's who have received emergency assistance for 26 years and it is ridiculous.

On voice vote, **AMENDMENT CARRIED UNANIMOUSLY**

On voice vote, **MOTION AS CARRIED**

Member Proehl voted nay.

MOTION MOTION BY MEMBER SCHMIDGALL, SECOND BY MEMBER WOODROW
to review and recommend the Animal Control budget

MOTION MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER STAHL to
amend the Animal Control lines 231-530-5649 (adjustments) and 231-530-5999
(contingency) for an decrease in fund balance of \$15,751

On voice vote, **AMENDMENT CARRIED UNANIMOUSLY**

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

MOTION MOTION BY MEMBER JOESTING, SECOND BY MEMBER CRAWFORD to
review and recommend the GIS budget

Community Development Administrator Jaclynn Workman stated that 4531 has
to do with their flyovers, their aerials. She stated that they entered into the
contract and offer other municipalities the ability to also utilize the imagery. She
stated that some municipalities pay at once and some pay over the three year
period.

MOTION MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER STAHL to
amend the GIS (adjustments) lines 232-622-5049 for an decrease in fund
balance of \$10,000

On voice vote, **AMENDMENT CARRIED UNANIMOUSLY**

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

MOTION MOTION BY MEMBER SCHMIDGALL, SECOND BY MEMBER PROEHL to
review and recommend the Persons with Developmental Disabilities budget

Member Hopkins questioned where the funds are spent and requested a
breakdown.

On voice vote, **AMENDMENT CARRIED UNANIMOUSLY**

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

MOTION MOTION BY MEMBER WOODROW, SECOND BY MEMBER MILAM to
review and recommend the National Opioid Settlement budget

Member Stahl questioned how many years this goes on and Administrator Darcy
stated that she is unsure how many years this goes on and it will partly depend
on funds.

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER SCHMIDGALL, SECOND BY MEMBER GLUECK** to review and recommend the LACTF budget

Member Milam questioned what LACTF stands for. Administrator Darcy stated Local Assistance and Tribal Consistency Fund grant.

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER PROEHL, SECOND BY MEMBER STAHL** to review and recommend the Energy Transition Community Grant budget

Member Stahl questioned whether the funds would be forfeited if they are not used by the end of the year. Administrator Darcy confirmed that is true.

EMA Director Dawn Cook stated that they are still waiting on funds for year three and they have not sent out the application for year four. She stated that the grant is supposed to go for 10 years based on the closure of the power plant. She stated that the closure of the Powerton plan was just extended for one year.

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER JOESTING, SECOND BY MEMBER GLUECK** to review and recommend the Sheriff Grant Fund budget

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER MILAM** to review and recommend the Treasurer's Automation budget

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER PROEHL** to review and recommend the Probation Upgrade budget

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER STAHL, SECOND BY MEMBER CRAWFORD** to review and recommend the Risk/Management Liability budget

MOTION **MOTION BY MEMBER CRAWFORD, SECOND BY MEMBER STAHL** to amend the Risk Management/Liability lines 252-610-5649 (adjustments) and 252-610-5999 (contingency) for a decrease in fund balance of \$5,251

On voice vote, **AMENDMENT CARRIED UNANIMOUSLY**

On voice vote, **MOTION AS AMENDED CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER SCHMIDGALL, SECOND BY MEMBER MILAM** to review and recommend the Drug Court Fund budget

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER SCHMIDGALL, SECOND BY MEMBER CRAWFORD** to review and recommend the Capital Improvement Plan budget

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

MOTION **MOTION BY MEMBER JOESTING, SECOND BY MEMBER CRAWFORD** to review and recommend the Recorder's Special Document Storage budget

MOTION **MOTION BY MEMBER HARRIS, SECOND BY MEMBER STAHL** to amend the Recorder's Special Document Storage to reduce the revenues by \$100,000 and amend budget lines 320-603 (commodities) in the amount of \$4,500 and 302-603 (contractual) in the amount of \$83,935 for a decrease of \$88,435

Chairman Harris stated that a Bellwether study went through a there was a loan made to cover media conversion documents. He stated that that is up in March of 2027. He stated that it was recommended that they pay it off early to save interest and that recommendation was turned down. He stated that if this is amendment is approved, it will reduce the fee funds from \$8.30 to \$1.35 per unit. He stated that this was recommended by Bellwether.

Member Crawford stated that this has previously been discussed. He stated that he agreed with County Clerk Ackerman regarding the need for program, however, he did not agree with the County Clerk's decision to stretch out the payments which resulted in the County paying more money.

Chairman Harris stated that there is \$593,000 in the fund balance and they owe \$96,000 to be paid off by March.

Member Crawford requested an explanation from County Clerk Ackerman as to why he did not pay off the loan when Bellwether recommended it.

County Clerk Ackerman stated that fees cannot be reduced until a new fee study is conducted and he has not been authorized to have a new fee study performed. He stated the committee does not have the authority to earmark cuts, you just approve the revenue that is spent from the account. He stated that he will take a look at the payment of loan and get back to the committee. He stated that if there are cuts to contractual, the Fidler contract will have to be paid from the general fund as opposed to the fee fund.

Member Crawford stated that he would not recommend paying Fidler from the general fund and it would need to be paid from the special revenue fund for obvious reasons.

County Clerk Ackerman did state that the last payment is getting ready to be sent out and the loan will be paid off.

Chief Deputy Dan Sullivan stated that by the time of the end of FY26, the loan will be paid off. He stated that if someone would have asked that question, he could have provided that information.

County Clerk Ackerman stated that without a fee study, reducing the revenue will just retain money into that account as it does not automatically move. He stated that after the fee study, a new fee schedule will need to be approved by the board.

Member Crawford stated that it would be make sense to do a countywide fee study as opposed to each department.

Member Crawford questioned if there is a timeline for a fee study. Administrator Darcy stated that this recommendation is based off the last Bellwether fee study which was done in September of 2023. She stated that in the study it said “at the completion of all payments for the scanning project, the document storage portion of the fee could be reduced by \$8.40”.

County Clerk Ackerman stated that since then, new fees have been added to the office so things are not considered in the 2023 study.

Chairman Harris stated that the fee increase was just to cover that one project.

Administratory Darcy stated that the Recorder’s fee fund, fund 320, has under contractual enough money to pay Fidler. She stated that the amount reduced is solely the amount that is attributable to the payments that are made quarterly for media conversion.

Member Graff stated that he was highly involved in the establishment of these funds and simply reducing the revenue line by \$100,000 is not going to stop the revenue. He stated that we would need to reevaluate the fees and take action to readjust those fees. He questioned if this was the plan. Chairman Harris confirmed that the plan is to reevaluate the fees.

On voice vote, **AMENDMENT CARRIED UNANIMOUSLY**

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

F-26-15 MOTION BY MEMBER SCHMIDGALL, SECOND BY MEMBER STAHL to recommend to decline Property Tax Recapture

Administrator Mindy Darcy stated that this Resolution is passed every year. She stated that as there becomes corrections to property tax bills, that can decrease the amount of the levy which is available to be disbursed. She stated that this Resolution states that we pass on having that made up in the next year.

Member Graff stated that this came up about five years ago by Governor Pritzker. He stated that if we do not approve this, we double tax our citizens to make up for the certificate or errors.

Treasurer Clark stated that it is not an error on the tax bill for her office or the Assessment office, it is after people come in and apply for exemptions that they are qualified for which reduces their tax bill which withholds the money from the levy.

Administrator Darcy stated that she misspoke for Fund 235 – opioid fund. She stated that fund receives money from class action lawsuits that are related to opioids and pharmaceutical companies and pharmacys pay into that. She stated that the funds are used for drug treatment or mitigation of some sort. She stated that they are currently expecting \$1,900,000 through 2038.

On voice vote, **MOTION AS CARRIED UNANIMOUSLY**

Chairman Harris stated that the meeting on September 21, 2026 will not be needed. He stated that the tentative budget meeting is scheduled for Monday, October 5, 2026.

RECESS

Chairman Harris recessed the meeting at 4:44 p.m.

(transcribed by S. Gullette)

COMMITTEE REPORT

F-26-16

Mr. Chairman and Members of the Tazewell County Board:

Your Finance Committee has considered the following RESOLUTION and recommends that it be adopted by the Board:

RESOLUTION

WHEREAS, the County's Finance Committee recommends to the County Board to authorize the following FY26 General Fund budget transfer for the Supervisor of Assessments Office:

- Transfer \$452.00 from the Conference/Class Registration expense line budget (100-620-5400) to the Publication/Advertising Services expense line budget (100-620-5203)

WHEREAS, the transfer of funds is to account for the cost of the newspaper publication of 2026 property assessments.

THEREFORE BE IT RESOLVED that the County Board approve the transfer of funds.

BE IT FURTHER RESOLVED that the County Clerk notifies the County Board Office, Supervisor of Assessments, Finance Office, the Treasurer, and the Auditor of this action.

PASSED THIS 30th DAY OF SEPTEMBER, 2026.

ATTEST:

Tazewell County Clerk

Tazewell County Board Chairman



TAZEWELL COUNTY SUPERVISOR OF ASSESSMENTS

Nicole Jones, Chief County Assessment Officer

11 South Fourth Street

McKenzie Building, Suite 410

Pekin, Illinois 61554-4206

Phone: (309) 477-2275

TO: Chairman Harris and Finance Committee

FROM: Nicole Jones, CCAO

DATE: September 22, 2026

SUBJECT: Line-Item Transfer Request for Supervisor of Assessments Office

I respectfully request the following transfer within the Supervisor of Assessments Budget for FY 26:

\$452.00 Conf/Class Registration #100-620-5400 to
Publication/Advertising Services #100-620-5203.

The transfer of funds is to account for the additional cost for our 2026 publication.

Thank you for your consideration. Please feel free to contact me at your convenience if you have further questions.

NJ

Mr. Chairman and Members of the Tazewell County Board:

Your Finance Committee has considered the following RESOLUTION and recommends that it be adopted by the Board:

RESOLUTION

WHEREAS, the County's Finance Committee recommends to the County Board to authorize the following FY26 budget transfers between expense lines for the Veteran's Assistance Commission Fund:

- \$600.00 from Indigent Burial expense line budget (230-550-5278) to the Emergency Assistance expense line budget (230-550-5280
- \$800.00 from the Business Mileage expense line budget (230-550-5454) to the Emergency Assistance expense line budget (230-550-5280); and

WHEREAS, the Veteran's Assistance Commission has received donations totaling \$1,020.00 in FY26 year-to-date; and

WHEREAS, the County's Finance Committee recommends to the County Board to authorize the recognition of an increase in available expenditure funds and revenues within the Veteran's Assistance Commission's FY26 budget as shown below:

Revenues:

230-550-4711 – Donations	\$1,020.00
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Expenses:

230-550-5100 – Office Equipment	\$500.00
230-550-5280 – Emergency Assistance	\$520.00; and

WHEREAS, this action does not represent an additional appropriation of funds but solely represents recognizing the increase of available expenditure funds within the Veteran's Assistance Commission's budget as the result of donations as well as a corresponding increase in the revenue budget; and

WHEREAS, the budget transfers will allow the Veteran's Assistance Commission to procure a banner and tablecloth which will be utilized when participating in community events (Marigold Festival, Pumpkin Festival, TAZFEST, Goodwill Stand Down, etc.) and provide an additional \$1,920.00 towards emergency assistance for the remaining two months of FY26 to accommodate the legacy rental assistance program.

THEREFORE BE IT RESOLVED that the County Board approve the budget transfers as detailed above.

BE IT FURTHER RESOLVED that the County Clerk notifies the County Board Office, the Treasurer, Veteran's Assistance Commission, Finance Director, and the Auditor of these actions.

PASSED THIS 30th DAY OF SEPTEMBER, 2026.

