



Gig Harbor Fire & Medic One

**AGENDA
Commissioners' Meeting
September 26, 2023 (Hybrid Meeting)
5:00 P.M.**

1. Call to Order/Pledge of Allegiance
2. Approval of the Agenda
3. Commissioner Absence
4. Communications
5. Approve minutes of September 12, 2023 Commissioner meeting
6. Voucher Approval
 - Accounts Payable Vouchers: 200024-200081 \$ 350,599.55
 - Payroll Vouchers 200007-200023: \$ 975,409.15

SUBTOTAL VOUCHERS: \$1,326,008.70

 - ACH Payroll Transfer: \$ 1,206,897.97
 - 941 Payment – ACH Payroll Transfer \$ 284,983.62
 - Wire Transfer Fees \$ 80.00

SUBTOTAL PAYROLL ACH TRANSFERS: \$ 1,491,961.59

GRAND TOTAL VOUCHERS AND ACH TRANSFERS: \$ 2,817,970.29
7. Local 3390 Reports
8. Chiefs Reports
9. Standing Committee Reports
10. Finance Report K. Hackmeister
11. Chairman's Report
12. 2022 Bond Update
13. **OLD BUSINESS**
 - a.
 - b.
14. **NEW BUSINESS**
 - a. 2024 Budget – Presentation of First Draft K. Hackmeister
 - b. SaaS Contract: UKG Ready for HR and Payroll Software K. Hackmeister
 - c. SaaS Contract: Tyler Technologies for Financial System Software K. Hackmeister
15. Open Public Comment (state your name for the record, you will have 3 minutes)
16. **GOOD OF THE ORDER**
17. **SPECIAL INTERESTS/UPCOMING EVENTS**

Adjourn Meeting. Next regular meeting will be **October 10, 2023, at 5:00 PM**



Gig Harbor Fire & Medic One

COMMISSIONERS' MEETING MINUTES

September 12, 2023

Chairman Urvina called the meeting to order at 5:00 p.m. and led the Pledge of Allegiance.

Present: Commissioners Urvina, Wilsie, Entze, Sutich and Nelson (virtual), F/C D. Doan, A/Cs P. Oldenburg, S. Booth, J. Johnson, J. Black and EA T. VanderVaate.

APPROVAL OF THE AGENDA

Commissioners Wilsie and Sutich moved and seconded approval of the agenda as presented. With no further discussion, the **MOTION CARRIED** by unanimous roll call vote.

COMMISSIONER ABSENCE

COMMUNICATIONS

MINUTES AND BLANKET VOUCHERS

Commissioners Sutich and Wilsie moved and seconded approval of the August 22, 2023 meeting minutes. With no further discussion, the **MOTION CARRIED** by unanimous roll call vote.

Commissioners Entze and Wilsie moved and seconded approval of Accounts Payable Vouchers 199931-200006 for a total consideration of \$318,340.49. With no further discussion, the **MOTION CARRIED** by unanimous roll call vote.

LOCAL 3390 REPORTS

CHIEFS REPORTS

Chief Booth reported:

- The District has two collaborative events coming up:
 - Saturday, September 16, 2023, from 10:00 am to noon at Station 53 – the FICRA Emergency Preparedness Organization is hosting an information session focusing on the topics of wildland urban interface preparedness and evacuation and PC Alert information.
 - [Tentative] November 17, 2023, at Station 50 – the Washington Correctional Center for Women (WCCA) will partner with Gig Harbor Fire to conduct an MCI drill.

Chief Johnson reported:

- We recently responded to a 2-acre grass fire off Ray Nash – the fire was started by a

lawnmower. Our crews did a great job knocking it down quickly.

- Chief Meyer will return home tomorrow. He has been deployed to the Smith River Complex fire on the Oregon/California border for the last two weeks. Tomorrow, we are deploying two more employees to the same incident, they will work as heavy equipment boss trainees.

Chief Doan reported:

- We held our 9/11 ceremony yesterday; Chief Black and LT Hughes did a great job of organizing the event.
- Served on the interview panel for the City of Gig Harbor Housing Health and Human Services Program Manager.
- Recently appointed to Washington Fire Chiefs Board, and attending first meeting tomorrow.
- Working with Robyn Denson on a resolution regarding one radio system.
- Project and Priority List – we will report soon on what has been accomplished this year and what carries over to 2024; District Staff will be working to create a new project priority list for 2024 soon.
- Today during Command and General Staff meeting, decision was made regarding specialty teams and level of service. Staff will now work through the process.

STANDING COMMITTEE REPORTS

CHAIRMAN'S REPORT

2022 CAPITAL BOND PROJECTS UPDATE

Chief Johnson asked if there were any questions regarding the update he emailed last week. Commissioner Nelson asked a question regarding the reduction of the footprint for the Station 51 design and if that helped with setback requirements. Commissioner Sutich asked when Station 51 design plans would be presented to the Fleet and Facilities Committee and requested a meeting be scheduled. Discussion followed.

OLD BUSINESS

NEW BUSINESS

A. 2024 Budget Planning Timeline. Chief Oldenburg presented the 2024 Budget Planning Timeline.

PUBLIC COMMENT

GOOD OF THE ORDER

Commissioner Sutich extended his appreciation to PM Lawson, LT Baker, and the other crew members he recently interacted with for their great work.

SPECIAL INTERESTS/UPCOMING EVENTS

ADJOURNMENT

There being no further business to discuss, Chairman Urvina adjourned the meeting at 5:13 pm.
The next regular meeting will be 5:00 pm on Tuesday, September 26, 2023.

Chairman/Commissioner

Commissioner

Commissioner

Commissioner

Commissioner

Attest: District Secretary

VOUCHER APPROVAL:

September 11, 2023
APPROVED BY AC Oldenburg

PAYROLL:

Dollar Amount

TOTAL

Voucher Nos: 200007 through 200023 \$ 975,409.15 \$ 975,409.15
(Benefit & L&I Monthly Payment)

ACH Payroll Transfer Amount: \$ 1,206,897.97 \$ 1,206,897.97

941 ACH Payroll Transfer Amount: \$ 284,983.62 \$ 284,983.62

Wire Fees Transfer Amount: \$ 80.00 \$ 80.00

GRAND TOTAL ACCOUNTS PAYABLE & PAYROLL: \$ 2,467,370.74

VOUCHER APPROVALS

Pierce County Fire District #5

Time: 07:46:10 Date: 09/11/2023

09/29/2023 To: 09/29/2023

Page: 1

Voucher Claimant	Trans	Date	Type	Acct #	Amount	Memo
200007 AFLAC	3043	09/29/2023	Payroll	1	2,283.09	
200008 BHT BUSINESS SERVICES INDUSTRY	3044	09/29/2023	Payroll	1	12,924.85	
200009 COLUMBIA BANK	3045	09/29/2023	Payroll	1	22,942.57	
200010 DEPT LABOR & INDUSTRIES	3046	09/29/2023	Payroll	1	88,097.39	
200011 EMPLOYMENT SECURITY DEPT - PFMLA	3047	09/29/2023	Payroll	1	13,611.19	
200012 GHFFU HEALTH & WELFARE	3048	09/29/2023	Payroll	1	94,024.12	
200013 KEY BANK - DECISION POINT	3049	09/29/2023	Payroll	1	210,669.24	
200014 KEY BANK - FIDELITY	3050	09/29/2023	Payroll	1	15,207.52	
200015 LOCAL 3390 GHFUHW TRUST	3051	09/29/2023	Payroll	1	209,474.00	
200016 Local 3390 GHFUHW Trust	3052	09/29/2023	Payroll	1	17,770.48	
200017 THE HARTFORD	3053	09/29/2023	Payroll	1	7,210.87	
200018 TRUSTMARK VOLUNTARY BENEFITS	3054	09/29/2023	Payroll	1	6,687.15	
200019 VISION SERVICE PLAN - AT	3055	09/29/2023	Payroll	1	115.75	
200020 WA CARES FUND - LTC	3056	09/29/2023	Payroll	1	3,081.31	
200021 WASHINGTON PER SYSTEM EMP	3057	09/29/2023	Payroll	1	22,348.13	
200022 WASHINGTON STATE TREASURER	3058	09/29/2023	Payroll	1	20,350.00	
200023 WLEO & FFR SYSTEM EMPE	3059	09/29/2023	Payroll	1	228,611.49	

Total Vouchers:

975,409.15

VOUCHER APPROVALS

Pierce County Fire District #5

Time: 07:46:10 Date: 09/11/2023

09/29/2023 To: 09/29/2023

Page: 2

Voucher Claimant	Trans	Date	Type	Acct #	Amount	Memo
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Commissioner Signatures:

Chair

CERTIFICATION: I, the undersigned do hereby certify under penalty of perjury, that the materials have been furnished, the services rendered or the labor performed as described and that the claim is a due and unpaid obligation against Pierce County Fire District #5 and that I am authorized to authenticate and certify to said claim.

_____ Date

District Secretary

VOUCHER APPROVAL:

September 12, 2023
APPROVED BY ASSISTANT CHIEF OLDENBURG

ACCOUNTS PAYABLE:

Dollar Amount

TOTAL

Voucher Nos: 200024 through 200054 \$ 52,042.23 \$ 52,042.23

Total Accounts Payable Invoices: \$ 52,042.23 \$ 52,042.23

GRAND TOTAL ACCOUNTS PAYABLE: \$ 52,042.23

PAYABLES RUN FOR COUNTY'S WARRANT PRINTING ON 9/13/23
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VOUCHER APPROVALS

Pierce County Fire District #5

Time: 16:29:26 Date: 09/12/2023

09/12/2023 To: 09/12/2023

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Voucher Claimant	Trans	Date	Type	Acct #	Amount	Memo
200024 ACTIVE911 INC	3060	09/12/2023	Claims	1	2,843.03	SUBSCRIPTION RENEWAL
					2,843.03	522 19 45 005 - Software Subscription Contracts Active Alert - Alerting Subscription
						Invoice # Rcvd Date Due Date Description Amount
						514398 09/12/2023 09/12/2023 Active Alert - Alerting Subscription 2,843.03
200025 ACURA SYSTEMS INTERNATIONAL INC	3061	09/12/2023	Claims	1	1,135.05	LOGISTICS - PO #41148
					1,135.05	522 19 35 006 - General Hardware Maintenance GETAC Docks - 3 Qty
						Invoice # Rcvd Date Due Date Description Amount
						001702 09/12/2023 09/12/2023 GETAC Docks - 3 Qty 1,135.05
200026 CENTURYLINK	3062	09/12/2023	Claims	1	1,723.08	FACILITIES - UTILITIES
					277.93	522 50 47 004 - Communications Phone Svc - Shop - 9/2-10/1/23 - Acct 300478773
					219.97	522 50 47 004 - Communications Phone Svc - Stn 51 - 9/2-10/1/23 - Acct 409641681
					585.74	522 50 47 004 - Communications Phone Svc - Stn 50 - 9/2-10/1/23 - Acct 300471800
					110.32	522 50 47 004 - Communications Phone Svc - Stn 53 - 9/2-10/1/23 - Acct 300468948
					86.68	522 50 47 004 - Communications Phone Svc - Stn 59 - 9/2-10/1/23 - Acct 300467832
					114.24	522 50 47 004 - Communications Phone Svc - Stn 57 - 9/2-10/1/23 - Acct 300470829
					120.76	522 50 47 004 - Communications Phone Svc - Stn 52 - 9/2-10/1/23 - Acct 300471239
					120.76	522 50 47 004 - Communications Phone Svc - Stn 56 - 9/2-10/1/23 - Acct 300481505
					86.68	522 50 47 004 - Communications Phone Svc - Stn 58 - 9/2-10/1/23 - Acct 300484267
						Invoice # Rcvd Date Due Date Description Amount
						9/2/23 INV 09/12/2023 09/12/2023 Phone Svc - Shop - 9/2-10/1/23 - Acct 300478773 277.93
						9/2/23 INV 09/12/2023 09/12/2023 Phone Svc - Stn 51 - 9/2-10/1/23 - Acct 409641681 219.97
						9/2/23 INV 09/12/2023 09/12/2023 Phone Svc - Stn 50 - 9/2-10/1/23 - Acct 300471800 585.74
						9/2/23 INV 09/12/2023 09/12/2023 Phone Svc - Stn 53 - 9/2-10/1/23 - Acct 300468948 110.32
						9/2/23 INV 09/12/2023 09/12/2023 Phone Svc - Stn 59 - 9/2-10/1/23 - Acct 300467832 86.68
						9/2/23 INV 09/12/2023 09/12/2023 Phone Svc - Stn 57 - 9/2-10/1/23 - Acct 300470829 114.24
						9/2/23 INV 09/12/2023 09/12/2023 Phone Svc - Stn 52 - 9/2-10/1/23 - Acct 300471239 120.76
						9/2/23 INV 09/12/2023 09/12/2023 Phone Svc - Stn 56 - 9/2-10/1/23 - Acct 300481505 120.76
						9/2/23 INV 09/12/2023 09/12/2023 Phone Svc - Stn 58 - 9/2-10/1/23 - Acct 300484267 86.68
200027 CINTAS CORP	3063	09/12/2023	Claims	1	270.15	FLEET/FACILITIES - UNIFORMS
					96.13	522 50 20 005 - Clothing Facilities Uniforms
					78.99	522 60 20 005 - Clothing Fleet Uniforms
					95.03	522 60 48 000 - Vehicle Repairs & Maint. by Others Shop Laundry - Towels, Fender Covers, Mats
						Invoice # Rcvd Date Due Date Description Amount
						4166532879 09/12/2023 09/12/2023 Fleet/Facilities - Uniforms 270.15
200028 CLAIBORNE LARRY	3064	09/12/2023	Claims	1	164.90	RETIREE MEDICARE REIMB - SEPT 2023
					164.90	522 11 20 006 - Post Retirement Benefit Payments Retiree Medicare Reimb - Sept 2023
						Invoice # Rcvd Date Due Date Description Amount
						SEPT 2023 09/12/2023 09/12/2023 Retiree Medicare Reimb - Sept 2023 164.90
200029 COMCAST	3065	09/12/2023	Claims	1	102.96	FACILITIES - UTILITIES
					10.55	522 50 47 004 - Communications Cable TV - Stn 50 - 9/9-10/8/23 - Acct 8498360100829845

VOUCHER APPROVALS

Pierce County Fire District #5

Time: 16:29:26 Date: 09/12/2023

09/12/2023 To: 09/12/2023

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Voucher Claimant	Trans	Date	Type	Acct #	Amount	Memo
522 50 47 004 - Communications					18.95	Cable TV - Stn 52 - 9/16-10/15/23 - Acct 8498360100156660
522 50 47 004 - Communications					73.46	Cable TV - Stns 51,54,55,56,58,59 - 9/10-10/9/23 - Acct 8498300990000883
	Invoice #	Rcvd Date	Due Date	Description		Amount
	9/4/23 INV	09/12/2023	09/12/2023	Cable TV - Stn 50 - 9/9-10/8/23 - Acct		10.55
	9/5/23 INV	09/12/2023	09/12/2023	Cable TV - Stn 52 - 9/16-10/15/23 - Acct		18.95
	9/2/23 INV	09/12/2023	09/12/2023	Cable TV - Stns 51,54,55,56,58,59 - 9/10-10/9/23 -		73.46
200030 COPELAND ROBERT	3066	09/12/2023	Claims	1	164.90	RETIREE MEDICARE REIMB - SEPT 2023
522 11 20 006 - Post Retirement Benefit Payments					164.90	Retiree Medicare Reimb - Sept 2023
	Invoice #	Rcvd Date	Due Date	Description		Amount
	SEPT 2023	09/12/2023	09/12/2023	Retiree Medicare Reimb - Sept 2023		164.90
200031 CRS SERVICES LLC	3067	09/12/2023	Claims	1	172.04	FACILITIES - PO #41281
522 50 48 000 - Repair & Maint by others					172.04	Skylight Repair - Stn 50
	Invoice #	Rcvd Date	Due Date	Description		Amount
	RO-23-127	09/12/2023	09/12/2023	Skylight Repair - Stn 50		172.04
200032 CUMMINS SALES AND SERVICE	3068	09/12/2023	Claims	1	810.75	FLEET - PO #41183
522 60 35 001 - Small Tools & Equip.					810.75	Renewal - QuickServe Online
	Invoice #	Rcvd Date	Due Date	Description		Amount
	07-68239	09/12/2023	09/12/2023	Renewal - QuickServe Online		810.75
200033 DOBBS PETERBILT - TACOMA	3069	09/12/2023	Claims	1	1,434.80	FLEET - PO #41263, #41277, #41231, #41154, #41198, #40821
1						
522 60 31 010 - Vehicle Parts & Supplies					54.34	Misc Filters - 2 Qty
522 60 31 010 - Vehicle Parts & Supplies					330.85	Actuator - E30
522 60 31 010 - Vehicle Parts & Supplies					97.97	Belts, Hoses - 2 Qty Ea - E27, Stock
522 60 31 010 - Vehicle Parts & Supplies					413.48	Misc Filters - 17 Qty - Stock
522 60 31 010 - Vehicle Parts & Supplies					407.60	Breather Housing - E30
522 60 31 010 - Vehicle Parts & Supplies					130.56	AC Float Switches - 2 Qty - Stock
	Invoice #	Rcvd Date	Due Date	Description		Amount
	025P164109	09/12/2023	09/12/2023	Misc Filters - 2 Qty		54.34
	025P163142	09/12/2023	09/12/2023	Actuator - E30		330.85
	025P163327	09/12/2023	09/12/2023	Belts, Hoses - 2 Qty Ea - E27, Stock		97.97
	025P163301	09/12/2023	09/12/2023	Misc Filters - 17 Qty - Stock		413.48
	025P162969	09/12/2023	09/12/2023	Breather Housing - E30		407.60
	025P156233	09/12/2023	09/12/2023	AC Float Switches - 2 Qty - Stock		130.56
200034 GOODMAN CHRIS	3070	09/12/2023	Claims	1	786.58	RETIREE MEDICARE REIMB - SEPT 2023; RETIREE RX REIMBURSEMENT
522 11 20 006 - Post Retirement Benefit Payments					164.90	Retiree Medicare Reimb - Sept 2023
522 11 20 006 - Post Retirement Benefit Payments					621.68	Retiree Prescription Reimb - 7/1-8/29/23
	Invoice #	Rcvd Date	Due Date	Description		Amount
	SEPT 2023	09/12/2023	09/12/2023	Retiree Medicare Reimb - Sept 2023		164.90
	8/25/23 RX REIMB	09/12/2023	09/12/2023	Retiree Prescription Reimb - 7/1-8/29/23		621.68
200035 HARBOR QUALITY PAINTING LLC	3071	09/12/2023	Claims	1	23,220.00	FACILITIES - PO #41285
522 50 35 008 - M&E: Bldgs.					23,220.00	Exterior Painting - Stn 52
	Invoice #	Rcvd Date	Due Date	Description		Amount
	1636	09/12/2023	09/12/2023	Exterior Painting - Stn 52		23,220.00
200036 HI TECH CLEANERS	3072	09/12/2023	Claims	1	76.16	UNIFORMS - ALTERATIONS
522 22 20 005 - Clothing					76.16	Alterations - T Curran Uniform Pants

