

Product	Description
Community Development Suite	<ul style="list-style-type: none"> This is the “back-office” system that internal staff will use for processing planning, zoning, permitting, code enforcement and environmental health applications. This houses all your workflows, fees, reports, search engines etc. This includes the internal dashboards which display key performance metrics.
EPL View Only Licenses	<ul style="list-style-type: none"> These grant view only access to the Community Development Suite and is intended for county staff that simply need to look up information in the system as opposed to editing data
Enterprise Service Requests eReviews	<ul style="list-style-type: none"> This module is used to track complaints – this is the “back-office” system not public facing This is the module that integrates with Bluebeam Revu to support digital submission and digital review of plan sets for any department that chooses to use it. This is particularly effective for speeding up the plan review process because it eliminates the need to accept paper plan sets, allows multiple staff to review the same plans at the same time, and shares all comments back with the customer in a digital fashion. Architects, Engineers and Contractors love this because they save money by not having to print multiple sets of plans and also can submit applications online as opposed to driving down to one of the county offices.
Civic Access – Community Development	<ul style="list-style-type: none"> This is the public facing portal for your customers to submit applications, schedule inspections, get status updates on permits, plans, inspections etc. This is available 24x7 from any mobile device and provides a huge customer service benefit to your constituents. This allows for online payments which is a huge benefit to your customers to pay permit fees, reinspection fees etc. to speed up the approval process. This can eliminate unnecessary phone calls and numerous trips to county offices because so much business can be done online.
Decision Engine	<ul style="list-style-type: none"> This is a component of the Civic Access portal and provides customers with a Q & A style experience to ensure that they are indeed submitting the appropriate application, contacting the appropriate department etc. It eliminates so many incorrect application submissions that would otherwise get routed incorrectly.
Community Development Executive Insights	<ul style="list-style-type: none"> This is an executive-level reporting tool that provides insights into your operation. It helps to identify trends and answers questions such as: <ul style="list-style-type: none"> How has permitting activity changed YTD vs last YTD? What is the average time to process a permit from application intake to CO issuance? What is the average turnaround time for plan review? Are we meeting our service level goals with respect to inspections? Etc.
Workforce Mobile Site License	<ul style="list-style-type: none"> This is unlimited access for your inspectors to use the mobile app in the field. This app works in a disconnected state so even if your inspectors lose their wireless signal, they can still complete their inspections.

	<ul style="list-style-type: none"> • This supports printing in the field as well as taking photos and capturing digital signatures.
GIS Site License	<ul style="list-style-type: none"> • This is unlimited access to the GIS capabilities of the system. • The Tyler system consumes information from your GIS in real time and makes it available to your staff within the application. • This allows users to look up information using maps, create letters from maps, create applications from maps, assign inspections from maps etc. • It also allows us to create workflow from GIS information (i.e., add a plan review if someone pulls a permit in particular area of the county that requires a special review).
Core and Advanced Automation Bundles	<ul style="list-style-type: none"> • These are system administration tools that enable us to configure automated alerts, emails, notifications etc. • For example, if you would like the system to notify an applicant that their permit is about to expire this tool allows you to configure that process
APIs	<ul style="list-style-type: none"> • These are all tools that provide a way to connect the Tyler application with 3rd party systems if needed.



Quoted By:
Quote Expiration:
Quote Name:

Garth Magness
12/29/23
SaaS - Gold Package (S)

Sales Quotation For:

Jackson County
401 Grindstaff Cove Rd
Sylva NC 28779-3250
Phone: 18286312291

Tyler SaaS - SaaS - Gold

Description	Term	Monthly Fee	Users/Units	Annual Fee
Enterprise Permitting & Licensing Core Software				
Community Development Suite - Per User		\$ 199	41	\$ 97,703
Enterprise Permitting & Licensing View Only Licenses (All Suites)		\$ 31	3	\$ 1,098
Enterprise Permitting & Licensing Extensions				
Enterprise Service Requests		\$ 1,226	1	\$ 14,712
e-Reviews		\$ 876	1	\$ 10,508
Civic Access - Community Development		\$ 762	1	\$ 9,142
Decision Engine		\$ 762	1	\$ 9,142
Community Development Executive Insights		\$ 613	1	\$ 7,356
Workforce Mobile Site License		\$ 0	1	\$ 0
Community Development API Toolkit		\$ 0	1	\$ 0
Credit Card Payment API		\$ 0	1	\$ 0

