



TO: Honorable Mayor Tom Weidt and Members of the City Council
FROM: Anna Wobse, Finance Director
SUBJECT: Enterprise Resource Planning (ERP) Software
DATE: For the City Council Meeting of April 20, 2026

DESIRED COUNCIL ACTION

Approve selection of Enterprise Resource Planning (ERP) software.

BACKGROUND

At the September 19, 2025 Midyear Budget Review Workshop, staff informed the City Council that Tyler Technologies had notified the City that support for the current Fund Balance accounting software will reach its end of life effective December 31, 2026. This will end support for all core financial modules currently utilized by the Finance Department, including Payroll, Accounts Payable, General Ledger, and Utility Billing.

Since that time, staff has conducted a comprehensive review of replacement software options. Demonstrations were completed with three vendors: BS&A, GovSense, and Tyler Technologies' ERP Pro product designed to replace the existing Fund Balance software. These vendors were selected based on recommendations from the City's finance consultants and their experience serving municipal clients.

All three vendors offer robust ERP solutions with functionality extending beyond Finance to support operations in the Building Department and Planning and Zoning. The Building Department has expressed interest in transitioning from its current Permit Works software, while Planning and Zoning is seeking improved application tracking capabilities. Each proposed system provides integrated solutions to address these needs. While these departments were included in the evaluation process to ensure future compatibility, the current software selection is focused on the Finance Department, with implementation for the other departments to be phased in after the Finance modules have been fully implemented.

Following evaluation, staff eliminated both Tyler Technologies' ERP Pro and GovSense from further consideration. Tyler's ERP Pro does not integrate with Laserfiche, a critical document management system that the City intends to retain. Additionally, Tyler Technologies does not offer onsite training, which staff considers an important component to a successful implementation and staff readiness during this transition. GovSense, while offering advanced automation functionality through the Oracle NetSuite platform, presents significantly higher upfront and ongoing costs. Additionally, GovSense currently has no established client base within Minnesota, which raises concerns regarding local peer support and proven state-specific implementation success.

After careful consideration and feedback from current customers, staff recommends proceeding with the selection of BS&A Software as the City's new ERP solution. While BS&A does not offer the lowest initial cost, it provides a strong balance of functionality, reliability, and customer support. The system is expected to significantly reduce manual processes and improve operational efficiency across departments. BS&A has demonstrated the ability to successfully migrate data from the City's existing system into its platform, helping to ensure continuity of financial records and

minimize disruption during implementation. BS&A Software is currently utilized by over 50 Minnesota cities and continues to gain traction as a preferred solution among municipalities. They report customer retention rates of 99%, reflecting strong client satisfaction and long-term reliability.

Staff believes that selecting BS&A positions the City for a successful transition to a modern, integrated ERP system that will meet both current and future operational needs.

COSTS

The costs outlined below reflect all requested modules for the Finance Department, Building Department, and Planning and Zoning.

Software	Conversion/Implementation/Training	Annual Maintenance
BS&A Software *	\$167,395	\$42,420
GovSense Software **	\$256,000	\$98,055
Tyler Technologies ERP Pro ***	\$94,518	\$62,739

* BS&A's conversion cost may decrease depending on the amount of historical data selected for migration.

** GovSense's proposal does not include travel expenses, which would add additional costs.

*** Tyler Technologies' proposal does not include onsite training or travel expenses, as onsite training is not offered.

RECOMMENDATION

Staff recommends Council approve BS&A Software as the City's new Enterprise Resource Planning (ERP) software.

ATTACHMENTS

BS&A Software Quote

GovSense Software Quote

Tyler Technologies ERP Pro Software Quote

Proposal for:
City of Hugo, Washington County MN
January 14, 2026
Quoted by: Kevin Schafer

Software and Services for BS&A Cloud



Thank you for the opportunity to quote our software and services.

At BS&A, we are focused on delivering unparalleled service, solutions, support, and customer satisfaction. You'll see this in our literature, but it's not just a marketing strategy... it's a mindset deeply embedded in our DNA. Our goal is to provide such remarkable customer service that our customers feel compelled to remark about it.