ATTEST:

Tazewell County Clerk

Tazewell County Board Chairman

COMMITTEE REPORT

Mr. Chairman and Members of the Tazewell County Board:

Your Finance Committee has considered the following RESOLUTION and recommends that it be adopted by the Board:

RESOLUTION

WHEREAS, the County's Finance Committee recommends approval of a three-year service agreement with Tyler Technologies, Inc., for Enterprise Supervision software to be used by Court Services; and

WHEREAS, Sourcewell is cooperative purchasing program created by the state of Minnesota and is authorized for use by participating government and education entities across the United States to streamline the procurement process; and

WHEREAS, the County is a member of the Sourcewell cooperative purchasing program which establishes contracts for a variety of products and services through public and competitive solicitations and permits member governments to purchase products and services through those awarded contracts; and

WHEREAS, the proposal is through Sourcewell, Contract #060624-TTI; and

WHEREAS, the total fixed professional services or one-time project implementation cost is \$53,160 plus budgeted travel of \$4,280. Annual license fees net the Sourcewell discount of ten percent is \$89,964 for year one, \$96,352 for year two, and \$99,185 for year three. There is an allowance of up to \$8,400 for customized reporting as needed.

THEREFORE, BE IT RESOLVED that the County Board approves this recommendation.

BE IT FURTHER RESOLVED that the County Clerk notifies the County Board Office, Finance Director, Director of Court Services, and the Auditor of this action.

PASSED THIS 30th DAY OF SEPTEMBER 2026

ATTEST:

County Clerk

County Board Chairman



SOFTWARE AS A SERVICE AGREEMENT

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

WHEREAS, Client is a member of Sourcewell (formerly known as National Joint Powers Alliance) ("Sourcewell") under member number 28590;

WHEREAS, Tyler participated in the competitive bid process in response to Sourcewell RFP #060624 by submitting a proposal, on which Sourcewell awarded Tyler a Sourcewell contract, numbered 060624-TTI (hereinafter, the "Sourcewell Contract");

WHEREAS, documentation of the Sourcewell competitive bid process, as well as Tyler's contract with and pricing information for Sourcewell is available at <https://www.sourcewell-mn.gov/cooperative/purchasing/060624-tti>; and

WHEREAS, Client desires to purchase off the Sourcewell Contract to procure Enterprise Supervision software functionality from Tyler, which Tyler agrees to deliver pursuant to the Sourcewell Contract and under the terms and conditions set forth below.

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

SECTION A – DEFINITIONS

- **"Agreement"** means this Software as a Service Agreement.
- **"Business Travel Policy"** means our business travel policy. Our current Business Travel Policy is available here: <https://www.tylertech.com/portals/0/terms/Tyler-Business-Travel-Policy.pdf>.
- **"Client"** means the party indicated on the signature block or, in the absence of a signature block, the Investment Summary.
- **"Data"** means your data necessary to use the Tyler Software.
- **"Data Storage Capacity"** means the contracted amount of storage capacity for your Data, if any, identified in the Investment Summary.
- **"Defect"** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in our written proposal to you (or the Documentation in the absence of a written proposal), or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **"Defined Users"** means the number of users, if any, that are identified in the Investment Summary.
- **"Developer"** means a third party who owns the intellectual property rights to a Third-Party Product.
- **"Documentation"** means any online or written documentation related to the use or

functionality of the Tyler Software that we provide or otherwise make available to you, including instructions, user guides, manuals and other training or self-help documentation.

- **“Effective Date”** means the date by which both your and our authorized representatives have signed the Agreement. Notwithstanding the foregoing, if these terms are linked from an Order Form, the Effective Date is the date your authorized representative signed the Order Form.
- **“Force Majeure”** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.
- **“Investment Summary”** means the agreed upon cost proposal for the products and services attached as Exhibit A.
- **“Order Form”** means an ordering document that includes a quote or investment summary and specifies the items to be provided by Tyler to Client, including any addenda and supplements thereto.
- **“Professional Services”** means those services provided by Tyler or a third party related to the scope of this Agreement and identified in the Investment Summary.
- **“SaaS Fees”** means the fees for the SaaS Services identified in the Investment Summary.
- **“SaaS Services”** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting, or other professional services.
- **“SLA”** means the service level agreement. A copy of our current SLA is attached hereto as Exhibit C.
- **“Statement of Work”** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit E.
- **“Support Call Process”** means the support call process applicable to all our customers who have a right to use the Tyler Software. Our current Support Call Process is available here: <https://www.tylertech.com/portals/0/terms/Tyler-Support-Call-Process.pdf>.
- **“Third-Party Hardware”** means the third-party hardware, if any, identified in the Investment Summary.
- **“Third-Party Products”** means the Third-Party Software and Third-Party Hardware.
- **“Third-Party SaaS Services”** means software as a service provided by a third party, if any, identified in the Investment Summary.
- **“Third-Party Services”** means the third-party services, if any, identified in the Investment Summary.
- **“Third-Party Software”** means the third-party software, if any, identified in the Investment Summary or included with the Tyler Software.
- **“Third-Party Terms”** means the end user license agreement(s) or other terms, if any, for the Third-Party Products or other parties’ products or services, as applicable, and attached or indicated at Exhibit D.
- **“Tyler”** means Tyler Technologies, Inc., a Delaware corporation.
- **“Tyler Software”** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and

licensed by us to you through this Agreement.

- “we,” “us,” “our” and similar terms mean Tyler.
- “you” and similar terms mean Client.

SECTION B – SAAS SERVICES

1. Rights Granted. We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your governmental purposes, subject to any limits for Defined Users or Data Storage Capacity. You may add additional users or additional data storage capacity on the terms set forth in this Agreement. In the event you regularly and/or meaningfully exceed the Defined Users or Data Storage Capacity, we reserve the right to charge you additional fees commensurate with the overage(s). You acknowledge that we have no obligation to ship copies of the Tyler Software as part of the SaaS Services. Your right to use the SaaS Services applies to releases provided as part of our Maintenance and Support Services as further detailed in this Agreement.
2. Ownership.
 - 2.1. We retain all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by us under this Agreement. You do not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.
 - 2.2. The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.
3. Data.
 - 3.1. You retain all ownership and intellectual property rights to the Data. You expressly recognize that except to the extent necessary to fulfill our obligations contained in this Agreement, we do not create or endorse any Data used in connection with the SaaS Services.
 - 3.2. You expressly grant to us a limited, non-exclusive license to access, copy, transmit, download, display, and reproduce your Data to provide services pursuant to this Agreement. Additionally, you agree that Tyler may use deidentified Data for Client or third-party demonstrative or training purposes.
 - 3.3. Our access to and use of your Data necessary to use the Tyler Software or SaaS Services will comply with applicable provisions of our Privacy Statement (available at <https://www.tylertech.com/privacy>) and applicable law.
 - 3.4. Data Breach Notification. Tyler will provide notice of a breach of Client Data in accordance with applicable state and federal data breach notification laws.
4. Restrictions.
 - 4.1. You may not:
 - 4.1.1. make the Tyler Software or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party’s business operations;
 - 4.1.2. modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services;
 - 4.1.3. access or use the SaaS Services to build or support, and/or assist a third party in building or supporting, products or services competitive to us; or
 - 4.1.4. license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make

the SaaS Services, Tyler Software, or Documentation available to any third party other than as expressly permitted by this Agreement.

- 4.1.5. Notwithstanding anything to the contrary in this Section 4.1, you may disclose, with our written consent, not to be unreasonably withheld, the Tyler Software, SaaS Services, or Documentation to a third party you consult with regarding the implementation or use of the Tyler Software and SaaS Services. You must ensure that any such third-party's use is subject to the terms of this Agreement, and you acknowledge and agree that you are liable for any breach of the terms of this Agreement by such third party.
5. Software Warranty. We warrant that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with our then-current Support Call Process.
6. SaaS Services.
 - 6.1. *Audit & Compliance.* Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 21. We have attained, and will maintain, SOC 1 and SOC 2 compliance, or their equivalent, for so long as you are timely paying for SaaS Services. The foregoing notwithstanding, you acknowledge that the scope of audit coverage varies depending on the specific Tyler Software solution. We will provide you with a summary of our current compliance report(s) or its equivalent, upon your request. For the avoidance of doubt, if our SaaS Services are provided using a third-party data center, the compliance report may be for that third-party provider and be subject to confidential treatment in accordance with applicable law. If you want us to provide our compliance reports to a third-party auditor or similar entity, we reserve the right to require execution of an NDA by that third party.
 - 6.2. *Service Levels.* The Tyler Software will be made available to you according to the terms of the SLA. Tyler SaaS Services will be provided via a third-party data center. Your Data will be inaccessible to our other customers.
 - 6.3. *Business Continuity.* Data centers used to deliver SaaS Services for this Agreement have redundant telecommunications access, electrical power, and the required hardware to provide access to the SaaS Services in the event of a disaster or component failure. We test our disaster recovery plan on an annual basis. The plan is not client specific and is detailed in Tyler's System & Organization Control reports or their equivalent. In the event of a data center failure, we reserve the right to employ our disaster recovery plan for resumption of the SaaS Services. In that event, we commit to a Recovery Point Objective ("RPO") of 24 hours and a Recovery Time Objective ("RTO") of 24 hours. RPO represents the maximum duration of time between the most recent recoverable copy of your hosted Data and subsequent data center failure. RTO represents the maximum duration of time following data center failure within which your access to the Tyler Software must be restored. If we employ our disaster recovery plan, we will be responsible for restoring your Data and ensuring that the SaaS Services are online, and you will be responsible for validating your Data and confirming the functioning of the SaaS Services, including any integrations.
 - 6.4. *Security Measures.* We provide secure Data transmission paths between your devices and the data center used to provide SaaS Services to you. Data centers used to provide SaaS Services are accessible only by authorized personnel with a unique key entry or comparable security. We conduct annual penetration testing of either the production network and/or web

application to be performed. We will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. You may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords, or other confidential information, and vulnerability and penetration test scanning of our network and systems (hosted or otherwise) are prohibited. Where applicable with respect to our applications that take or process card payment data, we comply with applicable requirements of PCI DSS. We agree to supply the then-current status of our PCI DSS compliance program in the form of an official Attestation of Compliance, which can be found at <https://www.tylertech.com/about-us/compliance> and, in the event of any change in our status, we will comply with applicable notice requirements.

SECTION C – PROFESSIONAL SERVICES

1. Professional Services. We will provide you the various implementation-related services itemized in the Investment Summary and if applicable, described in the Statement of Work.
2. Professional Services Fees. You agree to pay us the services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with Exhibit B.
3. Additional Services. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs (including programming and/or interface estimates) required for the project based on our understanding of the specifications you supplied. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote.
4. Cancellation. If you cancel services less than four (4) weeks in advance (other than for Force Majeure or breach by us), you will be liable for all (i) daily fees associated with cancelled professional services if we are unable to reassign our personnel and (ii) any non-refundable travel expenses already incurred by us on your behalf. We will make all reasonable efforts to reassign personnel in the event you cancel within four (4) weeks of scheduled commitments.
5. Services Warranty. We will perform services in a professional, workmanlike manner, consistent with industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.
6. Site Access and Requirements. At no cost to us, you agree to provide us with reasonable access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us.
7. Background Checks. All of our employees undergo criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies.
8. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You certify that you will use reasonable

efforts to cooperate with us and make your resources available for the performance of the Agreement in accordance with its terms and the mutually agreed project schedule. Additionally, you agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to support the efficient execution of the activities required for this Agreement. Accordingly, you will provide notice of any known inability to timely meet a project commitment so that appropriate project adjustments can be made. We will not be liable for failure to meet any project deadlines or milestones when such failure is due to Force Majeure or to the failure by you to comply with the requirements of this paragraph.