Enterprise Permitting & Licensing Cashiering API Toolkit	\$ 0	1	\$ 0
Enterprise Permitting & Licensing IVR API Toolkit	\$ 0	1	\$ 0
Core Foundation Bundle	\$ 0	1	\$ 0
Advanced Automation Bundle	\$ 0	1	\$ 0
GIS Site License	\$ 0	1	\$ 0
Content Management API	\$ 0	1	\$ 0
Sub-Total:			\$ 149,661
<u>Less Discount</u>			<u>\$ 29,947</u>
TOTAL	3		\$ 119,714

Tyler Annual Services

Description	Users/Units	Annual Fee
Recurring Services		
Hosted Report Management (additional user)	1	\$ 0
Professional Services		
Standard Technical Support	1	\$ 0
TOTAL:		\$ 0

Professional Services

Description	Quantity	Unit Price	Extended Price	Maintenance
Professional Services				
Configuration Training - Remote	40	\$ 165	\$ 6,600	\$ 0
Custom Forms/Letters	2	\$ 3,000	\$ 6,000	\$ 0
Data Conversion Services	120	\$ 250	\$ 30,000	\$ 0
Production Support - Onsite	80	\$ 165	\$ 13,200	\$ 0
Professional Implementation Services - Remote	1373	\$ 165	\$ 226,545	\$ 0

Project Management (25% Dedicated - up to 32 hours per month)	12	\$ 5,280	\$ 63,360	\$ 0
Solutions Orientation Training - Onsite	40	\$ 165	\$ 6,600	\$ 0
Training Services - Onsite	80	\$ 165	\$ 13,200	\$ 0
TOTAL:			\$ 365,505	\$ 0

Transaction Fees

Description

Payments

Enterprise Permitting & Licensing Payments

Summary

One Time Fees

Recurring Fees

Total SaaS

\$ 119,714

Total Services

\$ 365,505

\$ 0

Total Third-Party Hardware, Software, Services

\$ 0

\$ 0

Summary Total

365,505

\$ 119,714

Contract Total

\$ 724,647

Estimated Travel Expenses

\$ 20,000

Comments

Tyler currently supports the following identity providers (IdP's) for use with Tyler back-office solutions: Microsoft Active Directory through Azure AD, ADFS or Okta AD agent, Google Cloud Identity, Okta, and Identity Automation RapidIdentity. Any requirement by you to use an IdP not supported by Tyler will require additional costs, available upon request.

SaaS Monthly Fees are rounded to the nearest dollar. The Annual Fee value represents the cost to the customer.

Custom Forms/Letters are ground up single record custom report based on client specifications. A form/letter returns data from a single record in EnerGov (permit, code case, etc).

Enterprise Service Requests is an application for citizens to report code complaints. Tyler resources will configure, train client personnel, and support go-live for 311 functionality utilized by Enterprise Permitting & Licensing powered by EnerGov.

iG Workforce - iG Inspect and iG Enforce provide a mobile solution for field personnel to capture inspection and code data remotely. Tyler will assist to connect IG Apps to the Enterprise Permitting & Licensing powered by EnerGov suite, and support testing. These applications are available on iOS. The client is responsible for ensuring the app(s) are downloaded and kept up to date on client utilized hardware.

Enterprise Permitting Support Services provided by Tyler are limited to installation of the API and guidance to the Client's integration development resources. Tyler does not provide integration development services for Enterprise Permitting & Licensing powered by EnerGov API/SDK toolkits. The Client (or a selected third party integrator) will perform all development work against the API/SDK.

Core Foundation Bundle includes Enterprise Forms, Hub, SSRS/Crystal, Dynamic Reports, BMP Templates and Standard IOs. Tyler resources will configure and test basic Enterprise Licensing & Permitting functionality including global settings, and preliminary user roles.

Enterprise Permitting & Licensing powered by EnerGov Advanced Automation Bundle includes Intelligent Objects, Intelligent Automation Agent, Georules and Workflow Designer.