*We are extremely proud of the many long-term customer relationships we have built. Our success is directly correlated with putting the customer first and consistently choosing to **listen**. Delivering unparalleled customer service is the foundation of our company.*

Cost Summary

Software is licensed for use only by municipality identified on the cover page. If used for additional entities or agencies, please contact BS&A for appropriate pricing. Prices subject to change if the actual count is significantly different than the estimated count. Module fees are charged annually and include unlimited support.

Cloud Modules - Annual Fee

Financial Management	
GL-General Ledger	\$5,320.00
AP-Account Payable	\$4,360.00
CR-Cash Receipting	\$4,860.00
Total	\$14,540.00
Personnel Management	
PR-Payroll	\$7,220.00
Total	\$7,220.00
Community Development	
BD-Building Department	\$8,700.00
Total	\$8,700.00
BS&A Online	
BSAO-PRS – Online Bill Pay	\$1,885.00
CD-Building	\$3,655.00
Total	\$5,540.00
Utility Billing	
UB-Utility Billing	\$5,040.00
Total	\$5,040.00
Platform	
Laserfiche Integration	\$1,380.00
Total	\$1,380.00
Subtotal	\$42,420.00

Data Conversions/Database Setup

GL-Conversion-Fund Balance COA, Balances, Budget, Journal Transaction history for up to 10 years	\$9,025.00
AP-Conversion-Fund Balance Vendors, Invoices and check history for up to 10 years	\$7,720.00
CR-Conversion-Fund Balance Setup of Receipt Items/Tender Type	\$2,450.00
PR-Conversion-Fundbalance Database setup, employee detail, YTD Values, Check history for up to 10 years	\$19,165.00
UB-Conversion-Fundbalance Accounts, Services, Deposits, Rates, Meters; Billing & Payment History, Service for up to 10 years	\$11,900.00
BD-Conversion-Permit Works Software Support Program (SSP) Setup of Permit and Enforcement Types, Fee Schedules, Permit and Enforcement History for up to 10 years	\$20,940.00
Total	\$71,200.00

Custom Import

Custom import from third-party software to populate Building Department database with parcels, properties, and current owners.	\$1,500.00
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Project Management and Implementation Planning

Services include:

- Analyzing customer processes to ensure all critical components are addressed.
- Creating and managing the project schedule in accordance with the customer's existing processes and needs.
- Planning and scheduling training around any planned process changes included in the project plan.
- Modifying the project schedule as needed to accommodate any changes to the scope and requirements of the project that are discovered.
- Providing a central contact between the customer's project leaders, developers, trainers, IT staff, conversion staff, and other resources required throughout the transition period.
- Reviewing and addressing the specifications for needed customizations to meet customer needs (when applicable).

Total **\$37,695.00**

Implementation and Training

- \$1,425/day
- Days quoted are estimates; you are billed for actual days used
- Training days quoted/billed in full day increments only

Services include:

- Setting up users and user security rights for each application
- Performing final process and procedure review
- Configuring custom settings in each application to fit the needs of the customer
- Setting up application integration and workflow methods
- Onsite verification of converted data for balancing and auditing purposes
- Training and Go-Live

Setup Days

ITS Setup - FM	Setup Days: 2	\$2,850.00
ITS Setup - HRIS	Setup Days: 2	\$2,850.00
ITS Setup - CD	Setup Days: 2	\$2,850.00
ITS Setup - UB	Setup Days: 2	\$2,850.00
ITS Setup - Laserfiche Integration	Setup Days: 1	\$1,425.00

Total Setup Days: 9

Subtotal: \$12,825.00

Implementation and Training Days

ITS Training - FM	Training Days: 7	\$9,975.00
ITS Training - HRIS	Training Days: 6	\$8,550.00
ITS Training - CD	Training Days: 10	\$14,250.00
ITS Training - BSAO	Training Days: 2	\$2,850.00
ITS Training - UB	Training Days: 6	\$8,550.00

Total Training Days: 31

Subtotal: \$44,175.00

Total Days: 40

Total: \$57,000.00

Cost Totals

Cloud New Purchase – <i>Annual Fee</i>	Subtotal	\$42,420.00
Data Conversion/Database Setup	Subtotal	\$71,200.00
Custom Import	Subtotal	\$1,500.00
Project Management and Implementation Planning	Subtotal	\$37,695.00
Implementation and Training	Subtotal	\$57,000.00

Total Proposed **\$209,815.00**

The final invoice will reflect actual expenses following the completion of training activities based on the guidelines described below.