9. Maintenance and Support Services.

9.1. For the duration of this Agreement, consistent with the terms set forth in our then-current Support Call Process, we will:

- 9.1.1. perform our maintenance and support obligations in a professional and workmanlike manner, consistent with industry standards, to provide support and resolve Defects in the Tyler Software (subject to any applicable release life cycle policy);
- 9.1.2. provide telephone support during our established support hours as indicated in our then-current Support Call Process;
- 9.1.3. maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third-Party Software, if any, in order to provide maintenance and support services;
- 9.1.4. provide releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers with a current SaaS Agreement.

9.2. Your use of Tyler Software or SaaS Services requires that you remain current with supported releases of Tyler Software as indicated in any applicable release lifecycle policy. Our warranty and support commitments are contingent upon you using a supported version of the Tyler Software. Tyler may require you to update to a current version of the Tyler Software to address a critical issue (for example, to address an identified security vulnerability in the Tyler Software or a third-party component). Tyler will use commercially reasonable efforts to (i) minimize the number of such instances and (ii) provide as much advance notice as possible.

9.3. We will use all reasonable efforts to perform support services remotely. We reserve the right to use secure third-party connectivity tools to deliver maintenance and support services. We also reserve the right to collect Tyler Software or SaaS Services telemetry for product evaluation, quality assurance, and security monitoring and enhancement purposes. You agree to reasonably cooperate with us in providing access to your environments and Data for the purposes of providing maintenance and support services and acknowledge that our warranty, support, and service level obligations under this Agreement are contingent upon receiving reasonable access to your Data and systems.

9.4. For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support; (b) application design; (c) other consulting services; or (d) telephone support outside our normal business hours as listed in our then-current Support Call Process.

SECTION D – THIRD-PARTY PRODUCTS

- 1. Third-Party Hardware. We will sell and deliver any Third-Party Hardware set forth in the Investment Summary for the price indicated therein. Unless otherwise indicated, installation of Third-Party

Hardware will be performed by Tyler or identified third party installers.

2. Third-Party Software. Your rights under this Agreement may include rights to certain Third-Party Software. We certify that we have acquired the right to provide the Third-Party Software to you. Your rights to the Third-Party Software will be governed by the Third-Party Terms and, in the absence of such terms, this Agreement.
3. Third Party Products Warranties.
 - 3.1 We are authorized by each Developer or its authorized reseller to sell or grant access, as applicable, to the Third-Party Products.
 - 3.2 Unless otherwise expressly indicated, Third-Party Hardware will be new and unused. You will receive free and clear title to the Third-Party Hardware you purchase upon your payment in full of the purchase price.
 - 3.3 You acknowledge that we are not the manufacturer of Third-Party Products. We do not warrant or guarantee the performance of the Third-Party Products. However, we grant and pass through to you any warranty that we may receive from the Developer or supplier of the Third-Party Products.
4. Third-Party Services. If you have purchased Third-Party Services, those services will be provided independently of Tyler by such third party at the rates set forth in the Investment Summary and in accordance with Exhibit B.

SECTION E – TERM AND TERMINATION

1. Term. The initial term of this Agreement is three (3) years from the first day of the first month following the Effective Date. Upon expiration of the initial term, this Agreement will renew automatically for additional one (1) year renewal terms at our then-current SaaS Fees unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current renewal term. Your right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.
2. Termination. This Agreement may be terminated as set forth below. In the event of termination, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Disputed fees and expenses in all terminations other than your termination for cause must have been submitted as invoice disputes in accordance with Section G(2).
 - 2.1. *Failure to Pay Fees.* You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of fees. We may terminate this Agreement if you do not cure a failure to pay within sixty (60) days of our notice to you that you have overdue payments.
 - 2.2. *For Cause.* If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section G(2). You may terminate this Agreement for cause after following the procedures set forth in Section G(2).
 - 2.3. *Force Majeure.* Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of the SaaS Services for a period of forty-five (45) days or more.
 - 2.4. *Lack of Appropriations.* If you should not appropriate or otherwise make available funds sufficient to utilize the SaaS Services, you may unilaterally terminate this Agreement upon thirty (30) days written notice to us. You will not be entitled to a refund or offset of previously paid,

but unused SaaS Fees. You agree not to use termination for lack of appropriations as a substitute for termination for convenience.

SECTION F – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.

- 1.1. We will defend you against any third-party claim(s) that the Tyler Software or Documentation infringes that third-party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.
- 1.2. Our obligations under this Section F(1) will not apply to the extent the claim or adverse final judgment is based on your use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties.
- 1.3. If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either:
 - 1.3.1. procure the right to continue its use;
 - 1.3.2. modify it to make it non-infringing; or
 - 1.3.3. replace it with a functional equivalent.We may elect to employ these remedies in advance of litigation if we receive information concerning an infringement or misappropriation claim.
- 1.4. This section provides your exclusive remedy for third-party copyright, patent, or trademark infringement and trade secret misappropriation claims.

2. General Indemnification.

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

3. DISCLAIMER. EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT

NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CLIENT UNDERSTANDS AND AGREES THAT TYLER DISCLAIMS ANY LIABILITY FOR ERRORS THAT RELATE TO USER ERROR.

4. **LIMITATION OF LIABILITY.** NOTWITHSTANDING ANYTHING TO THE CONTRARY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (i) DURING THE INITIAL TERM, AS SET FORTH IN SECTION E(1), TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (ii) DURING ANY RENEWAL TERM, THE THEN-CURRENT ANNUAL SAAS FEES PAYABLE IN THAT RENEWAL TERM. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY AND TO THE MAXIMUM EXTENT ALLOWED UNDER APPLICABLE LAW, THE EXCLUSION OF CERTAIN DAMAGES, AND EACH SHALL APPLY REGARDLESS OF THE FAILURE OF AN ESSENTIAL PURPOSE OF ANY REMEDY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS F(1) AND F(2).
5. **EXCLUSION OF CERTAIN DAMAGES.** TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
6. **Insurance.** During the course of performing services under this Agreement, we agree to maintain the following levels of insurance: (i) Commercial General Liability of at least \$1,000,000 per occurrence and \$2,000,000 aggregate; (ii) Automobile Liability of \$1,000,000 combined single limit; (iii) Professional Liability (inclusive of cyber protection) of \$1,000,000 per claim and in the aggregate; (iv) Workers Compensation complying with applicable statutory requirements; and (v) Excess/Umbrella Liability of \$5,000,000. We will add you as an additional insured to our Commercial General Liability and Automobile Liability policies, which will automatically add you as an additional insured to our Excess/Umbrella Liability policy as well. We will provide you with copies of certificates of insurance upon your written request.

SECTION G – GENERAL TERMS AND CONDITIONS

1. **Additional Products and Services.** You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twelve (12) months have expired, you may purchase additional products and services at our then-current pricing, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.
2. **Performance Issues and Dispute Resolution.**
 - 2.1. *Notice.* You agree to provide us with written notice within thirty (30) days of receipt of an invoice (for invoice disputes) or, in the case of performance, becoming aware of an issue related to our performance under this Agreement.
 - 2.2. *Invoice Issues.*

- 2.2.1. If the issue relates to an invoice, your notice must include the following: (i) the issue(s) with the invoice; (ii) the specific fee(s) at issue; and (iii) the corrective action(s) you are requesting of Tyler.
 - 2.2.2. We will provide a response to your notice that (i) supports the validity of the invoice as issued by us; (ii) adjusts the invoice; or (iii) describes our plan to address the issues identified in your notice.
 - 2.2.3. You agree to pay all undisputed fees by the due date. You acknowledge that you forfeit your right to dispute **any** fees under this Agreement when you fail to pay undisputed fees within sixty (60) days of our notice that the fees are overdue.
 - 2.2.4. In addition to any other remedies available to us under this Agreement or law for non-payment, we reserve the right to recover from you our reasonable costs of collection associated with your failure to timely pay amounts due under this Agreement.
 - 2.2.5. WE RESERVE THE RIGHT TO SUSPEND PERFORMANCE OF ANY SERVICE, INCLUDING ACCESS TO SAAS SERVICES, FOR FAILURE TO TIMELY PAY UNDISPUTED FEES FIFTEEN (15) DAYS FOLLOWING OUR NOTICE OF INTENT TO DO SO.
- 2.3. *Dispute Resolution.* You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, then the parties shall participate in mediation in an effort to resolve the dispute. If the dispute remains unresolved after mediation, then either of us may assert our respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.
3. Taxes. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities, and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.
4. Nondiscrimination. We will not discriminate against any employee or applicant in our employment practices or the performance of our duties, responsibilities, and obligations under this Agreement because of race, color, religion, gender, age, disability, religious beliefs, national, or ethnic origin. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.
5. E-Verify. We use the U.S. Department of Homeland Security's E-Verify system to confirm the eligibility of all current employees and persons hired during the contract term to perform services within the United States under this Agreement.
6. Subcontractors. We will not subcontract any Professional Services specifically for this Agreement without your prior written consent, not to be unreasonably withheld.

7. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of, either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.
8. Force Majeure. Except for your payment obligations, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.
9. No Intended Third-Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third-Party Terms.
10. Entire Agreement; Amendment. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, or implied. Purchase orders submitted by you, if any, are for your internal administrative purposes only, and the terms and conditions contained in those purchase orders will have no force or effect. This Agreement may only be modified in writing, signed by an authorized representative of the party against whom enforcement is sought.
11. Severability. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.
12. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.
13. Independent Contractor. We are an independent contractor for all purposes under this Agreement.
14. Notices. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (i) actual receipt by the receiving party; or (ii) five (5) days following deposit with registered or certified mail with proper postage affixed and addressed to the other party at the address set forth in this Agreement or such other address as the party may have designated by proper notice. The consequences for the failure to receive a notice due to improper notification by the intended receiving party of a change in address will be borne by the intended receiving party.
15. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and

promotional materials.

16. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties. Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (*e.g.*, social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:
- i. is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
 - ii. a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
 - iii. a party receives from a third party who has a right to disclose it to the receiving party; or
 - iv. is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law.
17. Business License. In the event a local business license is required for us to perform services hereunder, you will promptly notify us and provide us with the necessary paperwork and/or contact information so that we may timely obtain such license.
18. Governing Law. This Agreement will be governed by and construed in accordance with the laws of your state or commonwealth of domicile, without regard to its rules on conflicts of law.
19. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature. Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.
20. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. In such cases, we reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.
21. Data & Insights Solution Terms. Your use of certain Tyler solutions includes Tyler's Data & Insights data platform. Your rights, and the rights of any of your end users, to use Tyler's Data & Insights data platform is subject to the Data & Insights SaaS Services Terms of Service, available at: <https://www.tylertech.com/terms/data-insights-saas-services-terms-of-service>. By signing a Tyler Agreement or Order Form, or accessing, installing, or using any of the Tyler solutions listed at the

linked terms, you certify that you have reviewed, understand, and agree to said terms.

22. AI Solution Terms. Your rights, and the rights of any of your end users, to use any Tyler AI Solution is subject to the Tyler AI Solution Terms of Service, available at: <https://www.tylertech.com/client-terms/tyler-ai-solution-terms-of-service>. By signing a Tyler Agreement or Order Form, or accessing, installing, or using any Tyler AI solution, you certify that you have reviewed, understand, and agree to said terms.
23. Disbursements Terms. Your use of certain Tyler solutions includes Tyler's Disbursements platform. Your rights, and the rights of any of your end users, to use Tyler's Disbursements platform is subject to the terms of the Disbursements Agreement, available at: <https://www.tylertech.com/client-terms/disbursements-agreement>. By signing a Tyler Agreement or Order Form, or accessing, installing, or using a Disbursements solution, you certify that you have reviewed, understand, and agree to said terms.
24. Contract Documents. This Agreement includes the following exhibits:

Exhibit A	Investment Summary
Exhibit B	Invoicing and Payment Terms
Exhibit C	Service Level Agreement
Exhibit D	Third-Party Terms
Exhibit E	Statement of Work

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

Tyler Technologies, Inc.