VOUCHER APPROVALS

Pierce County Fire District #5

Time: 16:29:26 Date: 09/12/2023

09/12/2023 To: 09/12/2023

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Voucher Claimant	Trans	Date	Type	Acct #	Amount	Memo																														
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Invoice #</th> <th style="text-align: left;">Rcvd Date</th> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Description</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>06-100988</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Alterations - T Curran Uniform Pants</td> <td style="text-align: right;">76.16</td> </tr> </tbody> </table>							Invoice #	Rcvd Date	Due Date	Description	Amount	06-100988	09/12/2023	09/12/2023	Alterations - T Curran Uniform Pants	76.16																				
Invoice #	Rcvd Date	Due Date	Description	Amount																																
06-100988	09/12/2023	09/12/2023	Alterations - T Curran Uniform Pants	76.16																																
200037 LAWSON PRODUCTS	3073	09/12/2023	Claims	1	614.75	FLEET - PO #41150																														
522 60 31 010 - Vehicle Parts & Supplies					614.75	Heat Resistant Putty, O-Rings, Hex Nuts																														
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Invoice #</th> <th style="text-align: left;">Rcvd Date</th> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Description</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>9310856074</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Heat Resistant Putty, O-Rings, Hex Nuts</td> <td style="text-align: right;">614.75</td> </tr> </tbody> </table>							Invoice #	Rcvd Date	Due Date	Description	Amount	9310856074	09/12/2023	09/12/2023	Heat Resistant Putty, O-Rings, Hex Nuts	614.75																				
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9310856074	09/12/2023	09/12/2023	Heat Resistant Putty, O-Rings, Hex Nuts	614.75																																
200038 MACDONALD MILLER FACILITY SOLUTIONS LLC	3074	09/12/2023	Claims	1	3,284.20	FACILITIES - HVAC - PO #41280, #41279																														
522 50 48 000 - Repair & Maint by others					2,441.86	Replace Condensate Pump - Stn 51 PT Room																														
522 50 48 000 - Repair & Maint by others					842.34	Replace Damper Actuator - Stn 51 Dorm Room																														
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SVC272703	09/12/2023	09/12/2023	Replace Condensate Pump - Stn 51 PT Room	2,441.86																																
SVC272707	09/12/2023	09/12/2023	Replace Damper Actuator - Stn 51 Dorm Room	842.34																																
200039 MAIL PLUS COPIES	3075	09/12/2023	Claims	1	66.71	MONTHLY MAILING COSTS - AUG 2023																														
522 14 42 001 - Communications -Postage					66.71	Monthly Mailing Costs - Aug 2023																														
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Invoice #</th> <th style="text-align: left;">Rcvd Date</th> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Description</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>9/1/23 INV</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Monthly Moiling Costs - Aug 2023</td> <td style="text-align: right;">66.71</td> </tr> </tbody> </table>							Invoice #	Rcvd Date	Due Date	Description	Amount	9/1/23 INV	09/12/2023	09/12/2023	Monthly Moiling Costs - Aug 2023	66.71																				
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9/1/23 INV	09/12/2023	09/12/2023	Monthly Moiling Costs - Aug 2023	66.71																																
200040 MURREYS DISPOSAL CO INC	3076	09/12/2023	Claims	1	874.88	FACILITIES - MED WASTE; FACILITIES - GARBAGE/RECYCLING																														
522 50 47 003 - Refuse					345.08	Med Waste - Stn 58 - Aug 2023 - Acct 2111-11061320																														
522 50 47 003 - Refuse					17.96	Med Waste - Stn 56 - Aug 2023 - Acct 2111-321846634																														
522 50 47 003 - Refuse					191.50	Garbage/Recycling - Stn 59 - Aug 2023 - Acct 2111-31114713																														
522 50 47 003 - Refuse					209.54	Garbage/Recycling - Stn 50 - Aug 2023 - Acct 2111-31114712																														
522 50 47 003 - Refuse					110.80	Garbage/Recycling - Stn 56 - Aug 2023 - Acct 2111-321849072																														
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Invoice #</th> <th style="text-align: left;">Rcvd Date</th> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Description</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>115905605111</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Med Waste - Stn 58 - Aug 2023 - Acct 2111-11061320</td> <td style="text-align: right;">345.08</td> </tr> <tr> <td>115941685111</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Med Waste - Stn 56 - Aug 2023 - Acct</td> <td style="text-align: right;">17.96</td> </tr> <tr> <td>115914145111</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Garbage/Recycling - Stn 59 - Aug 2023 - Acct</td> <td style="text-align: right;">191.50</td> </tr> <tr> <td>115914135111</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Garbage/Recycling - Stn 50 - Aug 2023 - Acct</td> <td style="text-align: right;">209.54</td> </tr> <tr> <td>115942395111</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Garbage/Recycling - Stn 56 - Aug 2023 - Acct</td> <td style="text-align: right;">110.80</td> </tr> </tbody> </table>							Invoice #	Rcvd Date	Due Date	Description	Amount	115905605111	09/12/2023	09/12/2023	Med Waste - Stn 58 - Aug 2023 - Acct 2111-11061320	345.08	115941685111	09/12/2023	09/12/2023	Med Waste - Stn 56 - Aug 2023 - Acct	17.96	115914145111	09/12/2023	09/12/2023	Garbage/Recycling - Stn 59 - Aug 2023 - Acct	191.50	115914135111	09/12/2023	09/12/2023	Garbage/Recycling - Stn 50 - Aug 2023 - Acct	209.54	115942395111	09/12/2023	09/12/2023	Garbage/Recycling - Stn 56 - Aug 2023 - Acct	110.80
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115914135111	09/12/2023	09/12/2023	Garbage/Recycling - Stn 50 - Aug 2023 - Acct	209.54																																
115942395111	09/12/2023	09/12/2023	Garbage/Recycling - Stn 56 - Aug 2023 - Acct	110.80																																
200041 PAPE KENWORTH NORTHWEST	3077	09/12/2023	Claims	1	69.08	FLEET - PO #41186																														
522 60 31 010 - Vehicle Parts & Supplies					69.08	Heater Knob, 2 Bump Stops - T14																														
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Invoice #</th> <th style="text-align: left;">Rcvd Date</th> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Description</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>14097569</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Heater Knob, 2 Bump Stops - T14</td> <td style="text-align: right;">69.08</td> </tr> </tbody> </table>							Invoice #	Rcvd Date	Due Date	Description	Amount	14097569	09/12/2023	09/12/2023	Heater Knob, 2 Bump Stops - T14	69.08																				
Invoice #	Rcvd Date	Due Date	Description	Amount																																
14097569	09/12/2023	09/12/2023	Heater Knob, 2 Bump Stops - T14	69.08																																
200042 PRINTING SERVICES	3078	09/12/2023	Claims	1	361.80	OFFICE SUPPLIES - PO #41217																														
522 14 31 001 - Office Supplies					361.80	Window Envelopes - 1000 Qty																														
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Invoice #</th> <th style="text-align: left;">Rcvd Date</th> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Description</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>93988</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Window Envelopes - 1000 Qty</td> <td style="text-align: right;">361.80</td> </tr> </tbody> </table>							Invoice #	Rcvd Date	Due Date	Description	Amount	93988	09/12/2023	09/12/2023	Window Envelopes - 1000 Qty	361.80																				
Invoice #	Rcvd Date	Due Date	Description	Amount																																
93988	09/12/2023	09/12/2023	Window Envelopes - 1000 Qty	361.80																																
200043 PURDY TOPSOIL & GRAVEL	3079	09/12/2023	Claims	1	1,520.00	FACILITIES - PO #41282																														
522 50 47 003 - Refuse					1,520.00	Refuse Disposal - Concrete & Dirt from Stn 52 Apron																														
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Invoice #</th> <th style="text-align: left;">Rcvd Date</th> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Description</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>157736</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Refuse Disposal - Concrete & Dirt from Stn 52 Apron</td> <td style="text-align: right;">1,520.00</td> </tr> </tbody> </table>							Invoice #	Rcvd Date	Due Date	Description	Amount	157736	09/12/2023	09/12/2023	Refuse Disposal - Concrete & Dirt from Stn 52 Apron	1,520.00																				
Invoice #	Rcvd Date	Due Date	Description	Amount																																
157736	09/12/2023	09/12/2023	Refuse Disposal - Concrete & Dirt from Stn 52 Apron	1,520.00																																

VOUCHER APPROVALS

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Voucher Claimant	Trans	Date	Type	Acct #	Amount	Memo
200044 QUINTUS FAMILY TOOLS LLC 522 60 35 001 - Small Tools & Equip.	3080	09/12/2023	Claims	1	428.08	FLEET - PO #41273 428.08 Coolant System Refiller - Shop Tool
Invoice #	Rcvd Date	Due Date	Description			Amount
09082340741	09/12/2023	09/12/2023	Coolant System Refiller - Shop Tool			428.08
200045 SNURE SEMINARS 522 11 43 000 - Travel & Training	3081	09/12/2023	Claims	1	50.00	COMMISSIONER REGISTRATION 50.00 Registration - 2023 Laws Update Webinar - 10/25/23 - Comm Sutich
Invoice #	Rcvd Date	Due Date	Description			Amount
090	09/12/2023	09/12/2023	Registration - 2023 Laws Update Webinar - 10/25/23 -			50.00
200046 STERICYCLE INC 522 14 41 012 - Other:Shredding, Archival	3082	09/12/2023	Claims	1	129.70	FINANCE/ADMIN - SHREDDING 129.70 Shredding - 8/16/23
Invoice #	Rcvd Date	Due Date	Description			Amount
8004672444	09/12/2023	09/12/2023	Shredding - 8/16/23			129.70
200047 TACOMA SCREW PRODUCTS INC 522 60 31 010 - Vehicle Parts & Supplies	3083	09/12/2023	Claims	1	269.26	FLEET - PO #41278 269.26 Fender Washers, Threadlockers, Driver Bit Set
Invoice #	Rcvd Date	Due Date	Description			Amount
310030658-00	09/12/2023	09/12/2023	Fender Washers, Threadlockers, Driver Bit Set			269.26
200048 TITUS WILL FORD 522 60 31 010 - Vehicle Parts & Supplies	3084	09/12/2023	Claims	1	78.36	FLEET - PO #41256 78.36 Door Window Switch - U44
Invoice #	Rcvd Date	Due Date	Description			Amount
296887F	09/12/2023	09/12/2023	Door Window Switch - U44			78.36
200049 UNIFIED OFFICE SERVICES 522 14 31 001 - Office Supplies 522 50 31 006 - Facilities Operating Supplies 522 50 31 006 - Facilities Operating Supplies	3085	09/12/2023	Claims	1	1,995.66	OFFICE SUPPLIES - PO #41245, #41248, #41247 120.20 Writing Pads, Copy Paper - Stn 50 357.95 Trash Can Liners - 10 Boxes 1,517.51 72" Glass Boards-3 Qty, Dry Erase Board-1 Qty - Stn 52
Invoice #	Rcvd Date	Due Date	Description			Amount
319273	09/12/2023	09/12/2023	Writing Pads, Copy Paper - Stn 50			120.20
319276	09/12/2023	09/12/2023	Trash Can Liners - 10 Boxes			357.95
319264	09/12/2023	09/12/2023	72" Glass Boards-3 Qty, Dry Erase Board-1 Qty - Stn 52			1,517.51
200050 UNITED RENTALS NW INC 522 50 31 006 - Facilities Operating Supplies 522 50 48 000 - Repair & Maint by others 522 50 48 000 - Repair & Maint by others 522 50 48 000 - Repair & Maint by others	3086	09/12/2023	Claims	1	473.95	FACILITIES - PO #41073 (CREDIT), #40636, #41095, #41036 107.71 Propane -81.66 Credit - Overpaymt - Service Agreement #221768396 - Concrete Saw 398.89 Rental of Steel Plate - Stn 52 Water Leak Project - 6/13-7/11/23 49.01 Forklift Rental for Ladder Delivery at Stn 51
Invoice #	Rcvd Date	Due Date	Description			Amount
221678396-001	09/12/2023	09/12/2023	Credit - Overpaymt - Service Agreement #221768396 -			-81.66
216319285-005	09/12/2023	09/12/2023	Rental of Steel Plate - Stn 52 Water Leak Project -			398.89
222073241-001	09/12/2023	09/12/2023	Forklift Rental for Ladder Delivery at Stn 51			49.01
221134437-001	09/12/2023	09/12/2023	Propane			107.71
200051 WAGENMANN TRAVIS 522 19 31 006 - Data Processing Office Supplies 522 19 41 005 - Professional Service Contracts	3087	09/12/2023	Claims	1	6,500.00	REIMB - RELOCATION EXPENSE 590.90 Reimb - Relocation Expenses - Moving Boxes, Fuel 5,909.10 Reimb - Relocation Expenses - UHaul, Rental Application, 1st Month Rent

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Voucher Claimant	Trans	Date	Type	Acct #	Amount	Memo																									
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Invoice #</th> <th style="text-align: left;">Rcvd Date</th> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Description</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>RELOC REIMB</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Reimbursement - Relocotion Expenses</td> <td style="text-align: right;">6,500.00</td> </tr> </tbody> </table>							Invoice #	Rcvd Date	Due Date	Description	Amount	RELOC REIMB	09/12/2023	09/12/2023	Reimbursement - Relocotion Expenses	6,500.00															
Invoice #	Rcvd Date	Due Date	Description	Amount																											
RELOC REIMB	09/12/2023	09/12/2023	Reimbursement - Relocotion Expenses	6,500.00																											
200052 WESTBAY AUTO PARTS	3088	09/12/2023	Claims	1	120.20	FLEET - PO #41148																									
522 60 31 010 - Vehicle Parts & Supplies					29.65	Glass Cloth - 2 Qty - Stock																									
522 60 31 010 - Vehicle Parts & Supplies					90.55	Absorber Towel - 5 Qty - Stock																									
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Invoice #</th> <th style="text-align: left;">Rcvd Date</th> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Description</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>787235</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Glass Cloth - 2 Qty - Stock</td> <td style="text-align: right;">29.65</td> </tr> <tr> <td>787303</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Absorber Towel - 5 Qty - Stock</td> <td style="text-align: right;">90.55</td> </tr> </tbody> </table>							Invoice #	Rcvd Date	Due Date	Description	Amount	787235	09/12/2023	09/12/2023	Glass Cloth - 2 Qty - Stock	29.65	787303	09/12/2023	09/12/2023	Absorber Towel - 5 Qty - Stock	90.55										
Invoice #	Rcvd Date	Due Date	Description	Amount																											
787235	09/12/2023	09/12/2023	Glass Cloth - 2 Qty - Stock	29.65																											
787303	09/12/2023	09/12/2023	Absorber Towel - 5 Qty - Stock	90.55																											
200053 WHISTLE WORKWEAR	3089	09/12/2023	Claims	1	1,052.21	UNIFORMS - PO #41192, #41201, #41009, #41111																									
522 22 20 005 - Clothing					218.38	Danner Duty Boots - R Kress																									
522 22 20 005 - Clothing					218.38	Danner Duty Boots - Lt Baker																									
522 22 20 005 - Clothing					218.38	Danner Lookout Boots - B Bare																									
522 22 20 005 - Clothing					397.07	Wildland Boots - A Crippen - Men's Size 7																									
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Invoice #	Rcvd Date	Due Date	Description	Amount																											
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INV2070004311	09/12/2023	09/12/2023	Donner Duty Boots - Lt Boker	218.38																											
INV2070004103	09/12/2023	09/12/2023	Danner Lookout Boots - B Bare	218.38																											
POS 1498787	09/12/2023	09/12/2023	Wildland Boots - A Crippen - Men's Size 7	397.07																											
200054 WORKING FIRE FURNITURE & MATTRESS CO INC	3090	09/12/2023	Claims	1	1,248.99	FACILITIES - PO #41120																									
522 50 35 008 - M&E: Bldgs.					1,248.99	Firefighter Recliner - Shop																									
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Invoice #</th> <th style="text-align: left;">Rcvd Date</th> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Description</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>5670</td> <td>09/12/2023</td> <td>09/12/2023</td> <td>Firefighter Recliner - Shop</td> <td style="text-align: right;">1,248.99</td> </tr> </tbody> </table>							Invoice #	Rcvd Date	Due Date	Description	Amount	5670	09/12/2023	09/12/2023	Firefighter Recliner - Shop	1,248.99															
Invoice #	Rcvd Date	Due Date	Description	Amount																											
5670	09/12/2023	09/12/2023	Firefighter Recliner - Shop	1,248.99																											

Total Vouchers: 52,042.23

Commissioner Signatures:

Chair

CERTIFICATION: I, the undersigned do hereby certify under penalty of perjury, that the materials have been furnished, the services rendered or the labor performed as described and that the claim is a due and unpaid obligation against Pierce County Fire District #5 and that I am authorized to authenticate and certify to said claim.