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- \$160/\$185/\$225 per day hotel, varies by state
 - \$90 per day car rental
 - \$70 per day meals
 - \$730 per trip airfare/related expenses
 - \$0.70/mile round trip for drive distance

Payment Schedule

- 1st Payment: **\$110,395** to be invoiced upon execution of this agreement.
- 2nd Payment: **\$42,420** to be invoiced upon the subscription start date.
- 3rd Payment: **\$57,000** to be invoiced upon completion of training.

Addendum

Conversion Scope Definition

The successful conversion of data from a customer's legacy system(s) is contingent upon the Customer's ability to provide complete and accurate data exports. When possible, BS&A will assist with or perform the data extraction from the Customer's legacy system(s). to complete this project successfully, the Customer shall:

- Provide access to all required data exports from legacy systems in a mutually agreed-upon format and according to the project timeline.
- Ensure the completeness and accuracy of all exported data.
- Provide documentation regarding data structures, relationships, and business rules associated with the legacy data.
- Designate a knowledgeable representative familiar with the legacy system to address questions or issues that may arise during the conversion process.

BS&A's ability to complete the data conversion is dependent upon the fulfillment of these Customer responsibilities.

In addition:

- The scope of this conversion is based on the information provided by the customer regarding their legacy system(s). If additional data sources are introduced or if the scope of the legacy system(s) changes, this may result in additional charge or changes to the project schedules.
- The following outlines the data points that can be converted into BS&A. Any data point that is not used or not available in the legacy system will not be included in the conversion process.

Financial Management Suite

General Ledger

- Bank Accounts
- Chart of Accounts
 - Fund
 - Department
 - Account
 - Account Classification
 - Grants
 - Projects
- Journal Entry/Manual Journal Entry Detail
- Budget

Accounts Payable

- Vendor
 - Address
 - Contact
 - Distribution
- Invoice
 - Item
 - Distribution
- Checks

Human Resources Management Suite

Personnel Management

- Pay Codes
- Deductions and Expenses
- Departments
- Job Classes
- Leave Banks

- *Locations*
- *Positions*
- *Rate Tables*
- *Remittance Vendors*
- *Employee Information*
 - *Pay Codes and Distributions*
 - *Deductions and Expenses*
 - *Direct Deposit Information*
 - *Emergency Contacts*
 - *Dependents*
 - *Position History*
 - *Leave Banks and Balances*
 - *Notes*
 - *Attachments*
- *5 years of payroll and remittance check history*

Utility Billing Suite

Utility Billing

- *Master Account Information (active and inactive)*
 - *Service Address*
 - *Mailing Information – to include email addresses and ACH Information.*
 - *Account Number, Cycle, Route, Status*
 - *Account Comments*
- *Meter Information (active and inactive)*
 - *AMR / Radio ID / Remote #*
 - *Serial #*
 - *Meter Size*
 - *Meter Type / Manufacturer*
 - *Install Date*
 - *Location*
 - *Usage Multiplier*
 - *Read Dials*
- *Services / Billing Items (active only)*
 - *Associated Rate*
 - *Multiplier / REU*
 - *Type*
- *Deposits (active and inactive)*
 - *Amount Remaining*
 - *Interest Amount*
 - *Deposit Date*
 - *Depositor*
- *Account History (5 years)*
 - *Meter Read, Payment, Billing, Penalty, and Adjustment History*
 - *Transaction Amount*
 - *Transaction Date*
- *Account Balances (active and inactive)*
 - *Balances are summarized by Account and Billing Item using the conversion date as the due date.*

