



Professional Services Agreement

This Professional Services Agreement (this "Agreement") is made and entered into by and between Tyler Technologies, Inc., a Delaware corporation ("Tyler"), and Wise County, TX (the "Client") as of the last date written below (the "Effective Date").

Background

WHEREAS, Client is a current customer of Tyler and a user of Tyler's proprietary software; and

WHEREAS, Client desires to engage Tyler to provide certain professional services related thereto, all on the terms and conditions set forth in this Agreement.

NOW, THEREFORE, in consideration of the mutual promises contained herein, along with other good and valuable consideration, the receipt and sufficiency of which all parties mutually acknowledge, Tyler and the Client agree as follows:

A. Tyler shall furnish the services described in this Agreement, and Client shall pay the prices set forth in this Agreement

B. This Agreement consists of this cover and signature page and the following attachments and exhibits attached hereto and to be attached throughout the Term of this Agreement, all of which are incorporated by reference herein: (1) Schedule 1, (2) Terms and Conditions and (3) Statement of Work

Schedule 1

DESCRIPTION OF SERVICES	FIXED AMOUNT
Legislative Change Training -- (8 hours)  County Clerk	\$1,400
	TOTAL CONTRACT AMOUNT \$1,400

IN WITNESS WHEREOF, this Agreement has been executed by a duly authorized officer of each Party hereto

TYLER TECHNOLOGIES, INC.

By: [Signature]
Name: Russell Smith
Title: President, CW
Date: 12/1/19

CLIENT

By: [Signature]
Name: J.D. Clark
Title: Wise County Judge
Date: 12-11-19

**Professional Services Agreement  
Terms and Conditions**

1. Services. Tyler shall perform the services set forth in Schedule 1.

2. Compensation. Tyler shall perform its services hereunder for the fixed fee specified in Schedule 1. In addition the Client shall reimburse Tyler for travel, lodging, and food expenses reasonably incurred by Tyler in performing its services hereunder as set forth in Schedule 1. Tyler shall invoice the Client on a monthly basis, which invoice shall be due and payable within thirty (30) days. Tyler prefers to receive payments electronically. Tyler's electronic payment information is as follows:

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

3. Termination. The Client may terminate this Agreement at any time by delivering a written notice of its intent to terminate to Tyler; provided, however, that the Client must pay Tyler for all costs and expenses incurred under this Agreement prior to the date of termination. Tyler may terminate this Agreement if the Client fails to pay any invoice when due or if the Client breaches any of its other obligations hereunder. Upon termination for any reason, each party shall immediately return all documentation, confidential information, and other information disclosed or otherwise delivered to the other party prior to such termination.

4. Confidentiality. All documents and other materials produced under this Agreement shall be deemed to be "confidential information" and the receiving party shall not disclose, use, or reproduce, or authorize any third party to disclose, use, or reproduce, any such confidential information, without the prior written approval of the disclosing party unless required by Texas Public Information Act and any applicable Open Records Decisions; provided, however, that the receiving party may disclose such confidential information to its employees and representatives of the receiving party as may be required to perform its obligations under this Agreement and, provided further, that the receiving party informs such persons of the existence of this confidentiality obligations and will be responsible for any breach of this such obligations by such persons. Notwithstanding anything in the foregoing to the contrary, the following shall not be deemed to be "confidential information": (i) information that is publicly known or becomes publicly known through no fault of the receiving party, (ii) information that is generally or readily obtainable by the public, or (iii) information that constitutes the general skills, knowledge, and experience acquired by either party before entering into this Agreement and thereafter.

5. Warranty. Tyler warrants that it shall perform services in a professional, workmanlike manner, consistent with industry standards. In the event Tyler provides services that do not conform to this warranty, Tyler will re-perform the services at no additional cost to Client.

6. Limitation of Liability

THE LIABILITY OF TYLER FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO TOTAL FEES PAID TO TYLER UNDER THIS AGREEMENT

IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES OF ANY KIND, INCLUDING WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR LOSS OF BUSINESS OR LOSS OF DATA ARISING OUT OF THIS AGREEMENT, IRRESPECTIVE OF WHETHER THE PARTIES HAVE ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGE.

THE FOREGOING LIMITATIONS OF LIABILITY SET FORTH IN THIS SECTION 6 SHALL NOT APPLY WITH RESPECT TO: (A) DAMAGES OCCASIONED BY THE FRAUD, GROSS NEGLIGENCE, OR WILLFUL MISCONDUCT OF EITHER PARTY, (B) DAMAGES OCCASIONED BY VIOLATION OF LAW

7. Force Majeure. Neither party shall be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure. "Force Majeure" is defined as an event beyond the reasonable control of a party, including governmental action, war, riot or civil commotion, fire, natural disaster, labor disputes, restraints affecting shipping or credit, delay of carriers, inadequate supply of suitable materials or any other cause which could not with reasonable diligence be foreseen, controlled or prevented by the party

8. Insurance. Upon written request, Tyler shall provide Client with certificates of insurance evidencing the following insurance coverage

- a) Commercial general liability of at least \$1,000,000.
- b) Automobile liability of at least \$1,000,000.
- c) Professional liability of at least \$1,000,000, and
- d) Workers compensation complying with statutory requirements

9. Miscellaneous

(a) Tax Exempt Status. Client is a governmental tax-exempt entity and shall not be responsible for any taxes for any services provided for herein, whether federal or state. The fees paid to Tyler pursuant to this Agreement are inclusive of any applicable sales, use, personal property, or other taxes attributable to periods on or after the Effective Date of this Agreement.