Decision Engine is a web-based application that utilizes yes/no questions to guide citizens through online applications. Tyler will ensure and troubleshoot the connection and provide application configuration training. The client is responsible to design

Your use of Tyler Payments and any related items included on this order is subject to the terms found at: <https://www.tylertech.com/terms/payment-card-processing-agreement>. By signing this order or the agreement in which it is included, you agree you have read, understand, and agree to such terms. Please see attached Tyler Payments fee schedule.

Tyler resources will establish connection and verify data exchange between Data & Insights and Enterprise Permitting & Licensing. Your rights, and the rights of any of your end users, to use Tyler's Data & Insights SaaS Services, or certain Tyler solutions which include Tyler's Data & Insights data platform, are subject to the Terms of Services, available at <https://www.tylertech.com/terms/data-insights-saas-services-terms-of-service>. By signing this sales quotation, 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.

eReviews enables electronic review and markup of submitted plans and other documentation by client personnel. eReviews requires Bluebeam Studio Prime, at an estimated yearly subscription cost of \$3,000/100 users to be purchased separately by Client.

Transaction Implementation

Project management and implementation services are based upon the delivery of up to 50 business process transactions. Any processes that go above Transaction count will be delivered by the client or delivered by Tyler through the change control process.

Business Process transactions are broken out into two categories. These categories are used for initial project planning in the absence of a full detail processes which will be prepared in the Assess & Define Stage. The final scope of the project will be mutually agreed upon and locked at the end of necessary updates to process type counts will be made to the prior to the start of Configuration.

Unique Business Process Transactions are transactions that contain a configuration definition of:

- A unique Workflow or business process steps & actions
- A Unique set of Fees within the process assessment
- A Unique set of Custom fields / additional information to be captured

Template Business Process Transactions are transactions that require modifications to either an already existing EnerGov template or utilize an approved transaction that are similar in function. The following configuration rules also apply:

- Addition/modification of up to 10 custom fields
- Addition/modification of up to 10 workflow actions
- Addition/modification of up to 10 fees

Within this framework, the implementation will be following a shared services model whereby the level of responsibility differs based on when Tyler leads to when the Client leads and owns in the following manner:

Tyler Leads & Owns:

Assess & Define Activities up to:

- 25 Unique business process transactions for community development
- 25 Template business process transactions for community development

Configuration, Internal testing, Process Refinement and Solution Validation issue resolution of up to:

- 20 Unique business process transactions for community development
- 20 Template business process transactions for community development

The Client leads & owns the Configuration, Internal testing, Process Refinement and Solution Validation issue resolution of up to:

- 5 Unique business process transactions for community development

- 5 Template business process transactions for community development

Tyler resources will perform Assess and Define, configuration, internal testing, Process Refinement and Solution Validation issue resolution for code department(s) within EnerGov's Code Enforcement Module.

The Client has the Automation Bundle Package which includes:

5 Automation Events are within the scope of this implementation – Automations are defined by:

- Intelligent Object (IO) – key component for automatically and reactively triggering the generating of emails, alerts, and other notifications.
- Intelligent Automation Agent (IAA) – a tool designed to automate a task in a proactive manner by setting values and generating emails and other windows services sweeps the EnerGov system looking for IAA conditions that have been met, and the associated actions are then performed. The alerts or errors.
- Tyler will be responsible for the development of 5 Automation Events
- The Client will be responsible for the development of 0 Automation Events

5 Geo Rules are within the scope of this implementation – Geo Rules are defined by:

- An automation event that is triggered by a condition configured around the source ESRI geodatabase.
- Tyler will be responsible for the development of 5 Geo Rules
- The Client will be responsible for the development of 0 Geo Rules

iG Workforce - iG Inspect and iG Enforce provide a mobile solution for field personnel to capture inspection and code data remotely. Tyler will assist EnerGov suite, and support testing. These applications are available on iOS.

Decision Engine is a web-based application that utilizes yes/no questions to guide citizens through online applications. Tyler will ensure and troubles provide application configuration training. The client is responsible to design and implement questionnaires.

Tyler Hub is a platform that allows clients to set up individual dashboard to visualize data. Tyler resources will assist to tie the application to EnerGov how to set up user dashboards. The client will be responsible to set up and maintain user dashboards.

Tyler will be responsible for connecting the EnerGov data source to Tyler Hub. Tyler will provide training to the client to demonstrate how to person Client's responsibility to personalize user views. Any additional data source connections to Tyler Hub will incur additional costs.