- *In certain instances, balances may be delineated by transaction type (e.g., Sales Tax, Penalty), subject to the specific conversion data*
- *Rates (active)*
 - *Service Fee / Flat Amount*
 - *Minimum and Maximum Amounts*
 - *Basic Step Tier Amounts (step from, to, and amount)*
 - *Complex Electric Rates may not be converted correctly due to complexity*
- *Work Orders (active and inactive)*
 - *Date Scheduled*
 - *Date Completed*
 - *Work Detail Comment*
 - *Work Order #*

Community Development Suite

Community Development

- *Property/Parcel*
- *Contractors*
- *Permit*
 - *Inspections/Fees*
 - *Reviews*
- *Enforcements*
 - *Violations/Inspections/Fees*
- *Certificates/Fees*
- *Bonds/Escrows*
- *Occupancy Certificates*
- *PZE Processes*
 - *Reviews*



GovSense Software and Services Proposal
For Hugo, MN
Financial Suite, Utility Billing and ComDev

February 27, 2026

GovSense
11675 Great Oaks Way, Suite 125
Alpharetta, GA 30022

GovSENSE

Our mission is to commit every single day to helping our customers thrive and reach new levels of success they never thought possible.

About GovSense

Founded in 2015 and headquartered in Alpharetta, Georgia, GovSense developed the first unified, true-cloud Government Resource Planning (GRP) solution designed specifically for local governments. Unlike legacy systems that are cumbersome and disjointed, GovSense provides a modern, easy-to-use, and fully integrated solution that enables collaboration across departments in finance, budgeting, utility billing, project and fund management, asset management, permitting, inspections, and licensing.

Our solution increases efficiency, transparency, and security, allowing jurisdictions to eliminate outdated, siloed systems and embrace a unified, role-based platform that empowers decision-making and streamlines workflows. GovSense serves over 60 communities, serving more than 2 million citizens.



GovSense is natively built on the Oracle NetSuite platform, the world's leading cloud-based Enterprise Resource Planning (ERP) solution, which is utilized by over 40,000 organizations globally.

Why GovSense?

The Township of Marshall, PA will gain significant advantages with GovSense's ERP software solution:

- **Intuitive & Efficient** – The GovSense interface is designed for ease of use, minimizing clicks and simplifying even the most complex transactions. Unlike traditional systems that require extensive training and manual workarounds, GovSense is intuitive and user-friendly, tailored to your workflows.
- **Powerful & Collaborative** – Built as a true-cloud solution, GovSense fosters seamless interaction between departments, leadership, and citizens. The system enables real-time data sharing, limitless reporting, and transparent workflows—without the costly maintenance and inflexibility of traditional systems.
- **Fast & Scalable** – GovSense enables jurisdictions to work faster and smarter, with automated workflows, dynamic reporting, mobile access, and real-time dashboards. Unlike static, outdated ERP solutions, GovSense continuously evolves, ensuring that every user is always on the latest version.
- **Unmatched Security & Reliability** – GovSense eliminates the risks associated with self-hosted, on-premise systems, which are increasingly vulnerable to cyberattacks. Our enterprise-grade cloud security ensures resilience, compliance, and seamless access, allowing local governments to operate with confidence.

A Smarter, More Connected Government

Historically, public sector agencies have been forced to work with standalone systems that do not communicate effectively across departments. GovSense uniquely eliminates these inefficiencies by offering a truly unified platform that enables multi-department collaboration within a single solution.

- **360-Degree Organizational Visibility** – GovSense provides a single source of truth, allowing departments to eliminate data silos and access relevant information in real time. This enables better decision-making and fosters engagement between government and community stakeholders.
- **Access Anytime, Anywhere** – Unlike on-premise systems that limit mobility, GovSense provides secure, cloud-based access on any device. Field teams, finance staff, and leadership can work seamlessly from any location, increasing efficiency and ensuring data accuracy. GovSense is browser-agnostic and supports iOS, Android, and all major web browsers.