District Secretary

Date

VOUCHER APPROVAL:

September 19, 2023
APPROVED BY KRYSTAL HACKMEISTER

ACCOUNTS PAYABLE:

Dollar Amount

TOTAL

Voucher Nos:	200055	through	200056	\$	185,965.33	\$	185,965.33
	200057	through	200081	\$	112,591.99	\$	112,591.99
Total Accounts Payable Invoices:				\$	298,557.32	\$	298,557.32

GRAND TOTAL ACCOUNTS PAYABLE: \$ 298,557.32

PAYABLES RUN FOR COUNTY'S WARRANT PRINTING ON 9/20/23
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VOUCHER APPROVALS

Pierce County Fire District #5

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Voucher Claimant	Trans	Date	Type	Acct #	Amount	Memo
200057 BLUECOSMO	3110	09/19/2023	Claims	1	337.52	COMMUNICATIONS - SATELLITE PHONES
					337.52	Satellite Phone Svc - 9/15-10/14/23
		522 28 47 004 - Communications				
Invoice #	Rcvd Date	Due Date	Description			Amount
BU01608311	09/19/2023	09/19/2023	Satellite Phone Svc - 9/15-10/14/23			337.52
200058 BUD CLARY FORD HYUNDAI	3111	09/19/2023	Claims	1	66,180.66	FLEET - PO #39825 (2022 Budget Carryover)
					66,180.66	2023 Transit Van - VIN 1FBAX9CG6PKB19199
		522 60 64 000 - Apparatus				
Invoice #	Rcvd Date	Due Date	Description			Amount
3PS155	09/18/2023	09/18/2023	2023 Transit Van - VIN 1FBAX9CG6PKB19199			66,180.66
200059 DRUG FREE BUSINESS	3112	09/19/2023	Claims	1	5.00	HR - CONSULTANT
					5.00	Pre-Employment Drug Screen - P Hayes
		522 14 41 003 - Consultants, hiring, negotiations, etc.				
Invoice #	Rcvd Date	Due Date	Description			Amount
444796	09/19/2023	09/19/2023	Pre-Employment Drug Screen - P Hayes			5.00
200060 EF RECOVERY	3113	09/19/2023	Claims	1	6,632.20	EMS CONTRACT
					6,632.20	Patient Care Reports - Aug 2023
		522 70 41 005 - Contracts; Transport Billings				
Invoice #	Rcvd Date	Due Date	Description			Amount
0063842	09/19/2023	09/19/2023	Patient Care Reports - Aug 2023			6,632.20
200061 EMS CONNECT	3114	09/19/2023	Claims	1	864.00	EMS CONTRACT
					864.00	OTEP Online Training - 118 Subscriptions
		522 70 41 005 - Contracts; Transport Billings				
Invoice #	Rcvd Date	Due Date	Description			Amount
9392	09/19/2023	09/19/2023	OTEP Online Training - 118 Subscriptions			864.00
200062 ERIC T QUINN PS	3115	09/19/2023	Claims	1	1,225.00	LEGAL CONSULTANT
					1,225.00	Legal Svcs - Aug 2023
		522 14 41 002 - Attorneys, Planning, etc				
Invoice #	Rcvd Date	Due Date	Description			Amount
1433	09/19/2023	09/19/2023	Legal Svcs - Aug 2023			1,225.00
200063 GALLS LLC	3116	09/19/2023	Claims	1	370.25	UNIFORMS - PO #41208
					370.25	Haix Duty Boots - FF Zitkus
		522 22 20 005 - Clothing				
Invoice #	Rcvd Date	Due Date	Description			Amount
BC1951344	09/18/2023	09/18/2023	Haix Duty Boots - FF Zitkus			370.25
200064 HARBOR AUDIOLOGY	3117	09/19/2023	Claims	1	95.00	CONSULTANT - HEARING TESTS
					95.00	Occup Hearing Assessment - R McCoy
		522 20 41 005 - Contracts, Hearings, Wellness/Fitness				
Invoice #	Rcvd Date	Due Date	Description			Amount
161292	09/19/2023	09/19/2023	Occup Hearing Assessment - R McCoy			95.00
200065 HEMLEYS HANDY KANS	3118	09/19/2023	Claims	1	125.00	FACILITIES - TOILET RENTAL
					125.00	Portable Toilet Rental - Training Grounds
		522 50 48 000 - Repair & Maint by others				
Invoice #	Rcvd Date	Due Date	Description			Amount
PT-20776	09/19/2023	09/19/2023	Portable Toilet Rental - Training Grounds			125.00
200066 HWANG GENWARD	3119	09/19/2023	Claims	1	39.20	REIMBURSEMENT - PARAMEDIC SCHOOL
					39.20	Reimb - Add Patches to PM Uniform
		522 70 41 006 - Paramedic School				
Invoice #	Rcvd Date	Due Date	Description			Amount
9/14/23 REIMB	09/19/2023	09/19/2023	Reimb - Add Patches to PM Uniform			39.20
200067 LABORATORY CORP OF AMERICA	3120	09/19/2023	Claims	1	23.60	HR - CONSULTANT
					23.60	Pre-Employment Testing - P Hayes
		522 14 41 003 - Consultants, hiring, negotiations, etc.				
Invoice #	Rcvd Date	Due Date	Description			Amount
77630977	09/19/2023	09/19/2023	Pre-Employment Testing - P Hayes			23.60

VOUCHER APPROVALS

Pierce County Fire District #5

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Voucher Claimant	Trans	Date	Type	Acct #	Amount	Memo
200068 LAND RECOVERY INC	3121	09/19/2023	Claims	1	324.62	FACILITIES - REFUSE DISPOSAL
522 50 47 003 - Refuse						
					324.62	Refuse Disposal - Purdy Landfill - Aug 2023
Invoice #	Rcvd Date	Due Date	Description		Amount	
15750	09/19/2023	09/19/2023	Refuse Disposal - Purdy Landfill - Aug 2023		324.62	
200069 LAWSON PRODUCTS	3122	09/19/2023	Claims	1	171.22	FLEET - PO #41259
522 60 31 010 - Vehicle Parts & Supplies						
					171.22	Stainless Hose Clamps, Tuff Torq Hex Nuts, Threaded Inserts
Invoice #	Rcvd Date	Due Date	Description		Amount	
9310892035	09/18/2023	09/18/2023	Stainless Hose Clamps, Tuff Torq Hex Nuts, Threaded		171.22	
200070 LIFE ASSIST INC	3123	09/19/2023	Claims	1	4,072.13	MEDICAL SUPPLIES - PO #99007546
522 70 31 002 - Medical; replacement items						
					50.98	Instant Cold Packs, Color Coded Berman Airway (Misc Sizes)
522 70 31 002 - Medical; replacement items						
					4,021.15	Nitrile Exam Gloves, Oral Nasal Cannula with O2, Tourniquets
Invoice #	Rcvd Date	Due Date	Description		Amount	
1361048	09/18/2023	09/18/2023	Instant Cold Packs, Color Coded Berman Airway (Misc		50.98	
1359073	09/18/2023	09/18/2023	Nitrile Exam Gloves, Oral Nasal Cannula with O2,		4,021.15	
200071 PACIFIC WELDING SUPPLIES INC	3124	09/19/2023	Claims	1	438.11	MEDICAL OXYGEN - CUST C2609; CYLINDER RENTAL - CUST C2609
522 70 31 002 - Medical; replacement items						
					270.68	Medical Oxygen - Cust C2609
522 70 31 002 - Medical; replacement items						
					167.43	Cylinder Rental - Cust C2609
Invoice #	Rcvd Date	Due Date	Description		Amount	
0001930938	09/19/2023	09/19/2023	Medical Oxygen - Cust C2609		270.68	
0001930167	09/19/2023	09/19/2023	Cylinder Rental - Cust C2609		167.43	
200072 PENINSULA LIGHT CO - ELECTRIC	3125	09/19/2023	Claims	1	1,157.88	FACILITIES - UTILITIES
522 50 47 001 - Electricity						
					321.08	Svc - Stn 53 - 8/8-9/8/23 - Acct 1152140079756
522 50 47 001 - Electricity						
					309.68	Svc - Stn 54 - 8/8-9/8/23 - Acct 1152140423665
522 50 47 001 - Electricity						
					40.51	Svc - Stn 59 Light - 8/8-9/8/23 - Acct 1152140463968
522 50 47 001 - Electricity						
					486.61	Svc - Stn 59 - 8/8-9/8/23 - Acct 1152140418749
Invoice #	Rcvd Date	Due Date	Description		Amount	
9/8/23 INV	09/19/2023	09/19/2023	Svc - Stn 53 - 8/8-9/8/23 - Acct 1152140079756		321.08	
9/8/23 INV	09/19/2023	09/19/2023	Svc - Stn 54 - 8/8-9/8/23 - Acct 1152140423665		309.68	
9/8/23 INV	09/19/2023	09/19/2023	Svc - Stn 59 Light - 8/8-9/8/23 - Acct 1152140463968		40.51	
9/8/23 INV	09/19/2023	09/19/2023	Svc - Stn 59 - 8/8-9/8/23 - Acct 1152140418749		486.61	
200073 PRENTICE PERFECT CLEANING LLC	3126	09/19/2023	Claims	1	4,120.00	FACILITIES - JANITORIAL SERVICES
522 50 48 000 - Repair & Maint by others						
					4,120.00	Janitorial Svcs - Stn 50, Shop
Invoice #	Rcvd Date	Due Date	Description		Amount	
1510	09/19/2023	09/19/2023	Janitorial Svcs - Stn 50, Shop		4,120.00	
200074 PUGET SOUND ENERGY	3127	09/19/2023	Claims	1	153.53	FACILITIES - UTILITIES
522 50 47 005 - Natural Gas						
					153.53	Svc - Stn 51 - 8/10-9/12/23 - Acct 200022594804
Invoice #	Rcvd Date	Due Date	Description		Amount	
9/13/23 INV	09/19/2023	09/19/2023	Svc - Stn 51 - 8/10-9/12/23 - Acct 200022594804		153.53	

VOUCHER APPROVALS

Pierce County Fire District #5

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Voucher Claimant	Trans	Date	Type	Acct #	Amount	Memo
200075 SATTERLEE MD PS	3128	09/19/2023	Claims	1	1,200.00	EMS CONSULTANT
522 70 41 003 - Consultants; Medical Advisor 1,200.00 EMS Consultant - Aug 2023 - 6 Hrs						
Invoice #	Rcvd Date	Due Date	Description			Amount
AUG 2023	09/19/2023	09/19/2023	EMS Consultant - Aug 2023 - 6 Hrs			1,200.00
200076 STATE AUDITORS OFFICE	3129	09/19/2023	Claims	1	2,433.90	FINANCE - AUDIT
522 14 41 001 - Professional Services-Audit, etc. 2,433.90 Audit #63850 - 22 Federal & Financial Audit - Aug Svcs						
Invoice #	Rcvd Date	Due Date	Description			Amount
L156644	09/19/2023	09/19/2023	Audit #63850 - 22 Federal & Financial Audit - Aug Svcs			2,433.90
200077 STRATEGIES 360 INC	3130	09/19/2023	Claims	1	1,000.00	ADMIN - CONSULTANT
522 14 41 000 - Professional Services-Consulting 1,000.00 Prof Svcs - Aug 2023						
Invoice #	Rcvd Date	Due Date	Description			Amount
INV23856	09/19/2023	09/19/2023	Prof Svcs - Aug 2023			1,000.00
200078 THE RIVERBEND GROUP LLC	3131	09/19/2023	Claims	1	17,075.00	CONSULTANT - LEADERSHIP DEVELOPMENT
522 14 41 000 - Professional Services-Consulting 17,075.00 2023 Leadership Series - Final Pmt						
Invoice #	Rcvd Date	Due Date	Description			Amount
INV-0525	09/19/2023	09/19/2023	2023 Leadership Series - Final Pmt			17,075.00
200079 UNIFIRST CORPORATION	3132	09/19/2023	Claims	1	229.67	FACILITIES - MATS
522 50 48 000 - Repair & Maint by others 118.89 Mats - Stn 50 - 9/1/23						
522 50 48 000 - Repair & Maint by others 110.78 Mats - Stn 51 - 9/1/23						
Invoice #	Rcvd Date	Due Date	Description			Amount
2220022137	09/19/2023	09/19/2023	Mats - Stn 50 - 9/1/23			118.89
2220022141	09/19/2023	09/19/2023	Mats - Stn 51 - 9/1/23			110.78
200080 UNITED HEALTHCARE	3133	09/19/2023	Claims	1	110.20	RETIREE RX PREMIUM - OCT 2023
522 11 20 006 - Post Retirement Benefit Payments 110.20 Christain Goodman - ID 0187028461 - Oct 2023						
Invoice #	Rcvd Date	Due Date	Description			Amount
OCT 2023	09/19/2023	09/19/2023	Christain Goodman - ID 0187028461 - Oct 2023			110.20
200081 VERIZON WIRELESS - DALLAS	3134	09/19/2023	Claims	1	4,208.30	COMMUNICATIONS - CELLULAR SVC
522 28 47 004 - Communications 282.96 Cellular Svc - 8/9-9/8/23 - Acct 342488193-00001						
522 28 47 004 - Communications 1,998.66 Cellular Svc - 8/7-9/6/23 - Acct 972162880-00001						
522 28 47 004 - Communications 541.91 Cellular Svc - 8/7-9/6/23 - Acct 972162880-00005						
522 28 47 004 - Communications 589.91 Cellular Svc - 8/7-9/6/23 - Acct 972162880-00002						
522 28 47 004 - Communications 794.86 Cellular Svc - 8/7-9/6/23 - Acct 972162880-00003						
Invoice #	Rcvd Date	Due Date	Description			Amount
9943890913	09/19/2023	09/19/2023	Cellular Svc - 8/9-9/8/23 - Acct 342488193-00001			282.96
9943791953	09/19/2023	09/19/2023	Cellular Svc - 8/7-9/6/23 - Acct 972162880-00001			1,998.66
9943791956	09/19/2023	09/19/2023	Cellular Svc - 8/7-9/6/23 - Acct 972162880-00005			541.91
9943791954	09/19/2023	09/19/2023	Cellular Svc - 8/7-9/6/23 - Acct 972162880-00002			589.91
9943791955	09/19/2023	09/19/2023	Cellular Svc - 8/7-9/6/23 - Acct 972162880-00003			794.86

Total Vouchers:

112,591.99

VOUCHER APPROVALS

Pierce County Fire District #5

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09/19/2023 To: 09/19/2023

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Voucher Claimant	Trans	Date	Type	Acct #	Amount	Memo
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Commissioner Signatures:

Chair

CERTIFICATION: I, the undersigned do hereby certify under penalty of perjury, that the materials have been furnished, the services rendered or the labor performed as described and that the claim is a due and unpaid obligation against Pierce County Fire District #5 and that I am authorized to authenticate and certify to said claim.

District Secretary

Date



Pierce County Fire Protection District #5
Monthly Financial Dashboard Report
Aug-2023 August 31, 2023

OPERATING REVENUES	Amended Budget	August	YTD	% of Budget	Highlights:
Taxes	32,153,373	143,334	17,774,016	55.28%	Expected
Intergovernmental	1,744,125	97,588	1,809,367	103.74%	Expected
Charges for Service	1,674,399	178,988	1,538,427	91.88%	Expected
Other/Non-Revenue	142,135	27,617	199,883	140.63%	Expected
Transfers/BFB Carryover	1,175,243	-	-	0.00%	Budget Amendment Items
Total Revenues:	36,889,275	447,527	21,321,693	57.80%	Expected

OPERATING EXPENSES:	Amended Budget	August	YTD	% of Budget	Highlights:
Salaries	22,983,970	1,702,299	14,252,112	62.0%	Expected
Benefits	6,885,138	526,240	4,303,890	62.5%	Expected
Supplies	1,959,898	133,463	919,491	46.9%	Expected
Services	3,731,016	324,691	1,921,859	51.5%	Expected
Capital Improvements	1,011,000	30,383	611,600	60.5%	Expected
Debt Service	-	-	-	0.0%	N/A
Transfers	-	-	-	0.0%	N/A
Total Expenses:	36,571,022	2,717,076	22,008,951	60.2%	Expected

EXPENSES BY DIVISION:	Amended Budget	August	YTD	% of Budget	Highlights:
Legislative	381,694	17,599	192,674	50.5%	Expected
Finance & Admin	2,350,674	211,676	1,340,553	57.0%	Expected
Operations	24,776,080	1,851,292	14,859,826	60.0%	Expected
Logistics	6,631,065	479,830	3,857,481	58.2%	Expected
Health & Safety	2,127,666	121,487	1,509,592	71.0%	Expected
Capital/Bond	303,843	35,192	248,826	81.9%	Expected
Total Expenses:	36,571,022	2,717,076	22,008,951	60.2%	Expected

CAPITAL FUND (BOND):	Amended Budget	August	YTD	% of Budget	Highlights:
Project Management	501,343	13	5,495	1.1%	Expected
Training Campus	8,005,845	105,395	1,062,890	13.3%	Expected
Station 57	244,291	8,393	175,235	71.7%	Expected
Station 53	100,458	9,698	165,332	164.6%	Expected
Station 51	749,432	29,710	33,069	4.4%	Expected
Total Capital Projects:	9,601,369	153,208	1,442,021	15.0%	Expected

ENDING CASH:	12/31/2022	8/31/2023	12/31/2021	Highlights:
General Expense	12,624,848	10,580,482	11,941,200	
Reserve Fund	6,961,915	8,437,656	6,847,720	
Capital Fund*	50,139,722	50,345,502	-	*Restricted use for eligible projects
Debt Fund (GO BOND)	143,711	1,071,048	-	
PCSORT*	110,878	105,344	134,772	*Restricted, GHFMO is Lead Agency
Total:	69,981,074	70,540,031	18,923,692	

2024 Preliminary Budget 1st Draft

Krystal Hackmeister, Finance Director

AC Oldenburg, Assistant Chief Finance & Admin

September 26, 2022



Today's Agenda

- ▶ Highlight Budget Priorities
- ▶ Outline Budget Base Assumptions
- ▶ High Level Budget Summary
- ▶ Review Budget Timeline
- ▶ Open for Discussion & Questions

2024 Budget Priorities

- ▶ Balanced Budget (GFOA Best Practice)
- ▶ Reserve Requirements Met (2 months of General Exp Budget)
- ▶ Commitments/Obligations Met
- ▶ Incorporate strategic priorities identified in the Multi-Year Capital Asset Plan

2024 Base Budget Assumptions

- ▶ Includes Collective Bargaining Agreement (2024 is year 2 of 3)
- ▶ 2023 One-time budget items removed
- ▶ Includes increases for contractually committed budget items
- ▶ Includes transfers for LOCAL Program, Reserves, and Capital Asset Replacement Plan

2024 Key Budget Drivers

- ▶ Implement Capital Asset Replacement Plan
 - ▶ Multi-Year Capital Asset Plan developed in 2023
 - ▶ Replacement of Apparatus, EMS equipment, IT infrastructure
- ▶ Aging Fleet & Facilities and Inflation
 - ▶ Fuel prices
 - ▶ Increased parts & labor for both vehicle and facilities