Tazewell County, Illinois

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Address for Notices:

Tyler Technologies, Inc.
7701 College Boulevard
Overland Park, KS 66210
Attention: Chief Legal Officer

Address for Notices:

Tazewell County, IL

Attention: _____

With a copy to:

Tyler Technologies, Inc.
5101 Tennyson Parkway
Plano, TX 75024
Attention: Legal Department





Exhibit A Investment Summary

The Investment Summary details the products and services to be delivered by us, or a third party, as applicable, to you under the Agreement. This Investment Summary is effective as of the Effective Date regardless of any expiration date in the Investment Summary. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

Software Fees			
Annual SaaS Fees Payments	Year 1	Year 2	Year 3
Enterprise Supervision Fee	\$63,000	\$66,150	\$69,458
Enterprise Supervision Access Premium (up to 32K Reminders Annually)	\$36,960	\$38,808	\$40,748
10% Sourcewell Discount	-\$9,996	-\$10,496	-\$11,021
Total Annual SaaS Fee Payments	\$89,964	\$96,352	\$99,185
Software (SaaS)	Annual SaaS Fees		
Enterprise Supervision			\$63,000
Enterprise Supervision Access Premium			\$36,960
	Total Annual SaaS Fees (Year 1)		
			\$99,960
Implementation Services			
Enterprise Supervision Professional Services (Fixed Costs)	Cost		
Project Management			\$19,500
Setup & Configuration Consulting			\$18,500
Data Conversion			N/A
Product Development **			N/A
Current & Future State Analysis			\$2,960
Deployment			\$2,960
Go-Live Assistance			\$4,200
Training			\$5,040
ESUP API Toolkit Training			N/A
	Total Fixed Professional Services Cost		
			\$53,160
Travel Expenses			
Fixed price travel budget included for Professional Services			4280
	Total Project (Year 1)		
			\$157,400
Optional Implementation Services			
Enterprise Supervision Professional Services (Optional Development)	Hour	Rate	Cost
Product Development - Billed as delivered	40	\$210	\$8,400
	Total Optional Professional Services		
			\$8,400
** Product Development to be billed monthly as delivered			

Service/License Payment Milestone Billing Schedule				Tazewell County Enterprise Supervision - Tazewell County Enterprise		
WBS	Deliverable/Activity		Description	Amount	Stage Total	Comments
<i>Multi-stage Deliverables</i>						
Multi-stage	0.0. 6		Project Status Reports	7,974.00	7,974.00	6 monthly reports (approximate), submitted monthly, with the total cost divided evenly across the number of reports. Full amount to be billed regardless of number of reports produced.
<i>Stage 1 - Initiate & Plan</i>						
6.1.2 Project Phase Planning		6.1.2	Project Management Plan	1,594.80	7,974.00	
		6.1.2	Project Operational Plans	1,594.80		
		6.1.2	Initial Project Schedule	1,594.80		
6.1.3 Infrastructure Planning		6.1.3	Infrastructure Design Document (Client Connection Notes) (SaaS)	1,594.80		
6.1.4 Stakeholder Planning		6.1.4	Stakeholder Meeting Presentation	1,594.80		
<i>Stage 2 - Assess & Define</i>						
6.2.1 Solution Orientation		6.2.1	Solution Orientation	6,645.00	13,290.00	
6.2.2 Current & Future State Analysis		6.2.2	Current & Future State Analysis Report	6,645.00		
6.2.3 Conversion Assessment		6.2.3	Data Conversion Plan Built or Updated	-		No conversion.
6.2.4 Modification Analysis		6.2.4	Modification Specifications (Project Definition Documentation built) PDD [as needed]	-	-	* See Exhibit B Section 2.1 Product Development
				-	-	
<i>Stage 3 - Prepare Solution</i>						
6.3.1 Initial System Deployment		6.3.1	Initial System Deployment [licensed software installed on servers]	2,152.98	14,353.20	
6.3.2 Configuration		6.3.2.1	Configuration Plan	2,152.98		
		6.3.2.2	Initial Configuration Complete	2,152.98		
		6.3.2.3	Security Workshop Complete	2,152.98		
		6.3.2.4 (i)	Forms Workshop Completed	2,152.98		
		6.3.2.4 (ii)	Configuration Tracking Workbook	3,588.30		
6.3.4 Conversion Delivery		6.3.4 (A)	Conversion Pre-Production Iterations / Reviews Complete (Single Track)	-		No conversion.
6.3 Modifications Delivery		6.3.5(i)	Completed Modifications - Development Delivery, Including any Interface & Integration Consulting	-	-	* See Exhibit B Section 2.1 Product Development
<i>Stage 4 - Production Readiness</i>						
6.4.1 Solution Validation		6.4.1(A)	Solution Validation Report (Single Track)	558.18	3,721.20	
6.4.2 Go Live Readiness		6.4.2(A)	Updated Go-Live Checklist (Single Track)	372.12		
6.4.3 End User Training		6.4.3(A)	End User Training (Single Track)	2,790.90		
<i>Stage 5 - Production</i>						
6.5.1 Go-Live		6.5.1(A)	Data Available in Production Environment (Single Track)	3,535.14	3,721.20	
6.5.2 Transition to Client Services		6.5.2	Client Services Support Document	186.06		
<i>Stage 6 - Close</i>						
6.6.1 Phase Close Out		6.6.1(A)	Post Track Review (Single Track)	1,063.20	2,126.40	
6.6.2 Project Close Out		6.6.2	Post Project Report	1,063.20		
			Milestone Total	53,160	53,160	
			Optional Product Development		8,400	* See Exhibit B Section 2.1 Product Development
			Implementation Services Grand Total		61,560	



Exhibit B

Invoicing and Payment Terms

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

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

1. **Tyler Annual Services.**

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

2. **Tyler Services.**

2.1. *Professional Services:* Unless otherwise indicated below, fees for Tyler services are invoiced in accordance with the milestone billing schedule set forth in the Investment Summary.

2.1.1. Optional Product development services will be invoiced monthly as delivered.

3. **Hardware & Third-Party Products.**

3.1. *Hardware:* Hardware costs, if any, are invoiced upon delivery.

3.2. *Hardware Maintenance:* The first year maintenance fee for hardware is invoiced upon delivery of the hardware. Subsequent annual maintenance fees for hardware are invoiced annually, in advance, at then-current rates, upon each anniversary thereof.

3.3. *Third-Party Services:* Fees for Third-Party Services, if any, are invoiced as delivered, along with applicable expenses, at the rates set forth in the Investment Summary.

3.4. *Third Party Software.* License Fees for Third Party Software, if any, are invoiced when the applicable Third Party Software is made available to you for download.

3.5. *Third Party Software Maintenance:* The first year maintenance fee for the Third Party Software is invoiced when it is made available to you for downloading. Subsequent annual maintenance fees for Third Party Software are invoiced annually, in advance, at then-current rates, upon each anniversary thereof.

3.6. *Third-Party SaaS Services.* Third-Party SaaS Services fees, if any, are invoiced on an annual basis, commencing with availability of the respective Third-Party SaaS Services. Pricing for the first year of Third-Party SaaS Services is indicated in the Investment Summary. Unless expressly stated otherwise, pricing for subsequent years will be at then-current rates.

4. **Transaction Fees.** Unless paid directly by an end user at the time of transaction or otherwise indicated above, per transaction (call, message, etc.) fees are invoiced on a monthly basis. Fees are indicated in the Investment Summary and may be increased by Tyler upon notice of no less than



thirty (30) days.

5. Expenses. The service rates in the Investment Summary do not include travel expenses. Expenses for Tyler delivered services will be billed as incurred and only in accordance with our then-current Business Travel Policy.

Payment. Payment for undisputed invoices is due within forty-five (45) days of the invoice date. We prefer to receive payments electronically. Our electronic payment information is available by contacting AR@tylertech.com.



Exhibit C

SERVICE LEVEL AGREEMENT

I. Agreement Overview

This SLA operates in conjunction with, and does not supersede or replace any part of, the Agreement. It outlines the information technology service levels related to the availability of the Tyler SaaS Services that you have requested us to provide. All other support services are documented in the Support Call Process. This SLA does not apply to any Third-Party SaaS Services.

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

Actual Attainment: The percentage of time the Tyler Software is available during a calendar month, calculated as follows: $(\text{Service Availability} - \text{Downtime}) \div \text{Service Availability}$.

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 Service Availability, as defined below, when all users cannot launch, login, search or save primary data in the Tyler Software. Downtime does not include those instances in which only a Defect is present.

Emergency Maintenance Window: (1) maintenance that is required to patch a critical security vulnerability; (2) maintenance that is required to prevent an imminent outage of Service Availability; or (3) maintenance that is mutually agreed upon in writing by Tyler and the Client.

Planned Downtime: Downtime that occurs during a Standard or Emergency Maintenance window.

Service Availability: The total number of minutes in a calendar month that the Tyler Software is capable of receiving, processing, and responding to requests, excluding Planned Downtime, Client Error Incidents, denial of service attacks and Force Majeure. Service Availability only applies to Tyler Software being used in the production environment.

Standard Maintenance: Routine maintenance to the Tyler Software and infrastructure. Standard Maintenance is limited to five (5) hours per week.

III. **Service Availability**

a. Your Responsibilities

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

b. Our Responsibilities

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



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

c. Client Relief

Our targeted Attainment Goal is 100%. You may be entitled to credits as indicated in the Client Relief Schedule found below. Your relief credit is calculated as a percentage of the SaaS Fees paid for the calendar quarter.

In order to receive relief credits, you must submit a request through one of the channels listed in our Support Call Process within fifteen (15) days of the end of the applicable quarter. We will respond to your relief request within thirty (30) days of receipt.

The total credits confirmed by us will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

Client Relief Schedule	
Actual Attainment	Client Relief
99.99% - 98.00%	Remedial action will be taken
97.99% - 95.00%	4%
Below 95.00%	5%

IV. Maintenance Notifications

We perform Standard 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.

Not all maintenance activities will cause application unavailability. However, if Tyler anticipates that activities during a Standard or Emergency Maintenance window may make the Tyler Software unavailable, we will provide advance notice, as reasonably practicable, that the Tyler Software will be unavailable during the maintenance window.



Exhibit D

Third-Party Terms

Twilio Acceptable Use Policy. Your use of the Tyler solutions listed below includes functionality provided by a Third-Party Developer, Twilio. Your rights, and the rights of any of your end users, to use said functionality are subject to the terms of the Twilio Acceptable Use Policy, available at <http://www.twilio.com/legal/aup>. By signing a Tyler Agreement or Order Form, or accessing, installing, or using any such Tyler solution, you certify that you have reviewed, understand, and agree to said terms. Tyler hereby disclaims any and all liability related to your or your end user's failure to abide by the terms of the Twilio Acceptable Use Policy. Any liability for failure to abide by said terms shall rest solely with the person or entity whose conduct violated said terms.

- Electronic Warrants
- Online Dispute Resolution
- Enterprise Justice Notifications Add On (text notifications)
- Absence & Substitute
- Notify
- Enterprise Jury Manager
- Enterprise Supervision
- Virtual Court
- Defendant Access



Exhibit E

Statement of Work

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Tazewell County

SOW from Tyler Technologies, Inc.

6/29/2026

Presented to:

342 Court St
Pekin, Illinois 61554

Contact:

Vanessa Rogalla

Email: Vanessa.Rogalla@TylerTech.com

5101 Tennyson Parkway, Plano, TX 75024

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Part 1: Executive Summary

1. Project Overview

1.1 Introduction

This Statement of Work (SOW) outlines the scope as listed in the Investment Summary of the Agreement between Tyler (“we,” “us,” or “our”) and the Client (“you” or “your”), objectives, deliverables acceptance deadlines, and responsibilities for the implementation of the Tyler software solution. The purpose of this project is to deploy a comprehensive solution that will streamline business processes, improve data visibility, and enhance operational efficiency across key functional areas. This document serves as a mutual agreement between you and us, ensuring a clear understanding of project expectations, governance, and success criteria. The project will follow a structured implementation methodology tailored to align with the client’s business needs, regulatory requirements, and strategic goals.