A Trusted Partner in Government Innovation

GovSense is more than just a software provider—we are a long-term strategic partner dedicated to helping local governments streamline processes, enhance citizen engagement, and increase operational efficiency. Our approach is built around:

1. **Customer-Centric Partnership** – We don’t just sell software; we work side-by-side with jurisdictions to ensure long-term success. Our dedicated team acts as trusted business advisors, tailoring solutions to meet the specific needs of each organization.
2. **Built for the Future** – GovSense was designed for scalability, eliminating the need for frequent system replacements. Our cloud-based platform grows with you, adapting to evolving regulatory and operational needs without the constraints of outdated software.
3. **Seamless, Cost-Free Updates** – GovSense customers never pay for system updates. All feature enhancements and security updates are deployed automatically, ensuring your system stays up to date without costly IT intervention or system downtime.



GovSense Estimate for Hugo, MN



This page contains proprietary information and is deemed confidential by GovSense, U.C.

GovSense Software Investment Summary - Hugo, MN

Payment Terms: Net 30

Contract Term: Initial Term 1 Year

Expiration Date: 31-Mar-26

Annual SaaS & Operation Support

Item	Description	Annual Cost
GovSense SaaS	Finance, Fixed Assets, and UB (14 full /5 limited users)	\$81,713
GovSense Support	Mission-Critical Operation Support	\$16,343
Total SaaS and Support		\$98,055

One-Time Implementation Investment

Item	Description	One-Time Cost
Project Management	Project Management for the duration of the project	\$40,000
Design	Documentation of how the application will be configured	\$24,000
Implementation	Configuring the application & documentation	\$86,400
UAT	User Acceptance Testing and necessary modifications	\$36,800
Data Conversion	Data conversion and integrations	\$24,000
Citizen Portal	Portal Build Out	\$25,600
Integration	Integration to 3rd Party Applications	\$0
Post Go-live Support	Post-Launch modifications	\$19,200
Total One-Time Implementation		\$256,000

Total Estimated Year 1 Investment: \$354,055

Integration will be scoped and quoted following discovery and system validation.

Travel billed as incurred per GSA schedule.



Billing Address:

City of Hugo
5524 Upper 146th St N

Hugo MN 55038-9367
Anna Wobse
+1 (651) 762-6338
awobse@ci.hugo.mn.us

Quoted By Ethan Reynolds
Quote Expiration 5/31/26
Quote Name ERP Pro 10

Tyler Annual Software – SaaS			
Description	List Price	Discount	Annual
ERP Pro			
ERP Pro 10 Financial Management Suite			
AP Automation Capture Only	\$ 5,513	\$ 0	\$ 5,513
Core Financials	\$ 12,214	\$ 2,443	\$ 9,771
Human Resources Management (Includes Position Budgeting)	\$ 4,498	\$ 900	\$ 3,598
Employee Access Pro	\$ 0	\$ 0	\$ 0
Employee Access Pro Time & Attendance	\$ 1,000	\$ 0	\$ 1,000
ERP Pro 10 Customer Relationship Management Suite			
Utility Billing Water/Gas	\$ 12,214	\$ 2,443	\$ 9,771
Cashiering	\$ 3,858	\$ 1,157	\$ 2,701
Utility Access	\$ 2,160	\$ 0	\$ 2,160
Service Orders Mobile	\$ 965	\$ 290	\$ 675
Tyler One			
Permitting & Licensing Pro			

Tyler Annual Software – SaaS

Description	List Price	Discount	Annual
Permitting	\$ 8,088	\$ 0	\$ 8,088
Code Enforcement	\$ 8,088	\$ 0	\$ 8,088
Credential Manager	\$ 4,044	\$ 0	\$ 4,044
Electronic Plan Review	\$ 4,044	\$ 0	\$ 4,044
Collaborator Access	\$ 0	\$ 0	\$ 0
Public Access	\$ 0	\$ 0	\$ 0
Request Manager	\$ 0	\$ 0	\$ 0
Content Manager Suite			
Content Manager Core	\$ 4,180	\$ 1,254	\$ 2,926
TOTAL:			\$ 62,379

Tyler Fees per Transaction

Description	Net Unit Price
ERP Pro	
ERP Pro 10 Customer Relationship Management Suite	
Miscellaneous Payments	\$ 1.25
Tyler One	
Notify	
Notifications for Utilities	\$ 0.10