Key Considerations

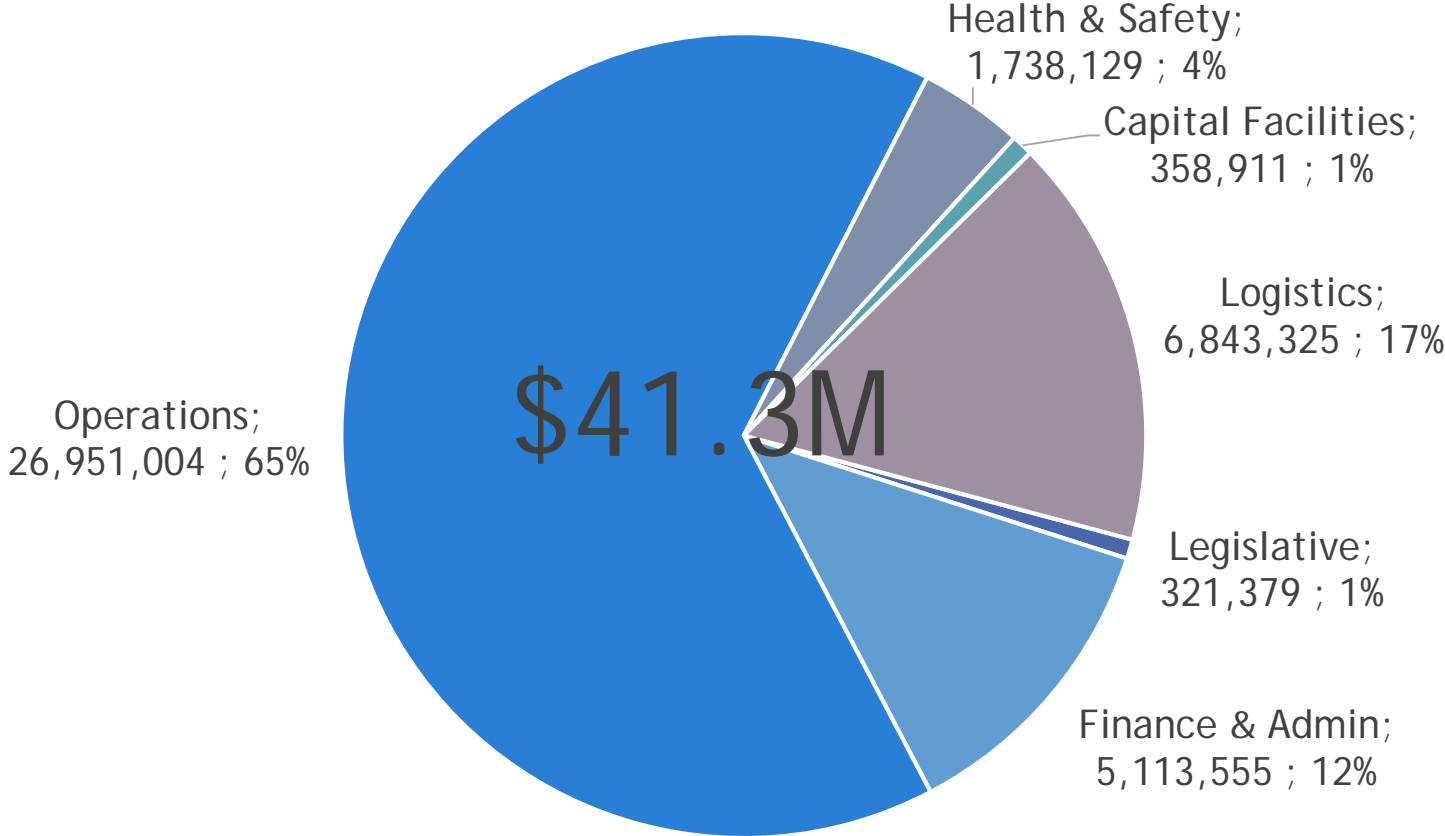
- ▶ Includes Fire Levy Lid Lift at \$1.50 as approved by voters in Aug 2023
- ▶ Includes Preliminary AV Estimates from Pierce County (as of 9/12/23)
- ▶ Debt, Capital Bond budget will be presented in October meetings

2024 Budget Structure

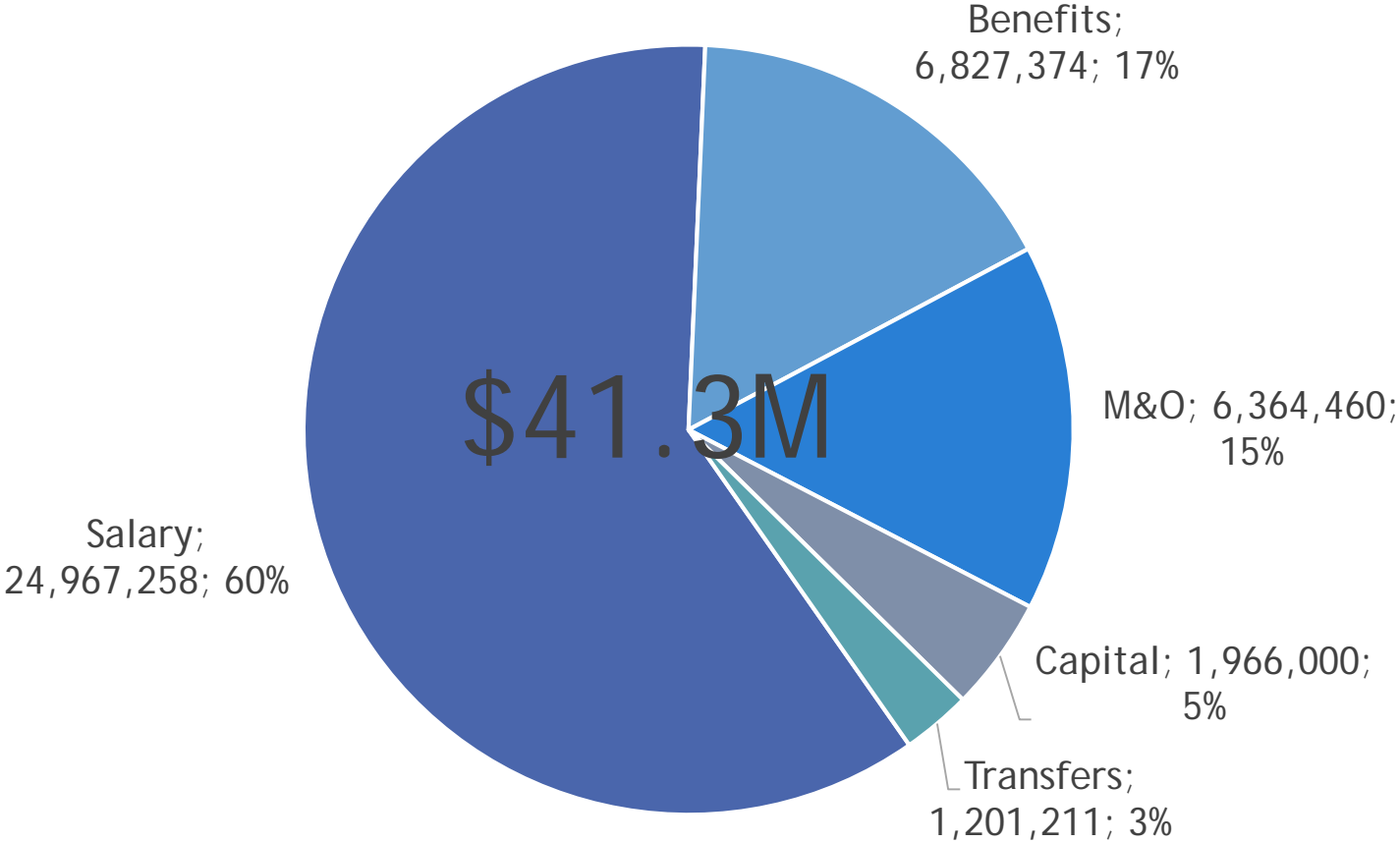
Legislative	Logistics	Operations	Health & Safety	Finance & Admin	Capital (Bond)
<ul style="list-style-type: none">• Legislative	<ul style="list-style-type: none">• Vehicles• Facilities• Communications	<ul style="list-style-type: none">• Suppression• EMS• Training• Specialty Teams	<ul style="list-style-type: none">• Prevention• Wellness• Disaster Prep	<ul style="list-style-type: none">• Admin• HR• IT/Data	<ul style="list-style-type: none">• New Training Center• Fire Stations

*Note: IT & Data was realigned under Finance & Admin in late 2023

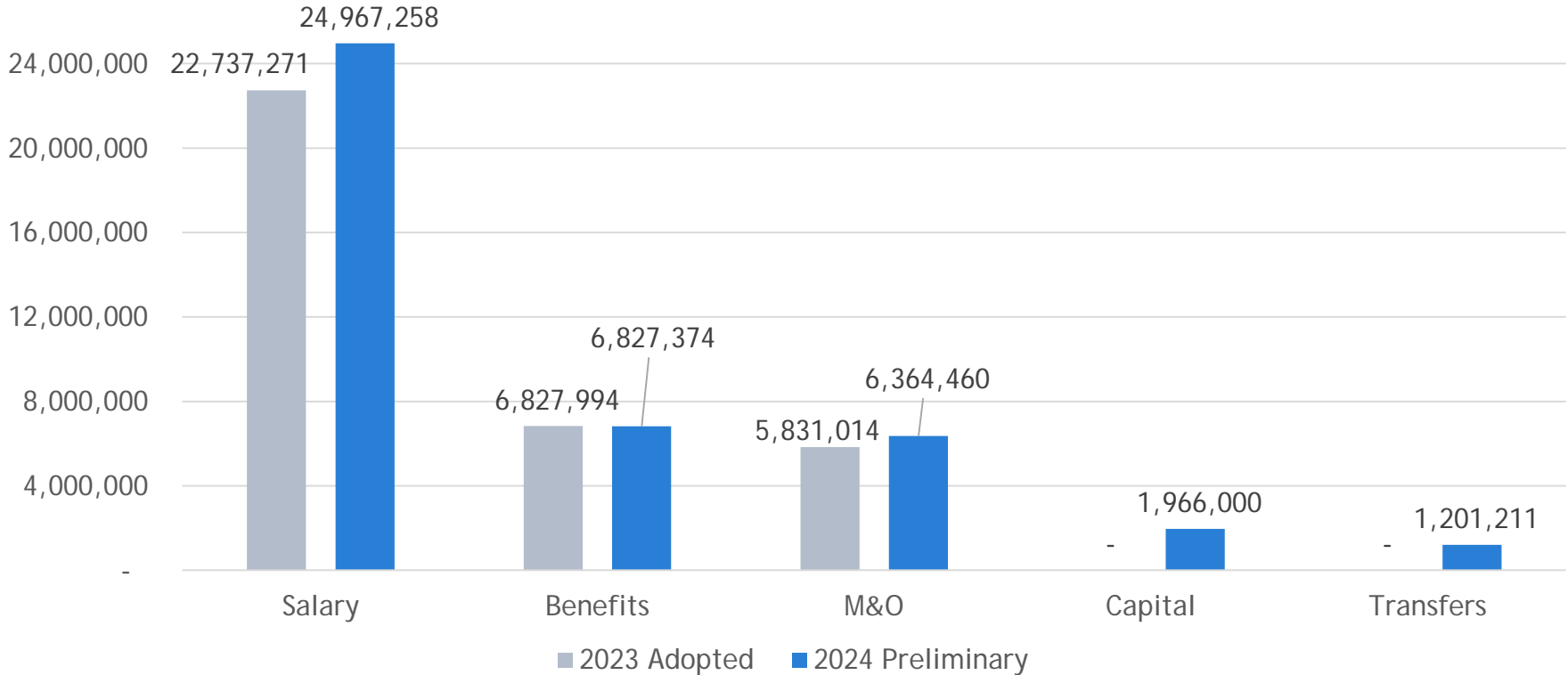
2023 Preliminary Budget - by Division



2024 Preliminary Budget - by Expense Type

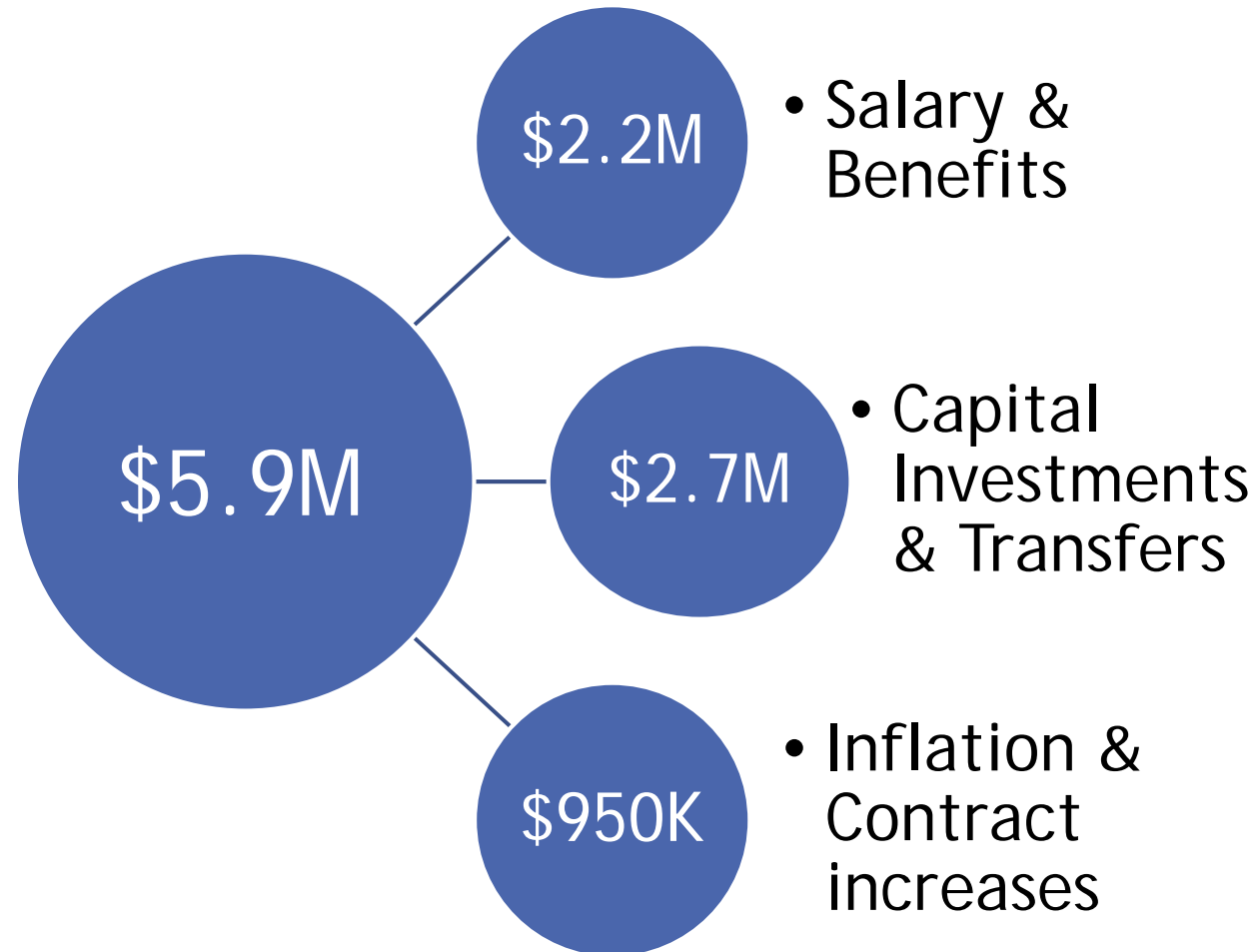


2023 vs 2024 Preliminary Comparison

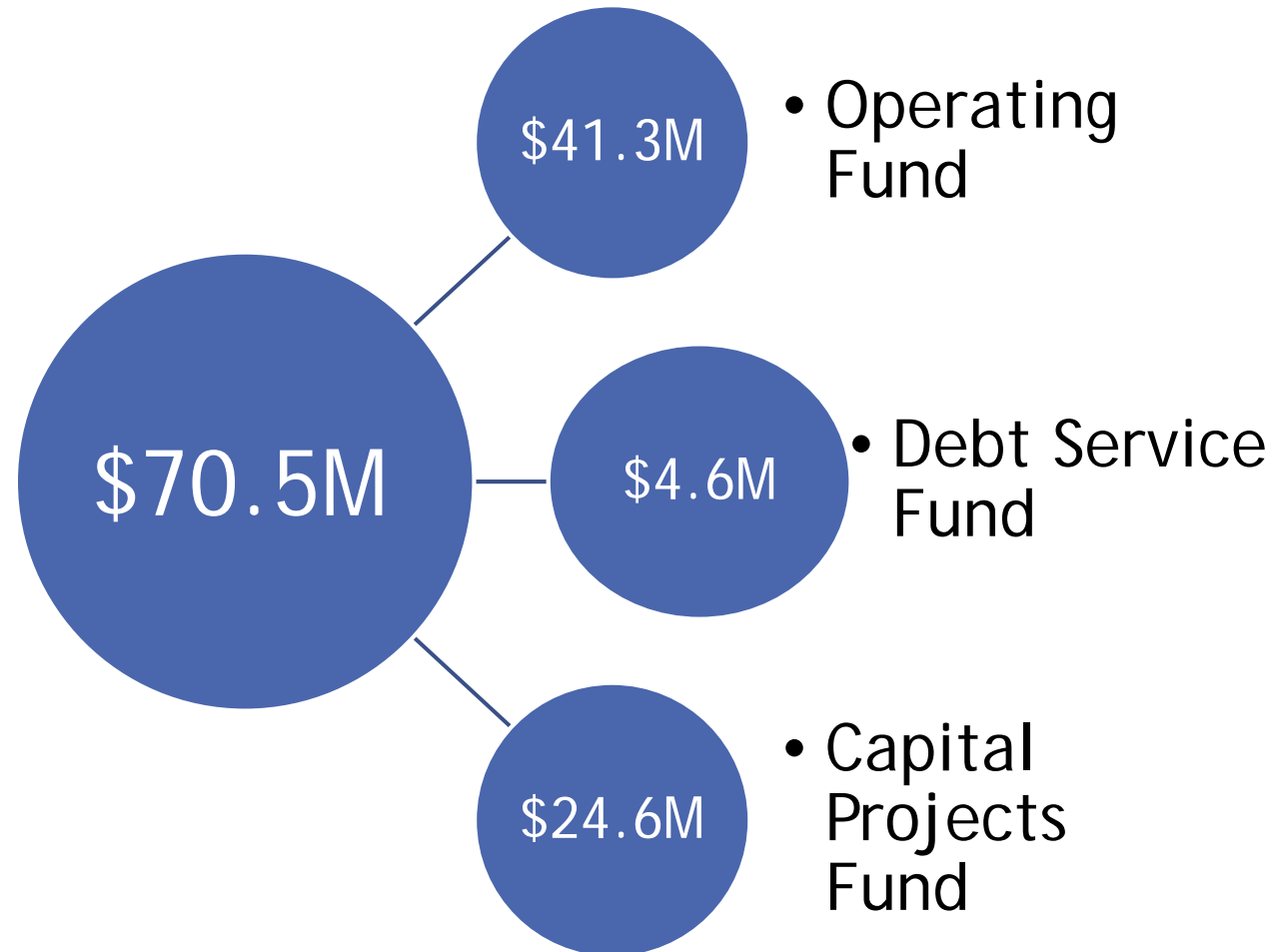


*Notes: 1) Represents an 16% increase from 2023 to 2024 Preliminary
2) Apparatus Replacement and LOCAL Program participation included in 2024

2024 Preliminary Budget - Net increases



2024 Preliminary Budget - All Funds



2024 Budget Timeline

Sept

- 9/12 Publish Budget Timeline in Board Packets
- 9/26 Budget Hearing - First Draft

Oct

- 10/10 Budget Hearing - Second Draft
- 10/24 Budget Hearing - Revenue Hearing & Final Draft

Nov

- 11/14 Budget Adoption by Board of Fire Commissioners
- 11/30 Budget due to County Assessor's Office

Note: The Board of Fire Commissioners may conduct additional Special Meetings for the specific purpose of further considering budget issues.

2024 Preliminary Budget - 1st Draft 9/26/23

Discussion & Questions

- ▶ October 10th will include the Second Draft of the Budget.



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 _____.