This SOW will help you understand what to expect as we begin the implementation together and get you to a successful go-live so that you can transition over to our maintenance and support team. This SOW is also going to preview some of the challenges that may come with any implementation, regardless of how well it’s done and regardless of how well you and we are committed to your success. Moving from your legacy system to a Tyler solution, which is highly configurable but **not** custom-built and **not** a replica of what your users have known for years, is certainly a change.

1.2 Project Goals

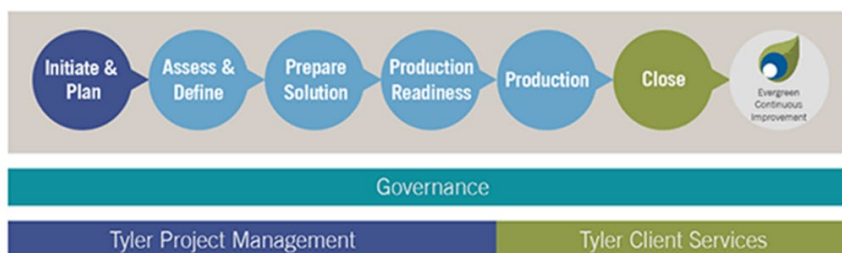
In a typical Tyler project, the goals are to:

- 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.

1.3 Methodology

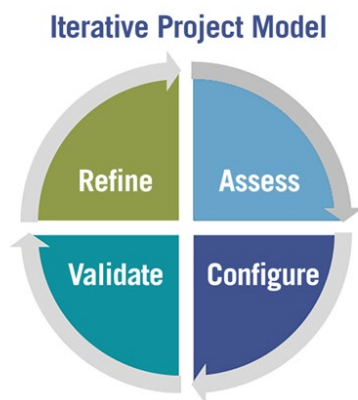
Our implementations follow a six-stage methodology. While each project is unique, each phase will follow Tyler’s six-stage methodology. Each stage is comprised of several work packages that include a narrative description, objectives, tasks, inputs, outputs/deliverables, assumptions, and a responsibility matrix. A stage closes with a stage acceptance control point.

Tyler’s Six Stage Project Methodology



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 across phases and is scaled to meet the Client’s complexity and organizational needs. The methodology adapts to both single-phase and multiple-phase projects.

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



The delivery approach is systematic, reducing variability, and ensuring 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.



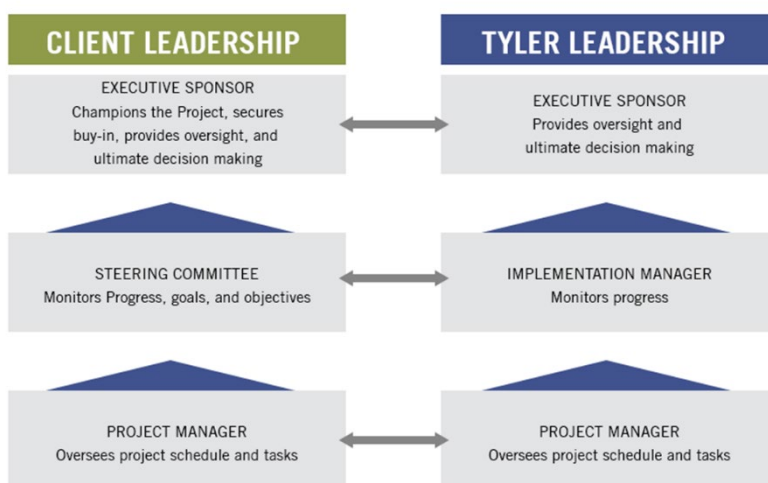
Part 2: Project Foundation

2. Project Governance

Project success requires that all participants commit to the necessary leadership and governance to define the management framework for making project decisions. Project governance defines the path for escalation of issues and risks, change control review and authority, and organizational change management activities. Throughout the Statement of Work, have provided RACI (Responsible – Accountable – Consulted – Informed) Matrices which outline responsibilities of different roles in each stage. Project governance for this project will be defined during project planning with specific people assigned to each role.

The chart below illustrates a typical structure in which we collaborate to resolve project challenges according to defined escalation paths. If project managers lack authority to determine a solution, resolve an issue, or mitigate a risk, our implementation management and your steering committee become the escalation points to triage responses prior to escalation to your and our executive sponsors. As part of the escalation process, each project governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. Our respective executive sponsors serve as the final escalation point.

Project Governance Relationships



The most successful projects are the ones where the client executive sponsor is clear on the “why” behind the project, and where that “why” is clearly and consistently communicated to other client project stakeholders. We find the most effective change management principles include the following client activities throughout the governance efforts:

- Helping employees and other stakeholders recognize and understand the need for the change
- Working to gain up-front buy-in from those same stakeholders
- Identifying a thorough, realistic, and strategic plan for achieving that change
- Determining what the yardsticks for success are and are not
- Ensuring accountability for different tasks and decisions over the life of the project
- Being laser-focused on what is in-scope and what is not



Effective project governance – and effective change management – is especially important to minimize and effectively address project disruptions. Please refer to Appendix 1 to this Statement of Work, where we flag challenges that can create these types of disruptions. Being aware of these challenges from the outset can help us both spot them before they fester and quickly move to resolve them before they grow.

Refer to Appendix 4 for Escalation Framework for leadership contacts. *(only applicable for specific products.)*

3. Project Scope Control

3.1 Managing Scope and Project Change

There are three interdependent constraints on a project which determine quality: budget, timeline, and scope. These “triple constraints” dictate that if one constraint is changed, the other two must be correspondingly adjusted. For example, if project scope is increased, cost and time to complete will also increase. The project and executive teams must remain cognizant of these constraints when making decisions that impact the scope, budget, or timeline of the project.

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 based on findings over the course of the implementation, or the impact of other circumstances we encounter together.** Changes to contractual requirements will follow the change control process as described below unless a specific change control process is identified in the contract.

3.3 Change Requests

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. The process progresses as set forth below:



While such changes may result in additional costs and delays related to the schedule, some changes may result in less cost to you; for example, you may decide you no longer need a deliverable originally defined in the project. Regardless, any change will require a change request that will include the following information:

- The nature of the change
- A good-faith estimate of the additional cost or associated savings to you, if any
- The estimated timetable for implementing the change



- The effect on and/or risk to the schedule, resource needs, or resource responsibilities

You will use good-faith efforts to either approve or disapprove any change request within five (5) business days (or other period that we both agree to). **If you take longer to approve or disapprove, including through inaction or non-responsiveness, cascading impacts to related scheduling components is more likely than not to occur.**

4. Acceptance Process

Your project manager is responsible for obtaining all required authorizations and approvals for acceptance of project deliverables, change requests, and control points, if applicable. **It is crucially important that your project manager provides timely feedback on deliverables and does not unreasonably withhold approvals or signoffs, including a stage acceptance control point.**

The following process will be used for accepting deliverables and control points:

- You will have five (5) business days from the date of delivery, or an otherwise mutually agreed upon timeframe in writing, to accept each deliverable or control point. If you do not accept or acknowledge within five (5) business days, or the otherwise agreed upon timeframe, we will deem the deliverable or control point as accepted. You may not unreasonably withhold acceptance.
- If you do not agree that the deliverable or control point meets requirements, you will notify our project manager(s) with justification in writing within five (5) business days, or the otherwise agreed upon period.
- If applicable, we will address any deficiencies and re-deliver the deliverable or control point. You will then have two (2) business days from receipt of the re-delivered item to accept or again submit written justification for rejecting the item(s). If you do not provide acceptance within two (2) business days, or the otherwise agreed-upon timeframe, we will deem the deliverable or control point as accepted. Again, you may not unreasonably withhold acceptance.

5. Roles and Responsibilities

Detailed roles and responsibilities of each project resource are provided in Appendix 2. **Roles and responsibilities may not follow your specific organizational chart or position descriptions, so you may have to make specific designations for purposes of the project.** Note that it is common for individual resources on both project teams to fill multiple roles, and it is just as common for some to be filled by multiple people.

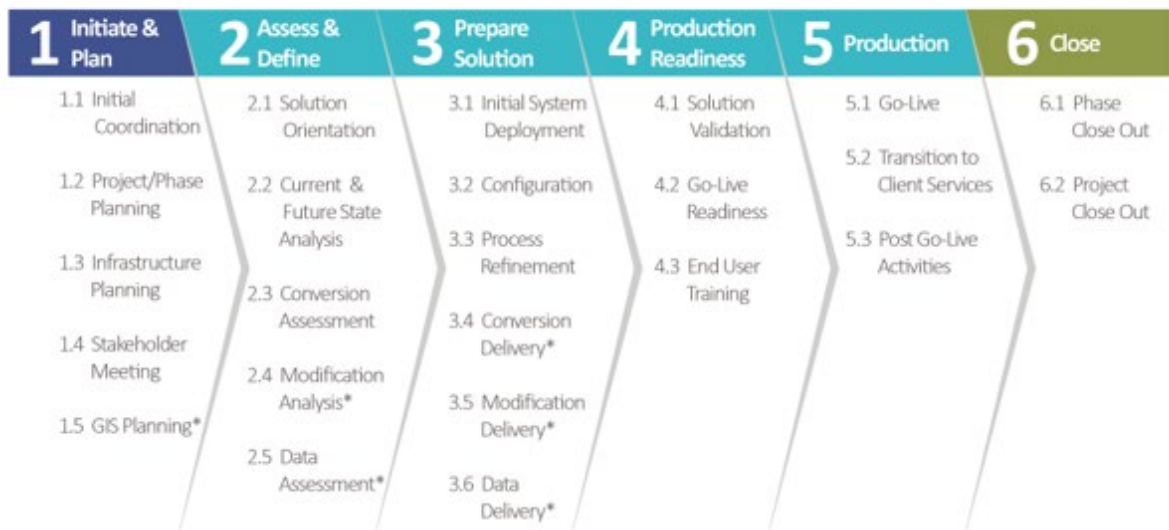


Part 3: Project Plan

6. Project Stages

Our six-stage methodology uses a work breakdown structure (WBS) to organize project work from stages into smaller, more manageable components called work packages. The work packages are further broken down into individual tasks during project planning to develop the detailed project schedule. Each stage concludes with a control point acceptance, confirming the work performed during that stage of the project is completed and has been accepted by the Client before advancing to the next stage. This section gives a brief overview of the assumptions and objectives of each work package and presents a RACI matrix for each stage.

Work Breakdown Structure (WBS)



**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 "This work package is not applicable" in Section 6 of the Statement of Work.*

6.1 Initiate & Plan

During the Initiate and Plan stage, you and we will gather required information, establish assets, and plan the infrastructure, resource, and schedule components of the project.

6.1.1 Initial Coordination

We provide initial project documents and tools used to gather required information.

Work package assumptions:

- Project activities begin after the agreement has been fully executed.

Objectives:

- Formally launch the project.



- Establish project governance.
- Define and communicate governance for us.
- Identify your project team.

6.1.2 Project/Phase Planning

Project and Phase planning provides an opportunity to review the contract, software and services purchased, and training requirements; and to plan the implementation schedule.

Work package assumptions:

- You have reviewed and completed the tasks in *A Guide to Starting Your Project* document.

Objectives:

- Conduct project planning meeting(s).
- Review scope, services, and methodology.
- Develop and deliver initial project planning documents.
- Develop the initial baseline project schedule.

6.1.3 Infrastructure Planning

Procuring required hardware and setting it up properly is a critical part of a successful implementation. We will be responsible for building the environments for a hosted/SaaS deployment, unless otherwise identified in the Agreement. You are responsible for the installation, setup, and maintenance of all peripheral devices.