Payments

	List Price	Service%	Min	Basis Points	Rate	Cap	POS	Online	IVR
Payments - Payer Card Cost - Service Fees									
ERP Pro Payments									
Utility Access Payments Bundle		3.95%	\$ 2.50				X	X	X
Miscellaneous		3.95%	\$ 2.50				X	X	

Payments - Other Fees

Payer eCheck Cost	\$ 1.95
eCheck Rejects	\$ 5.00
Credit Card Chargebacks	\$ 15.00

Payer Card Cost per card transaction with Visa, MasterCard, Discover, and American Express when applicable.
Credit Card Chargebacks If a card payer disputes a transaction at the card issuing bank (e.g. stolen card).
eCheck Rejects When an eCheck transaction comes back as declined (e.g. bounced check).
Payer eCheck Cost Per electronic check transaction.
Payments Your use of 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 Payments fee schedule.

Third Party Software & Hardware				
Description	Quantity	Unit Price	Extended Price	Annual
Tyler One				
Payments				
Payments EMV Card Reader Purchase	2	\$ 529	\$ 1,058	\$ 0
PCI Service Fee (Per Device)	2	\$ 180	\$ 0	\$ 360
TOTAL:			\$ 1,058	\$ 360

Services		
Description	Hours/Units	Extended Price
ERP Pro 10 Financial Management Suite		
Professional Services	272	\$ 31,720
Data Conversion Services		\$ 0
Project Management	1	\$ 1,600

ERP Pro 10 Customer Relationship Management Suite		
Professional Services	226	\$ 27,820
Project Management	1	\$ 1,750
Data Conversion Services		\$ 0
Permitting & Licensing Pro		
Data Conversion Services		\$ 3,000
Credential Manager	1	\$ 1,189
Code Enforcement	1	\$ 2,206
Electronic Plan Review	1	\$ 1,189
Permitting	1	\$ 2,206
Project Management	1	\$ 1,500
Content Manager Suite		
Professional Services	56	\$ 7,280
Data Conversion Services		\$ 12,000
TOTAL:		\$ 93,460

Summary	One Time Fees	Recurring Fees
Total SaaS		\$ 62,379
Total Third Party Hardware, Software, Services	\$ 1,058	\$ 360
Total Tyler Services	\$ 93,460	
Summary Total	\$ 94,518	\$ 62,739

Comments

The following modules will be migrating from Fund Balance to ERP Pro 10: Accounts Payable, General Ledger/Budget, Payroll, Utility Billing

Bill SaaS Fees upon availability.

Work will be delivered remotely unless otherwise noted in this agreement.

Expenses associated with onsite services are invoiced as incurred according to Tyler's standard business travel policy.

SaaS is considered a term of one year unless otherwise indicated.

AP Automation Capture Only

A fully automated vendor payment system, including an automated invoice capture system, invoice approval system, AP Invoice Access. Tyler Software may include artificial intelligence ("AI") features that are provided as an administrative convenience, designed to analyze data or make suggestions, subject to changing laws applicable in your local jurisdiction. Client is responsible for independently validating the accuracy of data analyzed or suggestions provided via AI features and using such features only to the extent permissible under applicable law.

Cashiering

Cashiering supports credit/debit cards, is PCI Compliant, and includes a cash collection interface and a cashiering receipt import.

Core Financials

Includes general ledger, budget prep, bank recon, AP, CellSense, a standard forms pkg, output director, positive pay, secure signatures, Tyler University.

Human Resources Management (Includes Position Budgeting)

Includes Position Budgeting and Tyler University

Utility Access

Utility Access Component displays the current status (late, cut off etc), the action needed to avoid penalty, current balance, deposits on file (optional), last payment date, last payment amount, payment arrangements on file, last bill amount, last bill date, bill due date, contracts on file and status, transaction history (online payments). Payment packet is created to be imported to utility system. Address information includes legal description, precinct, school district, and services at address(subject to data availability). Includes consumption history by service (including graphs), request for service (optional), information change request (optional), security -SSL (secure socket layer).

Utility Billing Water/Gas

Includes collections, tax lien process and import, a standard forms package, output director, one utility handheld meter-reader interface, and Tyler University.