WHEREAS, Tyler participated in the competitive bid process in response to Sourcewell RFP #090320 by submitting a proposal, on which Sourcewell awarded Tyler a Sourcewell contract, numbered 090320-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/090320-tti>; and

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

WHEREAS, Client selected Tyler to provide certain products and services set forth in the Investment Summary, including providing Client with access to Tyler's proprietary software products, and Tyler desires to provide such products and services under the terms of this Agreement;

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. A copy of our current Business Travel Policy is attached as Schedule 1 to Exhibit B.
- **"Client"** means the Pierce County Fire Protection District #5, Washington.
- **"Data"** means your data necessary to utilize the Tyler Software.
- **"Data Storage Capacity"** means the contracted amount of storage capacity for your Data 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 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 that are authorized to use the SaaS Services. The Defined Users for the Agreement are as identified in the Investment Summary. If Exhibit A



contains Enterprise Permitting & Licensing labeled software, defined users mean the maximum number of named users that are authorized to use the Enterprise Permitting & Licensing labeled modules as indicated in the Investment Summary.

- **“Developer”** means a third party who owns the intellectual property rights to Third Party Software.
- **“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.
- **“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](#).
- **“Invoicing and Payment Policy”** means the invoicing and payment policy. A copy of our current Invoicing and Payment Policy is attached as [Exhibit B](#).
- **“Order Form”** means an ordering document that includes a quote or investment summary and specifying the items to be provided by Tyler to Client, including any addenda and supplements thereto.
- **“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 D](#).
- **“Support Call Process”** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as [Schedule 1](#) to [Exhibit C](#).
- **“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.
- **“Third Party Terms”** means, if any, the end user license agreement(s) or similar terms for the Third Party Products or other parties’ products or services, as applicable.

- **“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 internal business purposes for the number of Defined Users only. The Tyler Software will be made available to you according to the terms of the SLA. You acknowledge that we have no delivery obligations and we will not ship copies of the Tyler Software as part of the SaaS Services. You may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Section C(9). The foregoing notwithstanding, to the extent we have sold you perpetual licenses for Tyler Software, if and listed in the Investment Summary, for which you are receiving SaaS Services, your rights to use such Tyler Software are perpetual, subject to the terms and conditions of this Agreement including, without limitation, Section B(4). We will make any such software available to you for download.
2. SaaS Fees. You agree to pay us the SaaS Fees. Those amounts are payable in accordance with our Invoicing and Payment Policy. The SaaS Fees are based on the number of Defined Users and amount of Data Storage Capacity. You may add additional users or additional data storage capacity on the terms set forth in Section H(1). 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).
3. Ownership.
 - 3.1 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.
 - 3.2 The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.
 - 3.3 You retain all ownership and intellectual property rights to the Data. You expressly recognize that except to the extent necessary to carry out our obligations contained in this Agreement, we do not create or endorse any Data used in connection with the SaaS Services.
4. Restrictions. You may not: (a) 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; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services; (c) access or use the SaaS Services in order to build or support, and/or assist a third party in building or supporting, products or services competitive to us; or (d) 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.

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 the maintenance and support process set forth in Section C(9), below, the SLA and our then current Support Call Process.
6. SaaS Services.
 - 6.1 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 its equivalent, for so long as you are timely paying for SaaS Services. The scope of audit coverage varies for some Tyler Software solutions. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), we will provide you with a summary of our compliance report(s) or its equivalent. Every year thereafter, for so long as the NDA is in effect and in which you make a written request, we will provide that same information. If our SaaS Services are provided using a 3rd party data center, we will provide available compliance reports for that data center.
 - 6.2 You will be hosted on shared hardware in a Tyler data center or in a third-party data center. In either event, databases containing your Data will be dedicated to you and inaccessible to our other customers.
 - 6.3 Our Tyler data centers have fully-redundant telecommunications access, electrical power, and the required hardware to provide access to the Tyler Software in the event of a disaster or component failure. 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.
 - 6.4 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. We will provide you with a written or electronic record of the actions taken by us in the event that any unauthorized access to your database(s) is detected as a result of our security protocols. We will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties, at your written request. 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 unauthorized vulnerability and penetration test scanning of our network and systems (hosted or otherwise) is prohibited without the prior written approval of our IT Security Officer.
 - 6.5 We test our disaster recovery plan on an annual basis. Our standard test is not client-specific. Should you request a client-specific disaster recovery test, we will work with you to schedule and execute such a test on a mutually agreeable schedule. At your written request, we will provide test results to you within a commercially reasonable timeframe after receipt of the

request.

- 6.6 We will be responsible for importing back-up and verifying that you can log-in. You will be responsible for running reports and testing critical processes to verify the returned Data.
- 6.7 We provide secure Data transmission paths between each of your workstations and our servers.
- 6.8 Tyler data centers are accessible only by authorized personnel with a unique key entry. All other visitors to Tyler data centers must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.
- 6.9 Where applicable with respect to our applications that take or process card payment data, we are responsible for the security of cardholder data that we possess, including functions relating to storing, processing, and transmitting of the cardholder data and affirm that, as of the Effective Date, we comply with applicable requirements to be considered PCI DSS compliant and have performed the necessary steps to validate compliance with the PCI DSS. We agree to supply the 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, 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 described in the Statement of Work.
2. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy. You acknowledge that the fees stated in the Investment Summary are good-faith estimates of the amount of time and materials required for your implementation. We will bill you the actual fees incurred based on the in-scope services provided to you. Any discrepancies in the total values set forth in the Investment Summary will be resolved by multiplying the applicable hourly rate by the quoted hours.
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 (a) daily fees associated with cancelled professional services if we are unable to reassign our personnel and (b) 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 the 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 full and free 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. For at least the past twelve (12) years, all of our employees have undergone 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 agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to provide such cooperation and assistance (either through action or omission).
9. Maintenance and Support. For so long as you timely pay your SaaS Fees according to the Invoicing and Payment Policy, then in addition to the terms set forth in the SLA and the Support Call Process, we will:
 - 9.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (subject to any applicable release life cycle policy);
 - 9.2 provide support during our established support hours;
 - 9.3 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;
 - 9.4 make available to you all releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and
 - 9.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with any applicable release life cycle policy.

We will use all reasonable efforts to perform support services remotely. Currently, we use a third-party secure unattended connectivity tool called Bomgar, as well as GotoAssist by Citrix. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services. We will, at our option, use the secure connection to assist with

proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain your VPN for backup connectivity purposes.

For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (b) application design; (c) other consulting services; or (d) support outside our normal business hours as listed in our then-current Support Call Process. Requested services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) weeks' advance notice.

SECTION D – THIRD PARTY PRODUCTS

1. Third Party Hardware. We will sell, deliver, and install onsite the Third Party Hardware, if you have purchased any, for the price set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy.
2. Third Party Software. As part of the SaaS Services, you will receive access to the Third Party Software and related documentation for internal business purposes only. Your rights to the Third Party Software will be governed by the Third Party Terms.
3. Third Party Products Warranties.
 - 3.1 We are authorized by each Developer to grant access to the Third Party Software.
 - 3.2 The Third Party Hardware will be new and unused, and upon payment in full, you will receive free and clear title to the Third Party Hardware.
 - 3.3 You acknowledge that we are not the manufacturer of the 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 independent of Tyler by such third-party at the rates set forth in the Investment Summary and in accordance with our Invoicing and Payment Policy.

SECTION E - INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. We will invoice you the SaaS Fees and fees for other professional services in the Investment Summary per our Invoicing and Payment Policy, subject to Section E(2).

2. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of the invoice. We reserve the right to suspend delivery of all SaaS Services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

SECTION F – TERM AND TERMINATION

1. Term. The initial term of this Agreement is equal to the number of years indicated for SaaS Services in Exhibit A, commencing on the first day of the first month following the Effective Date, unless earlier terminated as set forth below. If no duration is indicated in Exhibit A, the initial term is one (1) year. 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 E(2).
 - 2.1 Failure to Pay SaaS Fees. You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of SaaS Fees. If you fail to timely pay the SaaS Fees, we may discontinue the SaaS Services and deny your access to the Tyler Software. We may also terminate this Agreement if you don't cure such failure to pay within forty-five (45) days of receiving written notice of our intent to terminate.
 - 2.2 For Cause. If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section H(3). You may terminate this Agreement for cause in the event we do not cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within the thirty (30) day window set forth in Section H(3).
 - 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 G – 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 G(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, or your willful infringement.
- 1.3 If we receive information concerning an infringement or misappropriation claim related to the Tyler Software, we may, at our expense and without obligation to do so, either: (a) procure for you the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent, in which case you will stop running the allegedly infringing Tyler Software immediately. Alternatively, we may decide to litigate the claim to judgment, in which case you may continue to use the Tyler Software consistent with the terms of this Agreement.
- 1.4 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: (a) procure the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent. 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 (a) personal injury or property damage to the extent caused by our negligence or willful misconduct; or (b) our violation of PCI-DSS requirements or a 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 (a) personal injury or property damage to the extent caused by your negligence or willful misconduct; or (b) 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.** EXCEPT AS OTHERWISE EXPRESSLY 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 (A) DURING THE INITIAL TERM, AS SET FORTH IN SECTION F(1), TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (B) 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 G(1) AND G(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: (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; (d) Workers Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of at least \$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 H – 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 list price, 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. **Optional Items.** Pricing for any listed optional products and services in the Investment Summary will be valid for twelve (12) months from the Effective Date.

3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. 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 non-binding 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.
4. 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.
5. Nondiscrimination. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.
6. E-Verify. We have complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of our employees assigned to your project.
7. Subcontractors. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.
8. 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.
9. 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.

10. 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.
11. 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, implied, or statutory. 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 by a written amendment signed by an authorized representative of each party.
12. 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.
13. 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.
14. Independent Contractor. We are an independent contractor for all purposes under this Agreement.
15. 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: (a) actual receipt by the receiving party; (b) upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the receiving party; (c) upon receipt by sender of proof of email delivery; or (d) if not actually received, five (5) days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the other party at the address set forth on the signature page hereto 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.
16. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials.
17. 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:

- (a) 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;
- (b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
- (c) a party receives from a third party who has a right to disclose it to the receiving party; or
- (d) 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.

18. Quarantining of Client Data. Some services provided by Tyler require us to be in possession of your Data. In the event we detect malware or other conditions associated with your Data that are reasonably suspected of putting Tyler resources or other Tyler clients' data at risk, we reserve the absolute right to move your Data from its location within a multi-tenancy Tyler hosted environment to an isolated "quarantined" environment without advance notice. Your Data will remain in such quarantine for a period of at least six (6) months during which time we will review the Data, and all traffic associated with the Data, for signs of malware or other similar issues. If no issues are detected through such reviews during the six (6) month period of quarantine, we will coordinate with you the restoration of your Data to a non-quarantined environment. In the event your Data must remain in quarantine beyond this six (6) month period through no fault of Tyler's, we reserve the right to require payment of additional fees for the extended duration of quarantine. We will provide an estimate of what those costs will be upon your request.
19. 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.
20. Governing Law. This Agreement will be governed by and construed in accordance with the laws of your state of domicile, without regard to its rules on conflicts of law.
21. 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.
22. 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. 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.
23. 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.

24. Contract Documents. This Agreement includes the following exhibits:

- Exhibit A Investment Summary
- Exhibit B Invoicing and Payment Policy
Schedule 1: Business Travel Policy
- Exhibit C Service Level Agreement
Schedule 1: Support Call Process
- Exhibit D 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.

Pierce County Fire Protection District #5, WA

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Address for Notices:

Tyler Technologies, Inc.
One Tyler Drive
Yarmouth, ME 04096
Attention: Chief Legal Officer

Address for Notices:

Pierce County Fire Protection District #5
10222 Bujacich Road NW
Gig Harbor, WA 98332

Attention: _____



Exhibit A Investment Summary

The following Investment Summary details the software and services to be delivered by us to you under the Agreement. This Investment Summary is effective as of the Effective Date, despite any expiration date in the Investment Summary that may have lapsed as of the Effective Date. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement. In the event of conflict between the Agreement and terms in the Comments section of this Investment Summary, the language in the Agreement will prevail.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK



Sales Quotation For:
 Pierce County Fire Protection District #5
 (Gig Harbor)
 10222 Bujacich RD NW
 Gig Harbor WA 98332

Quoted By: David Snow
 Quote Expiration: 1/15/24
 Quote Name:

Tyler Annual Software – SaaS			
Description	List Price	Discount	Annual
Tyler One			
Identity			
Identity Workforce Advanced [6]	\$ 36	\$ 0	\$ 36
Content Manager Suite			
Core	\$ 6,430	\$ 643	\$ 5,787
ERP Pro powered by Incode			
ERP Pro 10 Financial Management Suite			
Core Financials	\$ 18,001	\$ 1,800	\$ 16,201
Fixed Assets	\$ 3,151	\$ 315	\$ 2,836
Project Accounting	\$ 4,202	\$ 420	\$ 3,782
Purchasing	\$ 5,602	\$ 560	\$ 5,042
TOTAL:	\$ 37,422	\$ 3,738	\$ 33,684

Term # of Years: 3

Tyler Annual Services		
Description		Annual
ERP		
Other Services		
Tyler University		\$ 1,454
TOTAL:		\$ 1,454

Services		Hours/Units	Extended Price
Description			
ERP Pro 10 Financial Management Suite			
Professional Services		228	\$ 33,060
Data Conversion Services			\$ 5,750
Project Management		1	\$ 2,000
Content Manager Suite			
Professional Services		40	\$ 5,800
TOTAL:			\$ 46,610

Summary	One Time Fees	Recurring Fees
Total SaaS		\$ 33,684
Total Tyler Services	\$ 46,610	\$ 1,454
Summary Total	\$ 46,610	\$ 35,138

Comments

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

Identity Workforce Advanced [6]	Tyler's Identity Workforce 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, Identity Automation RapidIdentity, and Okta. Any requirement by you to use an IdP not supported by Tyler may require additional costs, available upon request. Identity Workforce SaaS Fees are based on user counts. Year one SaaS Fee is based on estimated user count as indicated in this order. Unless otherwise agreed by the parties, the SaaS Fee for each subsequent annual term is based on the preceding annual term's annual user count.
Core Financials	Core Financials includes general ledger, budget prep, bank recon, AP, CellSense, a standard forms pkg, output director, positive pay, secure signatures.
General Ledger History Data Conversion	General Ledger History conversion includes unlimited historical records
General Ledger Data Conversion	General Ledger conversions include Chart of Accounts - additional fee for historical views.
Accounts Payable History Data Conversion	Accounts Payable History conversion includes unlimited historical records
Accounts Payable Data Conversion	Accounts Payable conversions include Vendor Master Only - additional fee for historical views.



Exhibit B Invoicing and Payment Policy

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. **SaaS Fees.** SaaS Fees are invoiced on an annual basis, beginning on the commencement of the initial term as set forth in Section F (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. **Other Tyler Software and Services.**
 - 2.1 *Implementation and Other Professional Services (including training):* Implementation and other professional services (including training) are billed and invoiced as delivered, at the rates set forth in the Investment Summary.
 - 2.2 *Consulting Services:* If you have purchased any Business Process Consulting services, if they have been quoted as fixed-fee services, they will be invoiced 50% upon your acceptance of the Best Practice Recommendations, by module, and 50% upon your acceptance of custom desktop procedures, by module. If you have purchased any Business Process Consulting services and they are quoted as an estimate, then we will bill you the actual services delivered on a time and materials basis.
 - 2.3 *Conversions:* 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, we will bill you the actual services delivered on a time and materials basis.
 - 2.4 *Requested Modifications to the Tyler Software:* Requested modifications to the Tyler Software are invoiced 50% upon delivery of specifications and 50% upon delivery of the applicable modification. You must report any failure of the modification to conform to the specifications within thirty (30) days of delivery; otherwise, the modification will be deemed to be in compliance with the specifications after the 30-day window has passed. You may still report Defects to us as set forth in this Agreement.
 - 2.5 *Other Fixed Price Services:* Other fixed price services are invoiced as delivered, at the rates set forth in the Investment Summary. For the avoidance of doubt, where "Project Planning Services" are provided, payment will be due upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be billed monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
 - 2.6 *Web Services:* Annual fees for web services are payable in advance, commencing upon the availability of the service. Your annual fees for the initial term are set forth in the

Investment Summary. Upon expiration of the initial term, your annual fees will be at our then-current rates.

2.7 *Annual Services*: Unless otherwise indicated in this Exhibit B, fees for annual services are due annually, in advance, commencing on the availability of the service. Your annual fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual fees will be at our then-current rates.

3. Third Party Products and Hardware.

3.1 *Third Party Software License Fees*: License fees for Third Party Software, if any, are invoiced when we make it available to you for downloading.

3.2 *Third Party Software Maintenance*: The first year maintenance fee for the Third Party Software is invoiced when we make it 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.

3.3 *Hardware*: Third Party Hardware costs, if any, are invoiced upon delivery.

3.4 *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.

3.5 *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. For the avoidance of doubt, Finite Matters will invoice Client directly for any services fees for Pattern Stream.

3.6 *Third Party SaaS*: Third Party SaaS Services fees, if any, are invoiced annually, in advance, 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. Pricing for subsequent years will be at the respective third party's then-current rates.

4. Transaction Fees. Unless paid directly by an end user at the time of transaction, per transaction (call, message, etc.) fees are invoiced on a quarterly 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, plus a 10% travel agency processing fee. Our current Business Travel Policy is attached to this Exhibit B as Schedule 1. Copies of receipts will be provided upon request; we reserve the right to charge you an administrative fee depending on the extent of your requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.

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 B
Schedule 1
Business Travel Policy

1. Air Travel

A. Reservations & Tickets

The Travel Management Company (TMC) used by Tyler will provide an employee with a direct flight within two hours before or after the requested departure time, assuming that flight does not add more than three hours to the employee's total trip duration and the fare is within \$100 (each way) of the lowest logical fare. If a net savings of \$200 or more (each way) is possible through a connecting flight that is within two hours before or after the requested departure time and that does not add more than three hours to the employee's total trip duration, the connecting flight should be accepted.

Employees are encouraged to make advanced reservations to take full advantage of discount opportunities. Employees should use all reasonable efforts to make travel arrangements at least two (2) weeks in advance of commitments. A seven (7) day advance booking requirement is mandatory. When booking less than seven (7) days in advance, management approval will be required.

Except in the case of international travel where a segment of continuous air travel is six (6) or more consecutive hours in length, only economy or coach class seating is reimbursable. Employees shall not be reimbursed for "Basic Economy Fares" because these fares are non-refundable and have many restrictions that outweigh the cost-savings.

B. Baggage Fees

Reimbursement of personal baggage charges are based on trip duration as follows:

- Up to five (5) days = one (1) checked bag
- Six (6) or more days = two (2) checked bags

Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

A. Private Automobile

Mileage Allowance – Business use of an employee’s private automobile will be reimbursed at the current IRS allowable rate, plus out of pocket costs for tolls and parking. Mileage will be calculated by using the employee’s office as the starting and ending point, in compliance with IRS regulations. Employees who have been designated a home office should calculate miles from their home.