Work package assumptions:

- None

Objectives:

- Ensure your infrastructure meets Tyler's system requirements.
- Ensure your infrastructure is in place and available for use on time.

6.1.4 Stakeholder Meeting

We will schedule and conduct a meeting to review the objectives and communicate project planning outcomes to your project team, executives, and other key stakeholders.

Work package assumptions:

- None

Objectives:

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

6.1.5 GIS Planning – This work package is not in scope and therefore not applicable.



Stage 1: Initiate & Plan

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Other Functional Roles	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Lead(s)	Client Subject Matter Experts	Client End Users	Client Other Functional Roles
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1.1 Initial Coordination

Assign Tyler project team	A	R	C	I		I		I					
Assign Client project team						A	I	R	I	I	I		
Provide initial project documents to the client		A	R	C	C	I		I					
Gather preliminary information			I			A		R	C		C	C	C
Sales to implementation knowledge transfer		A	R	I	I			I					
Create Project Portal		A	R					I					

1.2 Project/Phase Planning

Schedule & conduct project planning		A	R			I		C	C	I			
Develop Project Management Plan		A	R			I		C	C	I			
Develop initial project schedule		A	R	I	I	I	I	C	C	I	I		I

1.3 Infrastructure Planning

Schedule Environment Availability		A	R		C			I					
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1.4 Stakeholder Planning

Create Stakeholder Meeting Presentation	I	A	R	I	I	I	I	C		I			
Review Stakeholder Meeting Presentation		I	C			A		R		C			
Perform Stakeholder Meeting Presentation	I	A	R	I	I	I	I	C	I	I	I	I	I

1.5 This work package is not in scope and therefore not applicable.

Inputs

- Contract documents
- Agreement
- Statement of Work
- Guide to Starting Your Project
- Initial infrastructure requirements
- Project Management Plan

Outputs

- Working initial project documents (WBS 1.1)
- Client Project Portal (WBS 1.1)



Project Operational Plan (WBS 1.2)	
Completed Infrastructure Requirements (WBS 1.3)	
Stakeholder Meeting (WBS 1.4)	
Deliverables	Acceptance Criteria
Project Management Plan (WBS 1.2)	Delivered
Initial Project Schedule (WBS 1.4)	Delivered and accepted
Control Point 1: Initiate & Plan Stage Acceptance	
All Stage Deliverables accepted based on acceptance criteria previously defined	
Project Governance defined	
We make the project portal available to you	
Stakeholder meeting is completed	
System passes Infrastructure Audit (as applicable)	

6.2 Assess & Define

We will provide an initial overview of the functionality of the solution. We will collaborate with the Client to gather information related to current Client business processes and work with the Client to identify, define, and document business processes as they are translated for use within our solution.

6.2.1 Solution Orientation

Solution Orientation provides a high-level understanding of the application functionality before starting the current and future state analysis.

Objectives:

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

6.2.2 Current & Future State Analysis

The Current & Future State Analysis provides an understanding of process changes that will be achieved and/or required with the new system. The Client must dedicate the necessary time to identify, communicate, document, and/or explain its current business processes in a timely and consistent manner to mitigate risks to project schedule, budget, and/or scope.

Together, we will then evaluate corresponding options within the Tyler solution that most align with your business process goals. These information exchanges may occur before or within the same timeframe as the configuration work package. The available options within our solution will be limited to the scope of this implementation and will make use of standard functionality.

You will adopt business processes that are supported by the existing configurations within our applications wherever possible to avoid project schedule and quality risk from out-of-scope customization. The following guidelines will be followed when evaluating a custom modification request:

- Is a reasonable business process change available?
- Does functionality exist which satisfies the requirement?
- Can configuration of the application satisfy the requirement?



Out-of-scope desired functionality that is not available will follow the agreed upon change request/change control process and can have impacts on the project schedule, scope, budget, and resource availability.

Work package assumptions:

- Client participants retain enough knowledge and authority to make future state decisions.
- Client knows and can effectively communicate current state processes.
- Client understands that adaptation of legacy processes and adoption of new approaches is an integral part of transition to a new software solution.
- Tyler documents decisions for configuration purposes. Client documents decisions on the future state for procedural purposes.

Objectives:

- Determine and document future state process decisions.
- Identify and address any unsatisfied business requirements through the change control process.

6.2.3 Conversion Assessment – This work package is not in scope and therefore not applicable.

6.2.4 Modification Analysis – This work package is not in scope and therefore not applicable.

6.2.5 Data Assessment – This work package is not in scope and therefore not applicable.

Stage 2: Assess & Define													
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Other Functional Roles	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Lead(s)	Client Subject Matter Experts	Client End Users	Client Other Functional Roles
2.1 Solution Orientation													
Provide pre-requisites			A	R				I	I		I		I
Complete pre-requisites								A	R		C		C
Conduct Solution Orientation			A	R				I	I		I		I
2.2 Current & Future State Analysis													
Current State process review			A	R	I			C	C	C	C		C
Discuss Future State options			A	R	C			C	C	C	C		C
Make Future State decisions			C	C	C	C	I	A	R	I	C		C



Document anticipated configuration options required to support Future State			A	R	C			I	I	I	I		I
2.3 This work package is not in scope and therefore not applicable.													
2.4 This work package is not in scope and therefore not applicable.													
2.5 This work package is not in scope and therefore not applicable.													
Outputs													
Solution Orientation Complete (WBS 2.1)													
Revised Project Schedule (WBS 2.4)													
Deliverables						Acceptance Criteria							
Documentation that describes Future State decisions and configuration options to support Future State decisions (WBS 2.2)						Decisions are documented and authorized							
Control Point 2: Assess & Define Stage Acceptance													
All Stage Deliverables accepted based on acceptance criteria previously defined													
Solution Orientation is delivered													

Note: Advancement to the Prepare Solution Stage is dependent upon our receipt of this stage acceptance.

6.3 Prepare Solution

Information gathered during the preceding stages will be used to configure our software solution. Configuration will be validated against future state decisions defined in previous stages and processes evaluated to ensure business requirements are met.

6.3.1 Initial System Deployment

We will schedule and execute the deployment of in-scope environments.

Work package assumptions:

- You retain technical resources with suitable expertise for application administration.

Objectives:

- Deploy and confirm environments for implementation.
- Prepare the environments for use.
- Identify your technical resources who will administer the application.

6.3.2 Configuration

The purpose of configuration is to configure the application so that it can be validated in the next stage. Our staff collaborates with yours to complete application configuration based on the future state analysis performed during the Assess and Define stage, and you work with us to verify that configuration tracks those outputs. **Note:** Verification typically follows an iterative process, where downstream changes could lead to rechecking of earlier configuration steps.



Work package assumptions:

- You participate, as needed, in answering questions when multiple options are available, or future state analysis is unclear.

Objectives:

- Application is ready for validation.

6.3.3 Process Refinement

We will educate your users on how to execute processes in the applications to prepare them for the validation of the application. You will collaborate with our staff to validate configuration options to support future state decisions. Should this iterative process result in new decisions, implementing those changes would be subject to the change control process.

Work package assumptions:

- None

Objectives:

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

6.3.4 Conversion Delivery – This work package is not in scope and therefore not applicable.

6.3.5 Modifications Delivery – This work package is not in scope and therefore not applicable.

6.3.6 Data Delivery – This work package is not in scope and therefore not applicable.



Stage 3: Prepare Solution

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Other Functional Roles	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Lead(s)	Client Subject Matter Experts	Client End Users	Client Other Functional Roles
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3.1 Initial System Deployment

Prepare hosted environment			A		R			I					C
Install licensed software for included environments			A		R			I					C
Install licensed software on client devices (if applicable)			I		C			A					R
Tyler System Administration Training (if applicable)			A		R			I					C

3.2 Configuration

Conduct configuration training			A	R				I	C		C		
Complete Tyler configuration tasks (where applicable)			A	R				I	I		I		
Complete Client configuration tasks (where applicable)			I	C				A	R		C		
Standard interfaces configuration training (if applicable)			A	R	C			I	R		C		C
Updates to Solution Validation Test Plan			C	C				A	R		C		C

3.3 Process Refinement

Conduct process training			A	R				I	C	I	C		
Confirm process decisions			I	C			A	R	C	I	C		
Test configuration			I	C				A	R		C		
Refine configuration (Client Responsible)			I	C				A	R		C		
Refine configuration (Tyler Responsible)			A	R				I	I		I		
Validate interface process and results			I	C	C			A	R		C		C
Update Client-specific process documentation (if applicable)			I	C				A	R		C		
Updates to Solution Validation Test Plan			C	C				A	R		C		

3.4 This work package is not in scope and therefore not applicable.

3.5 This work package is not in scope and therefore not applicable.

3.6 This work package is not in scope and therefore not applicable.



Inputs	
Initial Configuration	
Solution Validation Test Plan	
Configuration	
Outputs	
Installation checklist/system document (WBS3.1)	
Configured System (WBS 3.2)	
Updated Solution Validation Test Plan (WBS 3.2)	
Completed Client-specific process documentation (completed by Client) (WBS 3.3)	
Code Mapping Complete/Validated (WBS 3.4)	
Updated Solution Validation Test Plan (WBS.3.3)	
Revised Configuration (if applicable) (WBS 3.3)	
Deliverables	Acceptance Criteria
Control Point 3: Prepare Solution Stage Acceptance	
All Stage Deliverables accepted based on acceptance criteria previously defined	
Application is configured	
Solution Validation Test Plan has been reviewed and updated if needed	

Note: Advancement to the Production Readiness Stage **is** dependent upon our receipt of the stage acceptance.

6.4 Production Readiness

We prepare your team for go-live through solution validation, the development of a detailed go-live plan, and training of end users. A readiness assessment will be conducted to review the status of the project and the organization's readiness for go-live.

6.4.1 Solution Validation

Solution validation is end-to-end testing performed by you to verify all aspects of the solution (hardware, configuration, and business processes) are functioning properly and that all contracted features and functions are available.

Work package assumptions:

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

Objectives:

- Validate that the software solution performs as expected.
- Ensure your organization is ready for end user training.



6.4.2 Go-Live Readiness

We both ensure that all requirements defined in project planning have been completed and go-live can occur as planned. A go-live readiness assessment will be completed to identify risks, mitigation, or action items to be addressed. Final preparation, critical tasks, and dates will be planned and communicated to project teams.

Work package assumptions:

- None

Objectives:

- Establish action plan for go-live.
- Assess go-live readiness.
- Inform stakeholders of go-live activities.

6.4.3 End User Training

End user training will be conducted to prepare for go-live.

Tyler-Led: We provide training for all applicable users. One or multiple occurrences of each scheduled training or implementation topic will be covered.

We will provide standard application documentation, but it is your responsibility to develop business process documentation specific to you, if desired. In addition, training labs that you lead, using Client-specific business process documentation, can be added to the regular training curriculum, enhancing the training experiences of the end users. This type of training is in addition to the training modules we provide and is developed, scheduled, and conducted by the Client.

Work package assumptions:

- Your project team will work with us to jointly develop a training curriculum that identifies the size, makeup, and subject-area of each of the training classes.
- We will work with you to plan for end-user training in a manner that minimizes the impact on the daily operations of your departments.
- You will be responsible for training new users after go-live (exception—previously planned or regular training offerings by us).

Objectives:

- Your end users are trained prior to go-live.
- You are prepared for ongoing training and support of the solution.