(b) Assignment. Neither Tyler nor the Client shall, sell, transfer, assign, or otherwise dispose of any rights or obligations created by this Agreement without the written consent of the other party.

(c) Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

(d) Entire Agreement. This Agreement and the Schedules hereto constitute the entire understanding and contract between the Parties and supersedes any and all prior or contemporaneous oral or written representations or communications with respect to the subject matter hereof. The Exhibits to this Agreement are incorporated by reference herein.

(e) Amendment. This Agreement shall not be modified, amended, or in any way altered except by an instrument in writing signed by the properly delegated authority of each party. All amendments or modifications of this Agreement shall be binding upon the parties despite any lack of consideration.

(f) Relationship of Parties. The parties intend that the relationship between the parties created pursuant to or arising from this Agreement is that of an independent contractor only. Neither party shall be considered an agent, representative, or employee of the other party for any purpose.

(g) Governing Law. Any dispute arising out of or relating to this Agreement or the breach thereof shall be governed by the laws of the State of Texas, without regard to or application of choice of law rules or principles.

(h) No Third Party Beneficiaries. Nothing in this Agreement is intended to benefit, create any rights in, or otherwise vest any rights upon any third party.

(i) Equitable Relief. Each party covenants, represents, and warrants that any violation of this Agreement by such party with respect to its respective obligations set forth in Section 4 shall cause irreparable injury to the other party and shall entitle the other party to extraordinary and equitable relief by a Court of competent jurisdiction including, without limitation, temporary restraining orders and preliminary and permanent injunctions, without the necessity of posting bond or security.

(j) Survival. The provisions of Sections 4 through 9 shall survive the expiration or termination of this Agreement.

## Statement of Work

### Texas 2020 Legislative Updates Configuration Change Assistance

Tyler Technologies, Courts & Justice Division  
5101 Tennyson Parkway  
Plano, Texas 75024  
(972)713-3770 phone

“Tyler”



Statement of Work (SOW)

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## **Introduction**

### **Overview**

This Statement of Work (SOW) presents the training and activities that Tyler will execute during a one-day remote activity.

The purpose of the project is to assist the identified County with configuration and testing of new changes within the Odyssey Case Manager application relating to the legislative updates listed below:

- SB346 - Changes to Fees/Costs
- HB2048 – State Traffic Fines
- HB435 – Uncollectible Fees
- SB891 - Fees and Costs List, CIP Repeal

There are two options outlined below; either of which a client can select for Tyler assistance in implementing these legislative changes. The Level of Effort (LOE) will differ depending on the option selected and the cost associated with each option is listed below as a fixed price engagement. Additional scope will not be included in either of these fixed price agreements.

### **Assumptions**

- All Assumptions will apply to both Option 1 and Option 2.
- Proceeding PSA Fixed Price amount will confirm which option is in scope for the County.
- SME will be familiar with existing business processes and financial code usage today.
- SME will be able to support the updates by providing the TYLER resource with which codes will need updating.
- SME will be available to validate the work done by TYLER resource in both Non-Production and Production.
- TYLER resource will be available to answer questions to the SME in both Option 1 and Option 2 as it pertains to configuration changes relating to these legislative updates.
- SME will be available to complete all tasks in a timely manner in order to ensure that the process is completed in the approximate duration defined in both Option 1 or Option 2.

## Option 1

### 1. Level of Effort Defined

#### *Participants*

- Account Manager (CSAM)
- Consultant performing changes (TYLER)
- County Designated - Subject Matter Expert (SME)

#### *Roles Defined*

- Account Manager – Facilitator
- Consultant – Tyler consultant or application specialist who will make the application configuration changes
- Client SME – County designated user or manager with knowledge of existing fee codes and business processes able to provide necessary insights and approval for changes.

#### *Steps*

- Coordination of meeting to discuss details handled by (CSAM)
- Identification of codes (SME and TYLER)
- Updating identified codes and mapping in Non-Production (TYLER)
- Initial functional testing in Non-Production (TYLER)
- Client assisted verification (Requires both TYLER and SME in NON-PROD)
- Client Sign-Off Non-Production (CSAM and SME)
- Tyler update of Production configuration and mapping (TYLER)
- Client Sign-Off Production (CSAM and SME)
- Close out confirmation (CSAM)

#### *Approximate Duration*

- 8 Hours

#### *Pricing*

- Fixed Price: \$1400

## Option 2

### 1. Level of Effort Defined

#### *Participants*

- Account Manager (CSAM)
- Consultant performing changes (TYLER)
- Client Subject Matter Expert (SME)

#### *Roles Defined*

- Account Manager – Facilitator
- Consultant – Tyler consultant or application specialist who will make the application configuration changes
- Client SME – County designated user or manager with knowledge of existing fee codes and business processes able to provide necessary insights and approval for changes.

#### *Steps*

- Coordination of meeting to discuss details handled by (CSAM)
- Identification of codes (SME)
- Updating identified codes and mapping in Non-Production (TYLER led and SME shadows)
- Initial functional testing in Non-Production (TYLER led and SME shadows)
- Client Sign-Off Non-Production (CSAM and SME)
- Client update Production configuration and mapping (SME)
- Client verification of functionality (SME led with TYLER available for shadow if needed)
- Project close out confirmation (CSAM)

#### *Approximate Duration*

- 6 Hours

#### *Pricing*

- Fixed Price: \$800