B. Rental Car

Employees are authorized to rent cars only in conjunction with air travel when cost, convenience, and the specific situation reasonably require their use. When renting a car for Tyler business, employees should select a “mid-size” or “intermediate” car. “Full” size cars may be rented when three or more employees are traveling together. Tyler carries leased vehicle coverage for business car rentals; except for employees traveling to Alaska and internationally (excluding Canada), additional insurance on the rental agreement should be declined.

C. Public Transportation

Taxi or airport limousine services may be considered when traveling in and around cities or to and from airports when less expensive means of transportation are unavailable or impractical. The actual fare plus a reasonable tip (15-18%) are reimbursable. In the case of a free hotel shuttle to the airport, tips are included in the per diem rates and will not be reimbursed separately.

D. Parking & Tolls

When parking at the airport, employees must use longer term parking areas that are measured in days as opposed to hours. Park and fly options located near some airports may also be used. For extended trips that would result in excessive parking charges, public transportation to/from the airport should be considered. Tolls will be reimbursed when receipts are presented.

3. Lodging

Tyler’s TMC will select hotel chains that are well established, reasonable in price, and conveniently located in relation to the traveler’s work assignment. Typical hotel chains include Courtyard, Fairfield Inn, Hampton Inn, and Holiday Inn Express. If the employee has a discount rate with a local hotel, the hotel reservation should note that discount and the employee should confirm the lower rate with the hotel upon arrival. Employee memberships in travel clubs such as AAA should be noted in their travel profiles so that the employee can take advantage of any lower club rates.

“No shows” or cancellation fees are not reimbursable if the employee does not comply with the hotel’s cancellation policy.

Tips for maids and other hotel staff are included in the per diem rate and are not reimbursed separately.

Employees are not authorized to reserve non-traditional short-term lodging, such as Airbnb, VRBO, and HomeAway. Employees who elect to make such reservations shall not be reimbursed.

4. Meals and Incidental Expenses

Employee meals and incidental expenses while on travel status within the continental U.S. are in accordance with the federal per diem rates published by the General Services Administration. Incidental expenses include tips to maids, hotel staff, and shuttle drivers and other minor travel expenses. Per diem rates are available at www.gsa.gov/perdiem.

Per diem for Alaska, Hawaii, U.S. protectorates and international destinations are provided separately by the Department of State and will be determined as required.

A. Overnight Travel

For each full day of travel, all three meals are reimbursable. Per diems on the first and last day of a trip are governed as set forth below.

Departure Day

Depart before 12:00 noon	Lunch and dinner
Depart after 12:00 noon	Dinner

Return Day

Return before 12:00 noon	Breakfast
Return between 12:00 noon & 7:00 p.m.	Breakfast and lunch
Return after 7:00 p.m.*	Breakfast, lunch and dinner

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

The reimbursement rates for individual meals are calculated as a percentage of the full day per diem as follows:

Breakfast	15%
Lunch	25%
Dinner	60%

B. Same Day Travel

Employees traveling at least 100 miles to a site and returning in the same day are eligible to claim lunch on an expense report. Employees on same day travel status are eligible to claim dinner in the event they return home after 7:00 p.m.*

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

5. Internet Access – Hotels and Airports

Employees who travel may need to access their e-mail at night. Many hotels provide free high speed internet access and Tyler employees are encouraged to use such hotels whenever possible. If an employee's hotel charges for internet access it is reimbursable up to \$10.00 per day. Charges for internet access at airports are not reimbursable.

6. International Travel

All international flights with the exception of flights between the U.S. and Canada should be reserved through TMC using the "lowest practical coach fare" with the exception of flights that are six (6) or more consecutive hours in length. In such event, the next available seating class above coach shall be reimbursed.

When required to travel internationally for business, employees shall be reimbursed for photo fees, application fees, and execution fees when obtaining a new passport book, but fees related to passport renewals are not reimbursable. Visa application and legal fees, entry taxes and departure taxes are reimbursable.

The cost of vaccinations that are either required for travel to specific countries or suggested by the U.S. Department of Health & Human Services for travel to specific countries, is reimbursable.

Section 4, Meals & Incidental Expenses, and Section 2.b., Rental Car, shall apply to this section.



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 that we will provide to you to ensure the availability of the application 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. All other support services are documented in the Support Call Process.

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 live 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 month.

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

Credits are only payable when Actual Attainment results in eligibility for credits in consecutive months and only for such consecutive months.

Client Relief Schedule	
Actual Attainment	Client Relief
99.99% - 99.70%	Remedial action will be taken
99.69% - 98.50%	2% of SaaS Fees paid for applicable month
98.49% - 97.50%	4% of SaaS Fees paid for applicable month
97.49% - 96.50%	6% of SaaS Fees paid for applicable month
96.49% - 95.50%	8% of SaaS Fees paid for applicable month
Below 95.50%	10% of SaaS Fees paid for applicable month

* Notwithstanding language in the Agreement to the contrary, Recovery Point Objective is one (1) hour.

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 C Schedule 1 Support Call Process

Support Channels

Tyler Technologies, Inc. provides the following channels of software support for authorized users*:

- (1) On-line submission (portal) – for less urgent and functionality-based questions, users may create support incidents through the Tyler Customer Portal available at the Tyler Technologies website. A built-in Answer Panel provides users with resolutions to most “how-to” and configuration-based questions through a simplified search interface with machine learning, potentially eliminating the need to submit the support case.
- (2) Email – for less urgent situations, users may submit emails directly to the software support group.
- (3) Telephone – for urgent or complex questions, users receive toll-free, telephone software support.

** Channel availability may be limited for certain applications.*

Support Resources

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

- (1) Tyler Website – www.tylertech.com – for accessing client tools, documentation, and other information including support contact information.
- (2) Tyler Search -a knowledge based search engine that lets you search multiple sources simultaneously to find the answers you need, 24x7.
- (3) Tyler Community –provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
- (4) Tyler University – online training courses on Tyler products.

Support Availability

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central and Eastern). Tyler’s holiday schedule is outlined below. There will be no support coverage on these days.

New Year’s Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day

For support teams that provide after-hours service, we will provide you with procedures for contacting



support staff after normal business hours for reporting Priority Level 1 Defects only. Upon receipt of such a Defect notification, we will use commercially reasonable efforts to meet the resolution targets set forth below.

We will also make commercially reasonable efforts to be available for one pre-scheduled Saturday of each month to assist your IT staff with applying patches and release upgrades, as well as consulting with them on server maintenance and configuration of the Tyler Software environment.

Incident Handling

Incident Tracking

Every support incident is logged into Tyler’s Customer Relationship Management System and given a unique case number. This system tracks the history of each incident. The case number is used to track and reference open issues when clients contact support. Clients may track incidents, using the case number, through Tyler’s Customer Portal or by calling software support directly.

Incident Priority

Each incident is assigned a priority level, which corresponds to the Client’s needs. Tyler and the Client will reasonably set the priority of the incident per the chart below. This chart is not intended to address every type of support incident, and certain “characteristics” may or may not apply depending on whether the Tyler software has been deployed on customer infrastructure or the Tyler cloud. The goal is to help guide the Client towards clearly understanding and communicating the importance of the issue and to describe generally expected response and resolution targets in the production environment only.

References to a “confirmed support incident” mean that Tyler and the Client have successfully validated the reported Defect/support incident.

Priority Level	Characteristics of Support Incident	Resolution Targets*
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client’s remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler’s responsibility for lost or corrupted data is limited to assisting the Client in restoring its last available database.

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

**Response and Resolution Targets may differ by product or business need*

Incident Escalation

If Tyler is unable to resolve any priority level 1 or 2 defect as listed above or the priority of an issue has elevated since initiation, you may escalate the incident to the appropriate resource, as outlined by each product support team. The corresponding resource will meet with you and any Tyler staff to establish a mutually agreeable plan for addressing the defect.

Remote Support Tool

Some support calls may require further analysis of the Client's database, processes or setup to diagnose a problem or to assist with a question. Tyler will, at its discretion, use an industry-standard remote support tool. Tyler's support team must have the ability to quickly connect to the Client's system and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool Tyler uses is available upon request.



Exhibit D
Statement of Work



Pierce County Fire Protection District #5

SOW from Tyler Technologies, Inc.

8/28/2023

Presented to:
Krystal Hackmeister
10222 Bujacich Road
Gig Harbor, WA 98332

Contact:
David Snow
Email: David.Snow@TylerTech.com
5519 53rd St., Lubbock, TX 79414

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Part 1: Executive Summary

1. Project Overview

1.1 Introduction

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

1.2 Project Goals

This Statement of Work (“SOW”) documents the methodology, implementation stages, activities, and roles and responsibilities, and project scope listed in the Investment Summary of the Agreement between Tyler and the Pierce County Fire #5 (collectively the “Project”).

The overall goals of the project are to:

- Successfully implement the contracted scope on time and on budget
- Increase operational efficiencies and empower users to be more productive
- Improve accessibility and responsiveness to external and internal customer needs
- Overcome current challenges and meet future goals
- <<ProjGoal1>>
- <<ProjGoal2>>
- <<ProjGoal3>>
- <<ProjGoal4>>

1.3 Methodology

This is accomplished by the Pierce County Fire #5 and Tyler working as a partnership and Tyler utilizing its depth of implementation experience. While each Project is unique, all will follow Tyler’s six-stage methodology. Each of the six stages is comprised of multiple work packages, and each work package includes a narrative description, objectives, tasks, inputs, outputs/deliverables, assumptions, and a responsibility matrix.

Tailored specifically for Tyler’s public sector clients, the project methodology contains Stage Acceptance Control Points throughout each Phase to ensure adherence to scope, budget, timeline controls, effective communications, and quality standards. Clearly defined, the project methodology repeats consistently across Phases, and is scaled to meet the Pierce County Fire #5’s complexity and organizational needs.



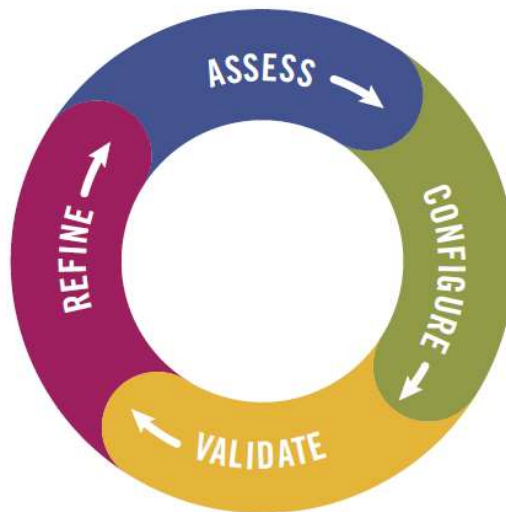
Tyler's Six Stage Project Methodology



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

To achieve Project success, it is imperative that both the Pierce County Fire #5 and Tyler commit to including the necessary leadership and governance. During each stage of the Project, it is expected that the Pierce County Fire #5 and Tyler Project teams work collaboratively to complete tasks. An underlying principle of Tyler's Implementation process is to employ an iterative model where the Pierce County Fire #5's business processes are assessed, configured, validated, and refined cyclically in line with the project budget. This approach is used in multiple stages and work packages as illustrated in the graphic below.

Iterative Project Model



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



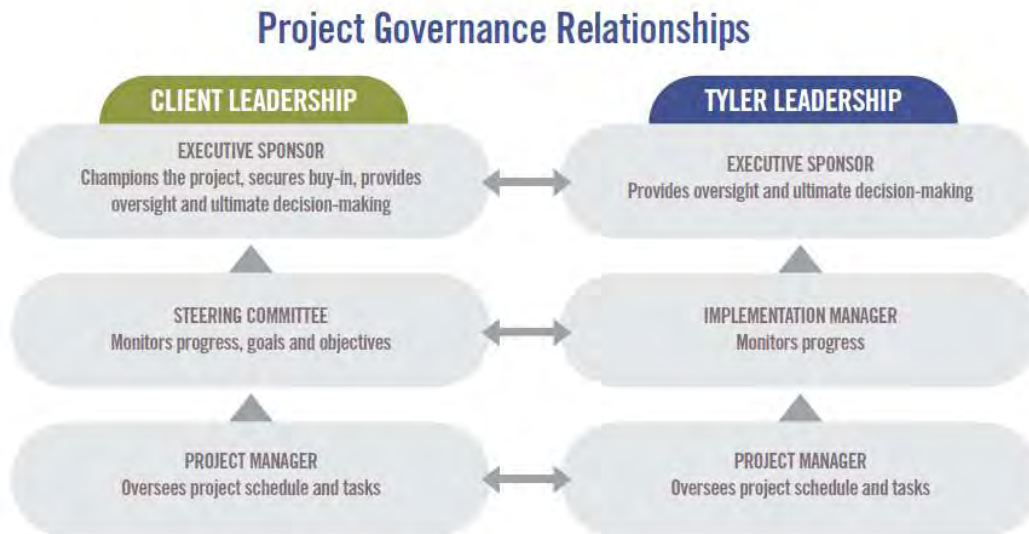
Part 2: Project Foundation

2. Project Governance

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

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

The chart below illustrates an overall team perspective where Tyler and the Pierce County Fire #5 collaborate to resolve Project challenges according to defined escalation paths. If project managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the Pierce County Fire #5 Steering Committee become the escalation points to triage responses prior to escalation to the Pierce County Fire #5 and Tyler executive sponsors. As part of the escalation process, each Project governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. The Pierce County Fire #5 and Tyler executive sponsors serve as the final escalation point.



3. Project Scope Control

3.1 Managing Scope and Project Change

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



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

3.2 Change Control

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

3.3 Change Request Management

Should the need for a change to Project scope, schedule, and/or cost be identified during the Project, the change will be brought to the attention of the Steering Committee and an assessment of the change will occur. While such changes may result in additional costs and delays relative to the schedule, some changes may result in less cost to the Pierce County Fire #5; for example, the Pierce County Fire #5 may decide it no

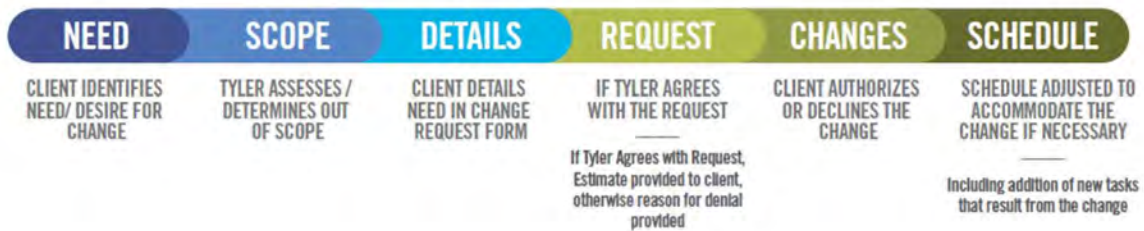


longer needs a deliverable originally defined in the Project. The Change Request will include the following information:

- The nature of the change.
- A good faith estimate of the additional cost or associated savings to the Pierce County Fire #5, if any.
- The timetable for implementing the change.
- The effect on and/or risk to the schedule, resource needs or resource responsibilities.

The Pierce County Fire #5 will use its good faith efforts to either approve or disapprove any Change Request within ten (10) Business Days (or other period as mutually agreeable between Tyler and the Pierce County Fire #5). Any changes to the Project scope, budget, or timeline must be documented and approved in writing using a Change Request form. These changes constitute a formal amendment to the Statement of Work and will supersede any conflicting term in the Statement of Work.

Change Request Process



4. Acceptance Process

The implementation of a Project involves many decisions to be made throughout its lifecycle. Decisions will vary from higher level strategy decisions to smaller, detailed Project level decisions. It is critical to the success of the Project that each Pierce County Fire #5 office or department designates specific individuals for making decisions on behalf of their offices or departments.

Both Tyler and the Pierce County Fire #5 will identify representative project managers. These individuals will represent the interests of all stakeholders and serve as the primary contacts between the two organizations.

The coordination of gaining Pierce County Fire #5 feedback and approval on Project deliverables will be critical to the success of the Project. The Pierce County Fire #5 project manager will strive to gain deliverable and decision approvals from all authorized Pierce County Fire #5 representatives. Given that the designated decision-maker for each department may not always be available, there must be a designated proxy for each decision point in the Project. Assignment of each proxy will be the responsibility of the leadership from each Pierce County Fire #5 department. The proxies will be named individuals that have the authorization to make decisions on behalf of their department.

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

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

5. Roles and Responsibilities

The following defines the roles and responsibilities of each Project resource for the Pierce County Fire #5 and Tyler. Roles and responsibilities may not follow the organizational chart or position descriptions at the Pierce County Fire #5, but are roles defined within the Project. It is common for individual resources on both the Tyler and Pierce County Fire #5 project teams to fill multiple roles. Similarly, it is common for some roles to be filled by multiple people.

5.1 Tyler Roles & Responsibilities

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



5.1.1 Tyler Executive Manager

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

- Provides clear direction for Tyler staff on executing on the Project Deliverables to align with satisfying the Pierce County Fire #5 's overall organizational strategy.
- Authorizes required Project resources.
- Resolves all decisions and/or issues not resolved at the implementation management level as part of the escalation process.
- Acts as the counterpart to the Pierce County Fire #5 's executive sponsor.

5.1.2 Tyler Implementation Manager

- Tyler implementation management has indirect involvement with the Project and is part of the Tyler escalation process. The Tyler project managers consult implementation management on issues and outstanding decisions critical to the Project. Implementation management works toward a solution with the Tyler Project Manager or with Pierce County Fire #5 management as appropriate. Tyler executive management is the escalation point for any issues not resolved at this level.
- Assigns Tyler Project personnel.
- Provides support for the Project team.
- Provides management support for the Project to ensure it is staffed appropriately and staff have necessary resources.
- Monitors Project progress including progress towards agreed upon goals and objectives.

5.1.3 Tyler Project Manager

- The Tyler project manager(s) provides oversight of the Project, coordination of Tyler resources between departments, management of the Project budget and schedule, effective risk, and issue management, and is the primary point of contact for all Project related items. As requested by the Pierce County Fire #5, the Tyler Project Manager provides regular updates to the Pierce County Fire #5 Steering Committee and other Tyler governance members. Tyler Project Manager's role includes responsibilities in the following areas:

5.1.3.1 Contract Management

- Validates contract compliance throughout the Project.
- Ensures Deliverables meet contract requirements.
- Acts as primary point of contact for all contract and invoicing questions.
- Prepares and presents contract milestone sign-offs for acceptance by the Pierce County Fire #5 project manager(s).
- Coordinates Change Requests, if needed, to ensure proper Scope and budgetary compliance.

5.1.3.2 Planning

- Delivers project planning documents.
- Defines Project tasks and resource requirements.
- Develops initial Project schedule and Project Management Plan.



- Collaborates with the Pierce County Fire #5 project manager(s) to plan and schedule Project timelines to achieve on-time implementation.