Stage 4: Production Readiness

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Other Functional Roles	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Lead(s)	Client Subject Matter Experts	Client End Users	Client Other Functional Roles
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4.1 Solution Validation

Update Solution Validation Plan			A	R	C			C	C		C		
Update test scripts (as applicable)			C	C	C			A	R		C		
Perform testing			C	C	C			A	R		C		
Document issues from testing			C	C	C			A	R		C		
Perform required follow-up on issues		A	R	C				C	C		C		

4.2 Go Live Readiness

Perform Readiness Assessment	I	A	R	C	C	I	I	I		I			I
Conduct Go Live Planning session		A	R	C				C	C	C	C		C
Order peripheral hardware (if applicable)			I				A	R					C
Confirm procedures for Go Live issue reporting & resolution		A	R	I	I			C	C	I	I	I	I
Develop Go Live Checklist		A	R	C	C			C	C	I	C		C
Final system infrastructure review (where applicable)			A		R			C					C

4.3 End User Training

Update training plan		A	R	C				C		I			
Tyler led End User Training		A	R	C				C	C	I	C	C	

Inputs

- Solution Validation Test Plan
- Completed work product from prior stages (configuration, business process, etc.)
- Future State Decisions
- Go Live Checklist
- Training Plan
- List of End Users & their Roles / Job Duties
- Configured Tyler System

Outputs

- None

Deliverables

Acceptance Criteria

Solution Validation Report (WBS 4.1)	Client updates report with testing results
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Updated Go Live Checklist (WBS 4.2)	Updated Action Plan and Checklist for Go Live delivered to the Client
End User Training (WBS 4.3)	Client signoff that training was delivered
Control Point 4: Production Readiness Stage Acceptance	
All Stage Deliverables accepted based on acceptance criteria previously defined	
Go Live Planning session conducted	

Note: Advancement to the Production stage is dependent upon our receipt of this stage acceptance.

6.5 Production

We will follow the comprehensive action plan laid out during production cutover planning to support go-live activities and minimize risk during go-live. We support your team during the cutover period and introduce you to our Client Services. Any post-live services are scheduled.

6.5.1 Go-Live

Following the action plan for go-live defined in the Production Readiness stage, we both will complete work assigned to prepare for go-live.

Our staff collaborates with you during go-live activities. You transition to the new software solution for day-to-day business processing.

Some training topics are better addressed following go-live when additional data is available in the application or based on timing of applicable business processes and will be scheduled following go-live per the project schedule.

Work package assumptions:

- You 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 live processing.
- Your business processes required for go-live are fully documented and tested.
- Your project team and subject matter experts are the primary point of contact for the end users when reporting issues during go-live.
- Your project team and subject matter experts provide business process context to the end users during go-live.

Objectives:

- Day-to-day processing is performed in our software solution.
- Your data is available in the Production environment.

6.5.2 Transition to Client Services

Our project manager schedules and conducts a meeting to transition your team to our Client Services, signaling the conclusion of implementation activities for the project.

Work package assumptions:



- No material project issues remain without assignment and plan

Objectives:

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

6.5.3 Post Go-Live Activities

If post-production services are contracted, our project manager will work with your project manager to schedule these activities and resources.

Work package assumptions:

- The system is being used in a live production state.

Objectives:

- 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: Production													
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Other Functional Roles	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Lead(s)	Client Subject Matter Experts	Client End Users	Client Other Functional Roles
5.1 Go Live													
Provide final source data extract (if applicable)			C		C			A					R
Final source data pushed into Production environment (if applicable)			A	C	R			I	C		C		C
Proof final converted data (if applicable)			C	C	C			A	R		C		
Complete Go Live activities as defined in the Go Live Action Plan			C	C	C		A	R	C	I	C		
Provide Go Live assistance			A	R	C			C	C	I	C	I	C
5.2 Transition to Client Services													
Transfer client to Client Services and review issue reporting and resolution processes	I	I	A	I	R	I	I	C	C		C	I	



Review long-term maintenance and continuous improvement			A		R			C	C		C		
5.3 Post Go Live Activities													
Schedule contracted activities that are planned for delivery after Go Live		A	R	C	I			C	C	I	C		C
Determine resolution plan in preparation for phase or project close out		A	R	C	I			C	C	I	C		
Inputs													
Comprehensive Action Plan for Go Live													
Final source data (if applicable)													
Open Items/Issues List													
List of Go Live activities													
Outputs													
Client Services Support Document (WBS 5.2)													
Updated Issue log (WBS 5.3)													
Deliverables							Acceptance Criteria						
None							N/A						
Control Point 5: Production Stage Acceptance													
All Stage Deliverables accepted based on acceptance criteria previously defined													
Go Live activities defined in the Go Live Action Plan completed													
Client Services Support document is provided													

Note: Advancement to the Close stage is **not** dependent upon our receipt of this stage acceptance.

6.6 Close

Our project manager will deliver the final project summary and budget reconciliation, release our project team, and close the project in our financial system.

6.6.1 Phase Closeout

This work package represents phase completion and signals the conclusion of implementation activities for the phase. Our Client Services team will assume ongoing support of the client for systems implemented in the phase.

Work package assumptions:

- Our deliverables for the phase have been completed.

Objectives:

- Achieve agreement from both teams that activities within this phase are complete.



6.6.2 Project Closeout

Our project resources are released, and the implementation is closed.

Stage 6: Close													
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Other Functional Roles	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Lead(s)	Client Subject Matter Experts	Client End Users	Client Other Functional Roles
6.1 Phase Closeout													
Reconcile project budget and status of contract Deliverables	I	A	R			I	I	C					
Hold post phase review meeting		A	R	C	C			C	C	C	C		C
Release phase-dependent Tyler project resources	A	R	C	C	C			I					
6.2 Project Closeout													
Conduct post project review	I	A	R			I	I	C					
Deliver post project report to Client and Tyler leadership	I	A	R			I	I	C					
Release Tyler project resources	A	R	C					I					
Inputs													
• Contract													
• Statement of Work													
• Project artifacts													
Outputs													
• Final action plan (for outstanding items) (WBS 6.1)													
• Reconciliation Report (WBS 6.1)													
• Post Phase Review (WBS 6.1)													
Deliverables					Acceptance Criteria								
Post Project Report (WBS 6.2)					Client acceptance; Completed report indicating all project Deliverables and milestones have been completed								
Control Point 6: Close Stage Acceptance													
• Completed report indicating all project Deliverables and milestones have been completed													



Part 4: Additional Information

7. General Assumptions

Assumptions related to specific work packages are documented in the previous sections. Below are general assumptions for the overall implementation process.

7.1 Project

- You are responsible for making all business process decisions based on the options available.
- You understand and accept that the new software solution may require process changes, and that defining, documenting, and implementing resulting new policies may be your responsibility.
- Your project team will dedicate sufficient time to participate in scheduled activities and complete necessary assignments as outlined in the project schedule.
- Delays in completion, reviews, and/or acceptance of any deliverable by you which extends the duration of the project are subject to the change control process for additional costs incurred by the delay, including but not limited to additional service hours for project management, consulting, and conversion development.

7.2 Organizational Change Management

You are responsible for managing organizational change. Your impacted resources will need consistent messaging from leadership to embrace and accept the changes inherent to a new software solution. You will communicate the value and reasons for the change to ensure organizational acceptance.

7.3 Resources and Scheduling

- The initial project schedule is a baseline, and that baseline may evolve over the course of the project based on realities within and outside the project team's control. You will partner with us to closely identify and manage fluctuations to the initial project schedule and communicate and document shifts and changes in project status meetings as appropriate.
- You are responsible for making your contracted vendors available to work with Tyler on project activities
- Project resources will participate in scheduled activities as assigned in the then-current project schedule.
- Abbreviated timelines and overlapping phases require sufficient resources to complete all required work as scheduled.
- Appropriate resources will be provided by both of us to support the efforts to complete the project as jointly scheduled and within the project budget constraints.
- Your team will complete prerequisites prior to applicable scheduled activities. Failure to do so may affect the schedule.
- You will make timely project-related decisions, and will respond to information requests in a comprehensive, consistent, and timely manner, in accordance with the project schedule.
- Remote and on-site sessions will be scheduled and conducted at a mutually agreeable time that adheres to the project schedule.
- You will provide adequate meeting space or facilities, including appropriate system connectivity, for the project teams.



- For on-site visits, we will identify a travel schedule that balances the need for the project and the resource(s).
- 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.
- You will ensure assigned resources will 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.
- You will respond to information requests in a comprehensive and timely manner, in accordance with the project schedule. You are responsible for ensuring your contracted vendors are available to work with Tyler on project activities.

8. Glossary

Word or Term	Definition
Acceptance	Confirmation that an output or deliverable is suitable and conforms to agreed-upon criteria.
Accountable	Single individual that ultimately ensures a task or deliverable is completed; may delegate the work to those responsible. [Also see RACI]
Application	Computer program designed to perform a group of coordinated functions, tasks, or activities for the benefit of the user.
Application Programming Interface (API)	A connective intermediary that allows different applications to communicate and exchange data.
Agreement	Executed legal contract that defines the scope of the products to be implemented and services to be performed.
Artifact	Document or digital asset that establishes a record of an agreement, acceptance, project plan, or other project activity.
Business Process	Practice, policy, procedure, guidelines, or functionality that the client uses to complete a specific job function.
Business Requirements	Specifications used to describe Client requirements for contracted applications.
Change Request	The step 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	Deliberate approach to addressing the transition of organization goals or technology, enabling the successful adoption of change.
Consulted	Resources that are solicited for opinion or expertise for a project activity (two-way communication). [Also see RACI]
Control Point	Activity and corresponding artifact at the end of each stage that serves as a formal opportunity to review deliverables and required acceptance criteria.
Data Mapping [where applicable]	Activity that determines and documents where data from the legacy system will be placed in the new application(s).



Deliverable	A defined and verifiable document, service, or outcome produced as part of the project.
Go-Live	The cutover event at which you cease using the legacy system and conduct daily operation in the live Production environment of the Tyler software solution.
Informed	Participants that are kept up to date on an activity, often only on completion of the task or deliverable (one-way communication). [Also see RACI]
Infrastructure	The composite hardware, network resources and services required for the existence, operation, and management of the Tyler system.
Interface	The connection and exchange point of data between systems or applications.
Integration	An established connection to exchange or share data between Tyler and/or third-party applications.
Legacy System	The system from which you are transitioning.
Modification	Custom enhancement of our existing application to provide features or functions to meet your individual requirements documented within the scope of the Agreement.
On-site	Indicates the work location is at one or more of your physical office or work environments.
Organizational Change	The process of changing an organization's strategies, processes, procedures, technologies, and culture, and 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. Ex: scanner, printer, POS, credit card swiper.
Production Cutover	Synonymous with "Go-Live."
Project	The delivery of the applications and services per the agreement and the Statement of Work.
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 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 our 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 documented in the Agreement.
Software Solution	The applications resulting in the connected system allowing users to meet project goals and gain anticipated efficiencies.
Stage	The top-level components of the work breakdown structure.
Standard	Functionality that is included in the base application (off-the-shelf); is not customized or modified.
Statement of Work (SOW)	Document which provides supporting detail to the Agreement defining project-specific activities, services, and deliverables.
System	The collective group of applications and hardware that are used by an organization to conduct business.
Test Scripts	The steps or sequence of steps that will be used to validate or confirm functionality, configuration, enhancement, or use case.
Training Plan	Document(s) that indicate how and when users will be trained relevant to their role in the implementation or use of the software solution.
Validation	The process of testing and approving a specific deliverable, process, or application is working as expected.
Work Breakdown Structure (WBS)	A hierarchical representation of a project or phase decomposed into smaller, more manageable components.
Work Package	A group of related tasks within a project.