Notifications for Utilities

Includes Customer notifications by phone (call late notices and general notifications) and texts. Call and text lists are automatically generated, and the account is updated after the call or text. Calls includes a custom message for each call type and the call message can be in English or Spanish. It generates reports based on call and text results. Note: The Utility will be billed at the rate specified above for all the calls and texts made. The Utility will be billed quarterly by Tyler Technologies for calls and texts conducted.

Miscellaneous Payments

Miscellaneous Payments Component allows clients to setup payment forms for misc. payments with a fixed, calculated or open payment amount. The payments are sent from the website to the cash collection/Cashiering application and then posted to the GL application. NOTE: There is a per transaction fee associated with the Miscellaneous Payments that will be paid by client unless Tyler is instructed by the client to pass along to the user at time of payment.

Utilities Data Conversion

Includes contacts/properties/accounts, meters, transaction/consumption/read history, metered services, non-metered service. Balanced transactions converted from current calendar year plus prior 2 years. Unlimited history imported upon request.

Human Resources Management / Payroll Data Conversion

Includes employee data, current calendar year balanced transactions, and unlimited unbalanced transaction history.

Financial Management Data Conversion

Includes Chart of Accounts, General Ledger, Accounts Payable, current fiscal year balanced transactions, and unlimited unbalanced transaction history.

Code Enforcement Data Conversion Services

Includes open cases, contacts, and locations - no historical data.

Permitting Data Conversion Services

Includes open projects, contacts, and locations - no transaction history.

Utility Access Payments Bundle

Includes ERP Pro Payments and IVR (an automated phone system which securely allows for the collection of utility payments and the checking of balances and due dates).

Client agrees that items in this sales quotation are, upon Client's signature or approval of same, hereby added to the existing agreement ("Agreement") between the parties and subject to its terms. Additionally, payment for said items, as applicable but subject to any listed assumptions herein, shall conform to the following terms, subject to payment terms in an agreement, amendment, or similar document in which this sales quotation is included:

- License fees for Tyler and third-party software are invoiced upon the earlier of (i) delivery of the license key or (ii) when Tyler makes such software available accessible.
- Fees for hardware are invoiced upon delivery.
- Fees for year one of hardware maintenance are invoiced upon delivery of the hardware.
- Annual Maintenance and Support fees are first payable when Tyler makes the software accessible to the Client, and SaaS fees, Hosting fees, and Subscription fees are first payable on the first day of the month following the date this quotation was signed (or if later, the commencement of the agreement's initial term). Any such fees are prorated to align with the applicable term under the agreement, with renewals invoiced annually thereafter in accord with the agreement.

Fees for services included in this sales quotation shall be invoiced as indicated below.

- Implementation and other professional services fees shall be invoiced as delivered.

- Client has six months to use the services. If Client does not use the services within six months, Tyler may remove the unused services or issue a new quote to provide services at then-current rates.
- Fixed-fee Business Process Consulting services shall be invoiced 50% upon delivery of the Best Practice Recommendations, by module, and 50% upon delivery of custom desktop procedures, by module.
- Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion option, and 50% upon Client acceptance to load the converted data into Live/Production environment, by conversion option. Where conversions are quoted as estimated, Tyler will invoice Client the actual services delivered on a time and materials basis.
- Except as otherwise provided, other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where "Project Planning Services" are provided, payment shall be invoiced upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be invoiced monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
- If Client has purchased any change management services, those services will be invoiced in accordance with the Agreement.
- Notwithstanding anything to the contrary stated above, the following payment terms shall apply to fees specifically for migrations: Tyler will invoice Client 50% of any Migration Services Fees listed above upon Client approval of the product suite migration schedule. The remaining 50%, by line item, will be billed upon the go-live of the applicable product suite. Tyler will invoice Client for any Project Management Fees listed above upon the go-live of the first product suite. Annual SaaS Fees will be invoiced upon availability of the hosted environment.

Any SaaS or hosted solutions added to an agreement containing Client-hosted Tyler solutions are subject to Tyler's SaaS Services terms found here: <https://www.tylertech.com/terms/tyler-saas-services>.

Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held for six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: _____ Date: _____
 Print Name: _____ P.O.#: _____