5.1.3.3 Implementation Management

- Tightly manages Scope and budget of Project to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently.
- Establishes and manages a schedule and Tyler resources that properly support the Project Schedule and are also in balance with Scope/budget.
- Establishes risk/issue tracking/reporting process between the Pierce County Fire #5 and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to the Pierce County Fire #5 any items that may impact the outcomes of the Project.
- Collaborates with the Pierce County Fire #5 's project manager(s) to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the project.
- Collaborates with the Pierce County Fire #5 's project manager(s) to set a routine communication plan that will aide all Project team members, of both the Pierce County Fire #5 and Tyler, in understanding the goals, objectives, status, and health of the Project.

5.1.3.4 Resource Management

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

5.1.4 Tyler Implementation Consultant

- Completes tasks as assigned by the Tyler project manager(s).
- Documents activities for services performed by Tyler.
- Guides the Pierce County Fire #5 through software validation process following configuration.
- Assists during Go-Live process and provides support until the Pierce County Fire #5 transitions to Client Services.
- Facilitates training sessions and discussions with the Pierce County Fire #5 and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time.
- May provide conversion review and error resolution assistance.

5.1.5 Tyler Sales

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

5.1.6 Tyler Technical Services

- Maintains Tyler infrastructure requirements and design document(s).
- Involved in system infrastructure planning/review(s).



- Provides first installation of licensed software with initial database on servers.
- Supports and assists the project team with technical/environmental issues/needs.
- Deploys Tyler products.

5.2 Pierce County Fire #5 Roles & Responsibilities

Pierce County Fire #5 resources will be assigned prior to the start of each Phase of the Project. One person may be assigned to multiple Project roles.

5.2.1 Pierce County Fire #5 Executive Sponsor

The Pierce County Fire #5 executive sponsor provides support to the Project by providing strategic direction and communicating key issues about the Project and its overall importance to the organization. When called upon, the executive sponsor also acts as the final authority on all escalated Project issues. The executive sponsor engages in the Project, as needed, to provide necessary support, oversight, guidance, and escalation, but does not participate in day-to-day Project activities. The executive sponsor empowers the Pierce County Fire #5 steering committee, project manager(s), and functional leads to make critical business decisions for the Pierce County Fire #5.

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

5.2.2 Pierce County Fire #5 Steering Committee

The Pierce County Fire #5 steering committee understands and supports the cultural change necessary for the Project and fosters an appreciation for the Project's value throughout the organization. The steering committee oversees the Pierce County Fire #5 project manager and Project through participation in regular internal meetings. The Pierce County Fire #5 steering committee remains updated on all Project progress, Project decisions, and achievement of Project milestones. The Pierce County Fire #5 steering committee also serves as primary level of issue resolution for the Project.

- Works to resolve all decisions and/or issues not resolved at the project manager level as part of the escalation process.
- Attends all scheduled steering committee meetings.
- Provides support for the project team.
- Assists with communicating key project messages throughout the organization.
- Prioritizes the project within the organization.
- Ensures the project staffed appropriately and that staff have necessary resources.
- Monitors project progress including progress towards agreed upon goals and objectives.
- Has the authority to approve or deny changes impacting the following areas:
 - Cost
 - Scope
 - Schedule
 - Project Goals
 - Pierce County Fire #5 Policies
 - Needs of other client projects



5.2.3 Pierce County Fire #5 Project Manager

The Pierce County Fire #5 shall assign project manager(s) prior to the start of this project with overall responsibility and authority to make decisions related to Project Scope, scheduling, and task assignment. The Pierce County Fire #5 Project Manager should communicate decisions and commitments to the Tyler project manager(s) in a timely and efficient manner. When the Pierce County Fire #5 project manager(s) do not have the knowledge or authority to make decisions, he or she engages the necessary resources to participate in discussions and make decisions in a timely fashion to avoid Project delays. The Pierce County Fire #5 project manager(s) are responsible for reporting to the Pierce County Fire #5 steering committee and determining appropriate escalation points.

5.2.3.1 Contract Management

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

5.2.3.2 Planning

- Reviews and accepts project planning documents.
- Defines project tasks and resource requirements for the Pierce County Fire #5 project team.
- Collaborates in the development and approval of the project schedule.
- Collaborates with Tyler project manager(s) to plan and schedule project timelines to achieve on-time implementation.

5.2.3.3 Implementation Management

- Tightly manages project budget and scope.
- Collaborates with Tyler project manager(s) to establish a process and approval matrix to ensure that scope changes and budget (planned versus actual) are transparent and handled effectively and efficiently.
- Collaborates with Tyler project manager to establish and manage a schedule and resource plan that properly supports the project schedule as a whole and is also in balance with scope and budget.
- Collaborates with Tyler project manager(s) to establish risk and issue tracking and reporting process between the Pierce County Fire #5 and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to Tyler any items that may impact the outcomes of the project.
- Collaborates with Tyler project manager(s) to establish key business drivers and success indicators that will help to govern project activities and key decisions to ensure a quality outcome of the project.
- Routinely communicates with both the Pierce County Fire #5 staff and Tyler, aiding in the understanding of goals, objectives, current status, and health of the project by all team members.
- Manages the requirements gathering process and ensure timely and quality business requirements are being provided to Tyler.

5.2.3.4 Resource Management

- Acts as liaison between project team and stakeholders.
- Identifies and coordinates all Pierce County Fire #5 resources across all modules, phases, and activities including data conversions, forms design, hardware and software installation, reports building, and satisfying invoices.



- Provides direction and support to project team.
- Builds partnerships among the various stakeholders, negotiating authority to move the project forward.
- Manages the appropriate assignment and timely completion of tasks as defined.
- Assesses team performance and takes corrective action, if needed.
- Provides guidance to Pierce County Fire #5 technical teams to ensure appropriate response and collaboration with Tyler Technical Support Teams to ensure timely response and appropriate resolution.
- Owns the relationship with in-Scope 3rd party providers and aligns activities with ongoing project tasks.
- Ensures that users have appropriate access to Tyler project toolsets as required.
- Conducts training on proper use of toolsets.
- Validates completion of required assignments using toolsets.

5.2.4 Pierce County Fire #5 Functional Leads

- Makes business process change decisions under time sensitive conditions.
- Communicates existing business processes and procedures to Tyler consultants.
- Assists in identifying business process changes that may require escalation.
- Contributes business process expertise for Current & Future State Analysis.
- Identifies and includes additional subject matter experts to participate in Current & Future State Analysis.
- Validates that necessary skills have been retained by end users.
- Provides End Users with dedicated time to complete required homework tasks.
- Acts as an ambassador/champion of change for the new process and provide business process change support.
- Identifies and communicates any additional training needs or scheduling conflicts to the Pierce County Fire #5 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 Tyler project team
 - Coordination of Pierce County Fire #5 resources
 - Attendance at scheduled sessions
 - Change management activities
 - Modification specification, demonstrations, testing and approval assistance
 - Data analysis assistance
 - Decentralized end user training
 - Process testing
 - Solution Validation

5.2.5 Pierce County Fire #5 Power Users

- Participate in project activities as required by the project team and project manager(s).
- Provide subject matter expertise on the Pierce County Fire #5 business processes and requirements.



- Act as subject matter experts and attend Current & Future State Analysis sessions as needed.
- Attend all scheduled training sessions.
- Participate in all required post-training processes as needed throughout project.
- Test all application configuration to ensure it satisfies business process requirements.
- Become application experts.
- Participate in Solution Validation.
- Adopt and support changed procedures.
- Complete all deliverables by the due dates defined in the project schedule.
- Demonstrate competency with Tyler products processing prior to Go-live.
- Provide knowledge transfer to the Pierce County Fire #5 staff during and after implementation.
- Participate in conversion review and validation.

5.2.6 Pierce County Fire #5 End Users

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

5.2.7 Pierce County Fire #5 Technical Lead

- Coordinates updates and releases with Tyler as needed.
- Coordinates the copying of source databases to training/testing databases as needed for training days.
- Coordinates and adds new users, printers and other peripherals as needed.
- Validates that all users understand log-on process and have necessary permission for all training sessions.
- Coordinates interface development for Pierce County Fire #5 third party interfaces.
- Develops or assists in creating reports as needed.
- Ensures on-site system meets specifications provided by Tyler.
- Assists with software installation as needed.
- Extracts and transmits conversion data and control reports from the Pierce County Fire #5's legacy system per the conversion schedule set forth in the project schedule.

5.2.7.1 Pierce County Fire #5 Upgrade Coordination

- Becomes familiar with the software upgrade process and required steps.
- Becomes familiar with Tyler's releases and updates.
- Utilizes Tyler resources to stay abreast of the latest Tyler releases and updates, as well as the latest helpful tools to manage the Pierce County Fire #5's software upgrade process.
- Assists with the software upgrade process during implementation.
- Manages software upgrade activities post-implementation.
- Manages software upgrade plan activities.
- Coordinates software upgrade plan activities with Pierce County Fire #5 and Tyler resources.
- Communicates changes affecting users and department stakeholders.
- Obtains department stakeholder acceptance to upgrade production environment.



5.2.8 Pierce County Fire #5 Change Management Lead

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



Part 3: Project Plan

6. Project Stages

Work Breakdown Structure

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Phase broken down into smaller, more manageable components. The top-level components are called “Stages” and the second level components are called “Work Packages”. The work packages, shown below each stage, contain the high-level work to be done. The detailed Project Schedule, developed during Project/Phase Planning and finalized during subsequent stages, lists the tasks to be completed within each work package. Each stage ends with a “Control Point”, confirming the work performed during that stage of the Project has been accepted by the Pierce County Fire #5.

Work Breakdown Structure (WBS)

1. Initiate & Plan	2. Assess & Define	3. Prepare Solution	4. Production Readiness	5. Production	6. Close
1.1 Initial Coordination	2.1 Solution Orientation	3.1 Initial System Deployment	4.1 Solution Validation	5.1 Go Live	6.1 Phase Close Out
1.2 Project/Phase Planning	2.2 Current & Future State Analysis	3.2 Configuration	4.2 Go Live Readiness	5.2 Transition to Client Services	6.2 Project Close Out
1.3 GIS Planning*	2.3 Modification Analysis	3.3 Process Refinement	4.3 End User Training	5.3 Post Go Live Activities	
1.4 Infrastructure Planning	2.4 Conversion Assessment	3.4 Conversion Delivery			
1.5 Stakeholder Meeting	2.5 Data Assessment	3.5 Data Delivery			
		3.6 Modifications*			

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



6.1 Initiate and Plan

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

6.1.1 Initial Coordination

Prior to Project commencement, Tyler management assigns project manager(s). Additional Project resources will be assigned later in the Project as a Project schedule is developed. Tyler provides the Pierce County Fire #5 with initial Project documents used to gather names of key personnel, their functional role as it pertains to the Project, as well as any blackout dates to consider for future planning. The Pierce County Fire #5 gathers the information requested by the provided deadline ensuring preliminary planning and scheduling can be conducted moving the Project forward in a timely fashion. Internally, the Tyler Project Manager(s) coordinate with sales to ensure transfer of vital information from the sales process prior to scheduling a Project Planning Meeting with the Pierce County Fire #5's team. During this step, Tyler will work with the Pierce County Fire #5 to establish the date(s) for the Project and Phase Planning session.

Objectives:

- Formally launch the project.
- Establish project governance.
- Define and communicate governance for Tyler.
- Identify Pierce County Fire #5 project team.

STAGE 1	Initial Coordination																
	Tyler								Pierce County Fire #5								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Tyler project team is assigned	A	R	C	I	I	I	I		I		I						
Pierce County Fire #5 project team is assigned									A	I	R	I	I	I			
Provide initial project documents to the Pierce County Fire #5		A	R	C			C		I		I						
Gather preliminary information requested			I						A		R	C		C		C	C
Sales to implementation knowledge transfer		A	R	I	I	I	I				I						



RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Schedule and conduct planning session(s)		A	R						I		C	C	I				
Develop Project Management Plan		A	R						I		C	C	I				
Develop initial project schedule		A	R	I	I	I	I		I	I	C	C	I	I	C		I

Inputs	Contract documents
	Statement of Work
	Guide to Starting Your Project

Outputs / Deliverables	Acceptance Criteria [only] for Deliverables
Project Management Plan	Delivery of document
Project Operational Plan	Delivery of document
Initial Project Schedule	Pierce County Fire #5 provides acceptance of schedule based on resource availability, project budget, and goals.

Work package assumptions:

- Pierce County Fire #5 has reviewed and completed the Guide to Starting Your Project document.

6.1.3 Infrastructure Planning

Procuring required hardware and setting it up properly is a critical part of a successful implementation. This task is especially important for Tyler-hosted/SaaS deployment models. Tyler will be responsible for building the environments for a hosted/SaaS deployment, unless otherwise identified in the Agreement. Tyler will install Licensed Software on application server(s) or train the Pierce County Fire #5 to install License Software. The Pierce County Fire #5 is responsible for the installation and setup of all peripheral devices.

Objectives:

- Ensure the Pierce County Fire #5’s infrastructure meets Tyler’s application requirements.
- Ensure the Pierce County Fire #5’s infrastructure is scheduled to be in place and available for use on time.

STAGE 1	Infrastructure Planning
----------------	--------------------------------



	Tyler							Pierce County Fire #5									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts	Department Heads	End Users	Technical Leads
Provide Infrastructure Requirements and Design Document		A	R		C		C				I						I
Initial Infrastructure Meeting		A	R		C		C				C						C
Schedule SaaS Environment Availability		A	R				C				I						
Schedule Installation of All Licensed Software		A	R				C				I						I
Infrastructure Audit		A	R				C				I						C

Inputs	Initial Infrastructure Requirements
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Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Completed Infrastructure Requirements	Delivery of Requirements
	Infrastructure Audit	System Passes Audit Criteria

6.1.4 Stakeholder Meeting

Communication of the Project planning outcomes to the Pierce County Fire #5 Project team, executives and other key stakeholders is vital to Project success. The Stakeholder meeting is a strategic activity to inform, engage, gain commitment, and instill confidence in the Pierce County Fire #5 team. During the meeting, the goals and objectives of the Project will be reviewed along with detail on Project scope, implementation methodology, roles and responsibilities, Project timeline and schedule, and keys to Project success.

Objectives:

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

STAGE 1	Stakeholder Meeting	
	Tyler	Pierce County Fire #5



RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
	I	A	R	I	I				I	I	C		I				
		I	C						A		R		C				
	I	A	R	I	I				I	I	C	I	I	I	I	I	I

Inputs	Agreement
	SOW
	Project Management Plan

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

Work package assumptions:

- None

6.1.5 Intentionally left blank.

6.1.6 Control Point 1: Initiate & Plan Stage Acceptance

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

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

Initiate & Plan Stage Deliverables:

- Project Management Plan
- Initial Project Schedule

Initiate & Plan stage acceptance criteria:

- All stage deliverables accepted based on acceptance criteria previously defined
- Project governance defined
- Project portal made available to the Pierce County Fire #5
- Stakeholder meeting complete



6.2 Assess & Define

The Assess & Define stage will provide an opportunity to gather information related to current Pierce County Fire #5 business processes. This information will be used to identify and define business processes utilized with Tyler software. The Pierce County Fire #5 collaborates with Tyler providing complete and accurate information to Tyler staff and assisting in analysis, understanding current workflows and business processes.

6.2.1 Solution Orientation

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

Tyler utilizes a variety of tools for the Solution Orientation, focusing on Pierce County Fire #5 team knowledge transfer such as: eLearning, documentation, or walkthroughs. The Pierce County Fire #5 team will gain a better understanding of the major processes and focus on data flow, the connection between configuration options and outcome, integration, and terminology that may be unique to Tyler’s solution.

Objectives:

- Provide a basic understanding of system functionality.
- Prepare the Pierce County Fire #5 for current and future state analysis.

STAGE 2	Solution Orientation																
	Tyler							Pierce County Fire #5									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Provide pre-requisites			A	R							I	I		I	I		I
Complete pre-requisites											A	R		C			C
Conduct orientation			A	R							I	I		I	I		I

Inputs	Solution orientation materials
	Training Plan

6.2.2 Current & Future State Analysis

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

The Pierce County Fire #5 and Tyler will evaluate current state processes, options within the new software, pros and cons of each based on current or desired state and make decisions about the future state configuration and processing. This may occur before or within the same timeframe as the configuration work



package. The options within the new software will be limited to the scope of this implementation and will make use of standard Tyler functionality.

The Pierce County Fire #5 will adopt the existing Tyler solution wherever possible to avoid project schedule and quality risk from over customization of Tyler products. It is the Pierce County Fire #5's responsibility to verify that in-scope requirements are being met throughout the implementation if functional requirements are defined as part of the contract. The following guidelines will be followed when evaluating if a modification to the product is required:

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

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

STAGE 2	Current & Future State Analysis																
	Tyler							Pierce County Fire #5									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Current State process review			A	R	I	I	I				C	C	C	C			C
Discuss future-state options			A	R	C	C	C				C	C	C	C			C
Make future-state decisions (non-COTS)			C	C	C	C	C				A	R	I	C			C
Document anticipated configuration options required to support future state			A	R	C	C	C				I	I	I	I			I

Inputs	Pierce County Fire #5 current state documentation
	Solution Orientation completion

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

Work package assumptions:



- Pierce County Fire #5 attendees possess sufficient knowledge and authority to make future state decisions.
- The Pierce County Fire #5 is responsible for any documentation of current state business processes.
- The Pierce County Fire #5 can effectively communicate current state processes.

6.2.3 Conversion Assessment

Data Conversions are a major effort in any software implementation. Tyler’s conversion tools facilitate the predictable, repeatable conversion process that is necessary to support a successful transition to the Tyler system. The first step in this process is to perform an assessment of the existing (“legacy”) system(s), to better understand the source data, risks, and options available. Once the data has been analyzed, the plan for data conversion is completed and communicated to the appropriate stakeholders.

Objectives:

- Communicate a common understanding of the project goals with respect to data.
- Ensure complete and accurate source data is available for review/transfer.
- Map the data from the source to the Tyler system.
- Document the data conversion/loading approach.

STAGE 2	Data Conversion Assessment																
	Tyler								Pierce County Fire #5								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Extract Data from Source Systems			I		C						A						R
Review and Scrub Source Data			I	I	I						A	R		C			I
Build/Update Data Conversion Plan			R	C	C						C	I	I	I			I

Inputs	Pierce County Fire #5 Source data
	Pierce County Fire #5 Source data Documentation (if available)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Data Conversion Plan built/updated	Pierce County Fire #5 Acceptance of Data Conversion Plan, if Applicable

Work package assumptions:



- Tyler will be provided with data from the Legacy system(s) in a mutually agreed upon format.
- Tyler will work with the Pierce County Fire #5 representatives to identify business rules before writing the conversion.
- Pierce County Fire #5 subject matter experts and resources most familiar with the current data will be involved in the data conversion planning effort.

6.2.4 Intentionally left blank.

6.2.5 Intentionally left blank.

6.2.6 Control Point 2: Assess & Define Stage Acceptance

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

Note: Advancement to the Prepare Solution Stage is dependent upon Tyler’s receipt of the Stage Acceptance.