Appendix 1

9. Common Project Challenges

Based on the thousands of projects we have implemented, we have learned the common symptoms of what typically causes a project to struggle. We think it is important to acknowledge those potential pitfalls early so that we can work together to avoid them. Those common symptoms include:

- End-user preference to mimic the legacy system: Your users have been doing their jobs for a healthy period of time using buttons, clicks, and workflows that they are very familiar to them. Switching to a new software solution, even if it is more modern and better tracks best practices, feels disruptive. But that is a short-term pain, and we have to be passionate advocates of the long-term gain: the investment you have intentionally made in a Tyler commercial off-the-shelf (COTS) software solution with an “evergreen” maintenance model that means your users will enjoy the latest and greatest features and functions long after this project goes live. It is not a marker of success or failure whether our software solution replicates the legacy system, and we must work together to ensure users are not making this assumption.
- Refusal to adapt legacy business processes: A close relative of the above is a refusal to adapt legacy business processes. Some of your existing business processes will likely be supported by an existing feature or configuration already available in our software solution. Some, however, will require an adjustment, whether because our software solution does not currently support it and/or because your existing business process is not current with today’s best practices. We need your partnership in helping your end users navigate this part of the change as well.
- A lack of focus on change management: Both of the above symptoms will jeopardize project success if they are not neutralized by consistent, committed change management leadership. That engagement is most successfully driven by your executive sponsor who can absorb the individual concerns of constituents and help remind them of the long-term goals that might require compromise along the way. Our project team is committed to providing timely information and communications to your executive sponsor to keep them informed with the data relevant to their successful change management function.
- A binary perspective of project schedule: We understand the value of a predictable project schedule; however, we both must also acknowledge that factors outside our control will catch both of us by surprise. These include weather events, personnel issues and absences, calendar limitations, third-party contingencies, and global contingencies, like pandemics. For this project to succeed, we need to control for scope as much as we can, we need to track project schedules as closely as possible, and we need to accept that when surprises hit, we’ll navigate them in good faith together.
- Over-referencing to the procurement demonstration: If your procurement included a demonstration stage, then you or your colleagues enjoyed a demonstration by one or more of our solution consultants who showed you standard functions of the Tyler software solution. Those functions relied on “demo data” – so, anonymized, generic data that is not your data, following workflows that have not been specifically configured to your existing workflows. Until that data conversion successfully occurs, and the application(s) are configured according to your choices, you will not be able to test and see it working with “your” data and following “your” workflows. We often have clients who are confused when, shortly after project kickoff, they cannot see an end-to-end function of theirs run in our software solution compared to how it used to run in their legacy system. That confusion is usually heightened when they’ve seen a demonstration. The simple answer is, we are not there yet!



- The “fewer clicks” concern: We often hear confusion or frustration from end users who are trained on a discrete task or two and learn that what they used to do “in three clicks” now “takes four clicks.” It is important to remember that the improved operational efficiency you are gaining from our software solution should be considered holistically, and not in the vacuum of a discrete task. And an “extra” step or two for a discrete task is usually the result of (a) not conforming a legacy business process to our software solution’s functional offering; or (b) the need to update a legacy business process to better track current best practices.



Appendix 2

10. Assigned Project Resources

Without limiting the scope of the governance framework, including the escalation paths and change management principles, that is addressed in the Statement of Work, these are the assigned project resources for both our team and yours that we expect to participate in the project. **Note:** Often, especially for your project team members, one person serves in more than one role.

We may each decide to assign additional resources over the course of the project.

10.1 Tyler Roles & Responsibilities

Tyler Implementation Manager

Our implementation manager does not have day-to-day involvement with the project and instead serves as part of our escalation process. Our project managers consult our implementation manager on issues and outstanding decisions critical to the project. Our implementation manager works toward a solution with our project manager or with your management as appropriate. Our executive management is the escalation point for any issues not resolved at the implementation manager level. In addition, our implementation manager:

- Assigns our 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.

Tyler Project Manager

Our project manager(s) provides oversight for the project, coordinates our resources between departments, manages the project budget and schedule, manages project risk, and serves as the primary point of contact for all project related items. As requested by your project manager, our project manager provides regular updates to your steering committee and other members of our governance. Our project manager's role includes responsibilities in the following areas:

Contract Management

- Validates contract compliance throughout the project.
- Ensures deliverables meet contract requirements.
- Acts as a primary point of contact for all contract and invoicing questions.
- Prepares and presents stage acceptance control points for signoff.
- Coordinates change requests, if needed, to ensure proper scope and budgetary compliance.

Planning

- Defines project tasks and resource requirements.
- Develops initial project schedule and project management plan.



- Collaborates with your project manager(s) to plan and schedule project timelines to achieve on-time implementation.

Implementation Management

- Tightly manages the 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 for the project and takes all necessary steps to proactively mitigate these items or communicate with transparency to your project manager any items that may impact the outcomes of the project.
- Collaborates with your stakeholders 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 your project manager(s) to set a routine communication plan that will aid all project team members in understanding the goals, objectives, status, and health of the project.

Resource Management

- Acts as a liaison between the project team and our manager(s).
- Identifies and coordinates all our resources across all applications, Phases, and activities including development, forms, installation, reports, implementation, and billing.
- Provides direction and support to the project team.
- Manages the appropriate assignment and timely completion of tasks as defined in the project schedule, task list, and go-live checklist.
- Assesses our team's performance and adjusts as necessary.
- Consulted on in-scope third-party providers to align activities with ongoing project tasks.

Tyler Implementation Consultant

- Completes tasks assigned by our project manager(s).
- Documents activities for services performed by us.
- Guides your project team through application validation process following configuration.
- Assists during go-live process and provides support until you transition to our Client Services.
- Facilitates training sessions to ensure adequate discussion of the appropriate agenda topics during the allotted time.

Tyler Sales

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

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.



10.2 Client Roles & Responsibilities

Client Executive Sponsor

Your executive sponsor could also be referred to as the project champion. They best serve 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 project issues escalated by the Client steering committee.

Client Steering Committee

Your steering committee embeds cultural change into the project. The steering committee oversees your project manager and project through regular internal meetings. Your steering committee remains updated on all project progress, project decisions, and achievement of project milestones. Your steering committee also serves as the primary level of issue resolution for the project.

- Understands and supports the cultural change necessary for the project and fosters an appreciation for the project's value throughout the organization.
- 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 is 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:
 - Cost
 - Scope
 - Schedule
 - Project Goals
 - Client Policies
- Needs of other client projects.

Client Project Manager

You 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. Your project manager should communicate decisions and commitments to our project manager(s) in a timely and efficient manner. When your project manager(s) does 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 Client project manager(s) is responsible for reporting to your steering committee and determining appropriate escalation points.

10.2.1.1 Contract Management

- Validates contract compliance throughout the project.
- Ensures that invoicing and deliverables meet contract requirements.
- Acts as a 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.

10.2.1.2 Planning

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

10.2.1.3 Implementation Management

- Tightly manages project budget and scope.
- Collaborates with our 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 our project manager(s) 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 our project manager(s) to establish risk and issue tracking and reporting process between both of us and takes all necessary steps to proactively mitigate these items or communicate with transparency to us any items that may impact the outcomes of the project.
- Collaborates with our 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 your staff and us, aiding in the understanding of goals, objectives, current status, and health of the project by all team members.
- Manages the requirements gathering process and ensures timely and quality business requirements are being provided to Tyler.

10.2.1.4 Resource Management

- Acts as a liaison between project team and stakeholders.
- Identifies and coordinates all Client 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 the 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 your technical teams to ensure appropriate response and collaboration with our Technical Support Teams to ensure timely response and appropriate resolution.
- Owns the relationship with in-scope third-party providers and aligns activities with ongoing project tasks.
- Ensures that users have appropriate access to our project toolsets as required.
- Conducts training on proper use of toolsets.
- Validates completion of required assignments using toolsets.

Client Change Management Lead(s)

- 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.

Client Functional Lead(s)

- Makes business process change decisions under time sensitive conditions.
- Communicates existing business processes and procedures to our 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 project team members with dedicated time to complete required homework tasks.
- Acts as an ambassador/champion of change for the new process and provides business process change support.
- Identifies and communicates any additional training needs or scheduling conflicts to your project manager.
- Actively participates in all aspects of the implementation, including, but not limited to, the following key activities:
 - Task completion
 - Stakeholder meeting
 - Project management plan development
 - Schedule development
 - Maintenance and monitoring of risk register
 - Escalation of issues
 - Communication with our project team
- Coordination of your resources
 - Attendance at scheduled sessions
 - Change management activities
 - Data analysis assistance
 - Decentralized end user training
 - Process testing
 - Solution Validation.
- Client Subject Matter Expert(s) Participates in project activities as required by the project team and project manager(s).
- Provides subject matter expertise on your business processes and requirements.
- Acts as subject matter expert and attends Current & Future State Analysis sessions as needed.
- Attends all scheduled training sessions.
- Participates in all required post-training processes as needed throughout the project.
- Tests all application configuration to ensure it satisfies business process requirements.
- Becomes application experts.
- Participates in solution validation.
- Adopts and supports changed procedures.
- Completes all deliverables by the due dates defined in the project schedule.
- Demonstrates competency with Tyler products processing prior to go-live.
- Provides knowledge transfer to the Client staff during and after implementation.



Client End User(s)

- Attends all assigned training sessions.
- Becomes proficient in application functions related to job duties.
- Adopts and utilizes changed procedures.
- Completes all deliverables by the due dates defined in the project schedule.
- Uses application to perform job functions at and beyond go-live.

Client Technical Lead

- Coordinates updates and releases with us 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 your third-party interfaces.
- Develops or assists in creating reports as needed.
- Ensures on-site system infrastructure meets specifications provided by us.
- Assists with software deployment as needed.

Client Upgrade Coordination

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

Client 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.



Appendix 3

11. Conversion Appendix

A Tyler-led data conversion is not in scope for this project. Active cases will be converted manually by the Tazewell County project team with Tyler assistance.



Appendix 4

12. Additional Appendices

- The scope of this project is limited to the Tazewell County Probation Department.
- The project management services included assume the project duration is 6-months, with a single go-live.

12.2 Technical Services

- Current / Future State Analysis (CFSA) activities will be conducted early in the project. This activity will determine need and scope of additional interfaces, reports, or other modifications. If identified, these items may impact the projects timeline and budget and will be discussed with project leadership (Tazewell County and Tyler) teams before moving forward. Any development requirements identified after 30 days of project startup or kick-off may be delivered after go-live.
 - The complexity of the reports and integrations will determine the final Level of Effort (LOE). Actual scope of reports to be determined during the project.
 - Tyler will provide administrator training in the application to create forms and letter templates. However, it will be the Tazewell County Project Team's responsibility to build and maintain final forms and letters.

12.3 Implementation Assumptions

- This is a single phased go-live, using common configuration across all offices.
 - Tyler will provide training in the application to maintain configuration. However, it will be Tazewell County's responsibility to maintain configuration.
 - Any pre-existing business process manuals, user guides, or Standard Operating Procedures (SOPs) requiring revisions will be updated, stored, and continually maintained by the Tazewell County project team. Tyler will provide consultation services to demonstrate how Enterprise Supervision may be used to facilitate these processes, but any documentation updates will be performed directly by the Tazewell County project team. This is further defined in Section 6.3.3, Process Refinement.
 - Tyler will provide Reports Training as part of the implementation. For clarity, this training will pertain to Tazewell pre-existing, or core system reports. An optional extension of this exercise will allow the Fulton County project team to conduct analysis of any reports in use prior to implementing Enterprise Supervision. A Tyler consultant will address training questions related to how reports can be generated in Enterprise Supervision, but any required analysis, report matching, or review of reports in use prior to the project will be managed solely by the Tazewell County project team.



12.4 Development

- Any optional development services required will be delivered post go-live.

12.5 Travel

- Actual travel may need to be re-evaluated/determined by the core project team based on the needs of the implementation.
- The estimated travel budget was calculated based on the recommended onsite activities:
 - On-site Go Live assistance (see go live assistance section under 12.6 for details)
 - End User Training

12.4 Go Live Support

- Tyler will provide 1 resource on site over 1 week to support end users at Go Live. Go live support needs may need to be reevaluated by the Tyler and Client project teams. Additional resources may incur additional cost at Tyler's then current hourly rate.