Assess & Define Stage Deliverables:

- Documentation of future state decisions and configuration options to support future state decisions.
- Modification specification document.
- Assess & Define Stage Acceptance Criteria:
- All stage deliverables accepted based on criteria previously defined.
- Solution Orientation is delivered.
- Conversion data extracts are received by Tyler.
- Data conversion plan built.

6.3 Prepare Solution

During the Prepare Solution stage, information gathered during the Initiate & Plan and Assess & Define stages will be used to install and configure the Tyler software solution. Software configuration will be validated by the Pierce County Fire #5 against future state decisions defined in previous stages and processes refined as needed to ensure business requirements are met.

6.3.1 Initial System Deployment

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

Objectives:

- All licensed software is installed and operational.
- The Pierce County Fire #5 can access the software.

STAGE 3	Initial System Deployment (Hosted/SaaS)*	
	Tyler	Pierce County Fire #5



RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Prepare hosted environment			A				R				I						C
Install Licensed Software with Initial Database on Server(s) for Included Environments			A				R				I						C
Install Licensed Software on Pierce County Fire #5 Devices (if applicable)			I				C				A						R
Tyler System Administration Training (if applicable)			A				R				I						C

Outputs / Deliverables	Acceptance Criteria [only] for Deliverables
Licensed Software is Installed on the Server(s)	Software is accessible
Licensed Software is Installed on Pierce County Fire #5 Devices (if applicable)	Software is accessible
Installation Checklist/System Document	System meets prescribed checklist
Infrastructure Design Document (C&J – If Applicable)	

Work package assumptions:

- The most current available version of the Tyler Licensed Software will be installed.
- The Pierce County Fire #5 will provide network access for Tyler modules, printers, and Internet access to all applicable Pierce County Fire #5 and Tyler Project staff.

6.3.2 Configuration

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

Tyler staff collaborates with the Pierce County Fire #5 to complete software configuration based on the outputs of the future state analysis performed during the Assess and Define Stage. The Pierce County Fire #5 collaborates with Tyler staff iteratively to validate software configuration.



Objectives:

- Software is ready for validation.
- Educate the Pierce County Fire #5 Power User how to configure and maintain software.
- Prepare standard interfaces for process validation (if applicable).

STAGE 3	Configuration																
	Tyler							Pierce County Fire #5									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Conduct configuration training			A	R							I	C		C			
Complete Tyler configuration tasks (where applicable)			A	R							I	I		I			
Complete Pierce County Fire #5 configuration tasks (where applicable)			I	C							A	R		C			
Standard interfaces configuration and training (if applicable)			A	R			C				I	C		C			C
Updates to Solution Validation testing plan			C	C							A	R		C			C

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

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

Work package assumptions:

- Tyler provides guidance for configuration options available within the Tyler software. The Pierce County Fire #5 is responsible for making decisions when multiple options are available.

6.3.3 Process Refinement

Tyler will educate the Pierce County Fire #5 users on how to execute processes in the system to prepare them for the validation of the software. The Pierce County Fire #5 collaborates with Tyler staff iteratively to validate software configuration options to support future state.



Objectives:

- Ensure that the Pierce County Fire #5 understands future state processes and how to execute the processes in the software.
- Refine each process to meet the business requirements.
- Validate standard interfaces, where applicable.
- Validate forms and reports, where applicable.

STAGE 3	Process Refinement																
	Tyler							Pierce County Fire #5									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
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 (Pierce County Fire #5 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 Pierce County Fire #5-specific process documentation (if applicable)			I	C							A	R		C			
Updates to Solution Validation testing plan			C	C							A	R		C			C

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

Outputs / Deliverables	Acceptance Criteria [only] for Deliverables
	Updated solution validation test plan



Completed Pierce County Fire #5-specific process documentation (completed by Pierce County Fire #5)

Work package assumptions:

- None

6.3.4 Conversion Delivery

The purpose of this task is to transition the Pierce County Fire #5’s data from their source (“legacy”) system(s) to the Tyler system(s). The data will need to be mapped from the legacy system into the new Tyler system format. A well-executed data conversion is key to a successful cutover to the new system(s).

With guidance from Tyler, the Pierce County Fire #5 will review specific data elements within the system and identify / report discrepancies. Iteratively, Tyler will collaborate with the Pierce County Fire #5 to address conversion discrepancies. This process will allow for clean, reconciled data to transfer from the source system(s) to the Tyler system(s). Reference Conversion Appendix for additional detail.

```

graph LR
    A((Pull Data & Conversion Balancing Reports)) --> B((Map Conversion))
    B --> C((Write & Run Conversion Program))
    C --> D((Load Data for Testing))
    C --> E((Report & Correct Errors))
    D --> F((Validate Data))
    E --> F
    F --> G((Conversion Reviews Completed))
    G --> H((Final Conversion))
  
```

Objectives:

- Data is ready for production (Conversion).

STAGE 3	Data Delivery & Conversion																
	Tyler							Pierce County Fire #5									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads

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Provide data crosswalks/code mapping tool			A	C	R						I	I		I				
Populate data crosswalks/code mapping tool			I	C	C						A	R		C				
Iterations: Conversion Development			A	C	R						I							I
Iterations: Deliver converted data			A		R						I							I
Iterations: Proof/Review data and reconcile to source system			C	C	C						A	R		C				C

Inputs	
	Data Conversion Plan
	Configuration

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Code Mapping Complete / Validated	
	Conversion Iterations / Reviews Complete	Conversion complete, verified, and ready for final pass

Work package assumptions:

- The Pierce County Fire #5 will provide a single file layout per source system as identified in the investment summary.
- The Pierce County Fire #5 subject matter experts and resources most familiar with the current data will be involved in the data conversion effort.
- The Pierce County Fire #5 project team will be responsible for completing the code mapping activity, with assistance from Tyler.

6.3.5 Intentionally left blank.

6.3.6 Intentionally left blank.

6.3.7 Control Point 3: Prepare Solution Stage Acceptance

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

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

Prepare Solution Stage Deliverables:

- Licensed software is installed.



- Installation checklist/system document.
- Conversion iterations and reviews complete.

Prepare Solution Stage Acceptance Criteria:

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

6.4 Production Readiness

Activities in the Production Readiness stage will prepare the Pierce County Fire #5 team for go-live through solution validation, the development of a detailed go-live plan and end user training. A readiness assessment will be conducted with the Pierce County Fire #5 to review the status of the project and the organizations readiness for go-live.

6.4.1 Solution Validation

Solution Validation is the end-to-end software testing activity to ensure that the Pierce County Fire #5 verifies all aspects of the Project (hardware, configuration, business processes, etc.) are functioning properly, and validates that all features and functions per the contract have been deployed for system use.

Objectives:

- Validate that the solution performs as indicated in the solution validation plan.
- Ensure the Pierce County Fire #5 organization is ready to move forward with go-live and training (if applicable).

STAGE 4	Solution Validation																
	Tyler							Pierce County Fire #5									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Update Solution Validation plan			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			



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

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Solution Validation Report	Pierce County Fire #5 updates report with testing results

Work package assumptions:

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

6.4.2 Go-Live Readiness

Tyler and the Pierce County Fire #5 will ensure that all requirements defined in Project planning have been completed and the Go-Live event can occur, as planned. A go-live readiness assessment will be completed identifying risks or actions items to be addressed to ensure the Pierce County Fire #5 has considered its ability to successfully Go-Live. Issues and concerns will be discussed, and mitigation options documented. Tyler and the Pierce County Fire #5 will jointly agree to move forward with transition to production. Expectations for final preparation and critical dates for the weeks leading into and during the Go-Live week will be planned in detail and communicated to Project teams.

Objectives:

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

STAGE 4	Go-Live Readiness																
	Tyler							Pierce County Fire #5									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Perform Readiness Assessment	I	A	R	C	C	I	C	I	I	I	I		I				I
Conduct Go-Live planning session		A	R	C							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	I	I				C	C	I	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

Inputs	Future state decisions
	Go-live checklist

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated go-live checklist	Updated Action plan and Checklist for go-live delivered to the Pierce County Fire #5

Work package assumptions:

- None

6.4.3 End User Training

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

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

Tyler will provide standard application documentation for the general use of the software. It is not Tyler’s responsibility to develop Pierce County Fire #5 specific business process documentation. Pierce County Fire #5-led training labs using Pierce County Fire #5 specific business process documentation if created by the Pierce County Fire #5 can be added to the regular training curriculum, enhancing the training experiences of the end users.

Objectives:

- End users are trained on how to use the software prior to go-live.
- The Pierce County Fire #5 is prepared for on-going training and support of the application.

STAGE 4	End User Training																
	Tyler							Pierce County Fire #5									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Update training plan		A	R	C							C		I		C		
End User training (Tyler-led)		A	R	C							C	C	I	C	C	C	
Train-the-trainer		A	R	C							C	C	I	C			



End User training (Pierce County Fire #5-led)			C	C							A	R	I	C	C	C	
---	--	--	---	---	--	--	--	--	--	--	---	---	---	---	---	---	--

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

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	End User Training	Pierce County Fire #5 signoff that training was delivered

Work package assumptions:

- The Pierce County Fire #5 project team will work with Tyler to jointly develop a training curriculum that identifies the size, makeup, and subject-area of each of the training classes.
- Tyler will work with the Pierce County Fire #5 as much as possible to provide end-user training in a manner that minimizes the impact to the daily operations of Pierce County Fire #5 departments.
- The Pierce County Fire #5 will be responsible for training new users after go-live (exception—previously planned or regular training offerings by Tyler).

6.4.4 Control Point 4: Production Readiness Stage Acceptance

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

Production Readiness stage deliverables:

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

Production Readiness stage acceptance criteria:

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

6.5 Production

Following end user training the production system will be fully enabled and made ready for daily operational use as of the scheduled date. Tyler and the Pierce County Fire #5 will follow the comprehensive action plan laid out during Go-Live Readiness to support go-live activities and minimize risk to the Project during go-live. Following go-live, Tyler will work with the Pierce County Fire #5 to verify that implementation work is concluded, post go-live activities are scheduled, and the transition to Client Services is complete for long-term operations and maintenance of the Tyler software.

6.5.1 Go-Live

Following the action plan for Go-Live, defined in the Production Readiness stage, the Pierce County Fire #5 and Tyler will complete work assigned to prepare for Go-Live.



The Pierce County Fire #5 provides final data extract and Reports from the Legacy System for data conversion and Tyler executes final conversion iteration, if applicable. If defined in the action plan, the Pierce County Fire #5 manually enters any data added to the Legacy System after final data extract into the Tyler system.

Tyler staff collaborates with the Pierce County Fire #5 during Go-Live activities. The Pierce County Fire #5 transitions to Tyler software for day-to-day business processing.

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

Objectives:

- Execute day to day processing in Tyler software.
- Pierce County Fire #5 data available in Production environment.

STAGE 5	Go-Live																
	Tyler							Pierce County Fire #5									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Provide final source data extract, if applicable			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		I			C	C	I	C		I	C

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

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Data is available in production environment	Pierce County Fire #5 confirms data is available in production environment



Work package assumptions:

- The Pierce County Fire #5 will complete activities documented in the action plan for Go-Live as scheduled.
- External stakeholders will be available to assist in supporting the interfaces associated with the Go-Live live process.
- The Pierce County Fire #5 business processes required for Go-Live are fully documented and tested.
- The Pierce County Fire #5 Project team and subject matter experts are the primary point of contact for the end users when reporting issues during Go-Live.
- The Pierce County Fire #5 Project Team and Power User’s provide business process context to the end users during Go-Live.
- The Tyler Go-Live support team is available to consult with the Pierce County Fire #5 teams as necessary.
- The Tyler Go-Live support team provides standard functionality responses, which may not be tailored to the local business processes.

6.5.2 Transition to Client Services

This work package signals the conclusion of implementation activities for the Phase or Project with the exception of agreed-upon post Go-Live activities. The Tyler project manager(s) schedules a formal transition of the Pierce County Fire #5 onto the Tyler Client Services team, who provides the Pierce County Fire #5 with assistance following Go-Live, officially transitioning the Pierce County Fire #5 to operations and maintenance.

Objectives:

- Ensure no critical issues remain for the project teams to resolve.
- Confirm proper knowledge transfer to the Pierce County Fire #5 teams for key processes and subject areas.

STAGE 5	Transition to Client Services																
	Tyler							Pierce County Fire #5									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Transfer Pierce County Fire #5 to Client Services and review issue reporting and resolution processes	I	I	A	I	I			R	I	I	C	C		C			
Review long term maintenance and continuous improvement			A					R			C	C		C			



Inputs	Open item/issues List
--------	-----------------------

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

Work package assumptions:

- No material project issues remain without assignment and plan.

6.5.3 Post Go-Live Activities

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

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	Post Go-Live Activities																
	Tyler								Pierce County Fire #5								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Schedule contracted activities that are planned for delivery after go-live		A	R	C	C	C	C	I			C	C	I	C			C
Determine resolution plan in preparation for phase or project close out		A	R	C	C	C		I			C	C	I	C			

Inputs	List of post Go-Live activities
--------	---------------------------------

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



Work package assumptions:

- System is being used in a live production state.

6.5.4 Control Point 5: Production Stage Acceptance

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

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

Production Stage Acceptance Criteria:

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

6.6 Close

The Close stage signifies full implementation of all products purchased and encompassed in the Phase or Project. The Pierce County Fire #5 transitions to the next cycle of their relationship with Tyler (next Phase of implementation or long-term relationship with Tyler Client Services).

6.6.1 Phase Closeout

This work package represents Phase completion and signals the conclusion of implementation activities for the Phase. The Tyler Client Services team will assume ongoing support of the Pierce County Fire #5 for systems implemented in the Phase.

Objectives:

- Agreement from Tyler and the Pierce County Fire #5 teams that activities within this phase are complete.

STAGE 6	Phase Close Out																
	Tyler							Pierce County Fire #5									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Reconcile project budget and status of contract Deliverables	I	A	R						I	I	C						



Hold post phase review meeting		A	R	C	C	C	C				C	C	C	C			C
Release phase-dependent Tyler project resources	A	R	I								I						

Participants	Tyler	Pierce County Fire #5
	Project Leadership	Project Manager
	Project Manager	Project Sponsor(s)
	Implementation Consultants	Functional Leads, Power Users, Technical Leads
	Technical Consultants (Conversion, Deployment, Development)	
	Client Services	

Inputs	Contract
	Statement of Work
	Project artifacts

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

Work package assumptions:

- Tyler deliverables for the phase have been completed.

6.6.2 Project Closeout

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

At this time the Pierce County Fire #5 may choose to begin working with Client Services to look at continuous improvement Projects, building on the completed solution.

Objectives:

- Confirm no critical issues remain for the project teams to resolve.
- Determine proper knowledge transfer to the Pierce County Fire #5 teams for key processes and subject areas has occurred.
- Verify all deliverables included in the Agreement are delivered.

STAGE 6	Project Close Out	
	Tyler	Pierce County Fire #5



RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
	Conduct post project review	A	R	C	C	C	C				C	C	C	C			C
	Deliver post project report to Pierce County Fire #5 and Tyler leadership	I	A	R					I	I	C						
	Release Tyler project resources	A	R	I							I						

Inputs	Contract
	Statement of Work

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Post Project Report	Pierce County Fire #5 acceptance; Completed report indicating all project Deliverables and milestones have been completed

Work package assumptions:

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

6.6.3 Control Point 6: Close Stage Acceptance

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

Close Stage Deliverables:

- Post Project Report.

Close Stage Acceptance Criteria:

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

7. General Assumptions

Tyler and the Pierce County Fire #5 will use this SOW as a guide for managing the implementation of the Tyler Project as provided and described in the Agreement. There are a few assumptions which, when



acknowledged and adhered to, will support a successful implementation. Assumptions related to specific work packages are documented throughout the SOW. Included here are general assumptions which should be considered throughout the overall implementation process.

7.1 Project

- Project activities will begin after the Agreement has been fully executed.
- The Pierce County Fire #5 Project Team will complete their necessary assignments in a mutually agreed upon timeframe to meet the scheduled go-live date, as outlined in the Project Schedule.
- Sessions will be scheduled and conducted at a mutually agreeable time.
- Additional services, software modules and modifications not described in the SOW or Agreement will be considered a change to this Project and will require a Change Request Form as previously referenced in the definition of the Change Control Process.
- Tyler will provide a written agenda and notice of any prerequisites to the Pierce County Fire #5 project manager(s) ten (10) business days or as otherwise mutually agreed upon time frame prior to any scheduled on-site or remote sessions, as applicable.
- Tyler will provide guidance for configuration and processing options available within the Tyler software. If multiple options are presented by Tyler, the Pierce County Fire #5 is responsible for making decisions based on the options available.
- Implementation of new software may require changes to existing processes, both business and technical, requiring the Pierce County Fire #5 to make process changes.
- The Pierce County Fire #5 is responsible for defining, documenting, and implementing their policies that result from any business process changes.

7.2 Organizational Change Management

Unless otherwise contracted by Tyler, Pierce County Fire #5 is responsible for managing Organizational Change. Impacted Pierce County Fire #5 resources will need consistent coaching and reassurance from their leadership team to embrace and accept the changes being imposed by the move to new software. An important part of change is ensuring that impacted Pierce County Fire #5 resources understand the value of the change, and why they are being asked to change.

7.3 Resources and Scheduling

- Pierce County Fire #5 resources will participate in scheduled activities as assigned in the Project Schedule.
- The Pierce County Fire #5 team will complete prerequisites prior to applicable scheduled activities. Failure to do so may affect the schedule.
- Tyler and the Pierce County Fire #5 will provide resources to support the efforts to complete the Project as scheduled and within the constraints of the Project budget.
- Abbreviated timelines and overlapped Phases require sufficient resources to complete all required work as scheduled.
- Changes to the Project Schedule, availability of resources or changes in Scope will be requested through a Change Request. Impacts to the triple constraints (scope, budget, and schedule) will be assessed and documented as part of the change control process.
- The Pierce County Fire #5 will ensure assigned resources will follow the change control process and possess the required business knowledge to complete their assigned tasks successfully. Should there be a change in resources, the replacement resource should have a comparable level of availability, change control process buy-in, and knowledge.



- The Pierce County Fire #5 makes timely Project related decisions to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Failure to do so may affect the schedule, as each analysis and implementation session is dependent on the decisions made in prior sessions.
- The Pierce County Fire #5 will respond to information requests in a comprehensive and timely manner, in accordance with the Project Schedule.
- The Pierce County Fire #5 will provide adequate meeting space or facilities, including appropriate system connectivity, to the project teams including Tyler team members.
- For on-site visits, Tyler will identify a travel schedule that balances the needs of the project and the employee.

7.4 Data

- Data will be converted as provided and Tyler will not create data that does not exist.
- The Pierce County Fire #5 is responsible for the quality of legacy data and for cleaning or scrubbing erroneous legacy data.
- Tyler will work closely with the Pierce County Fire #5 representatives to identify business rules before writing the conversion. The Pierce County Fire #5 must confirm that all known data mapping from source to target have been identified and documented before Tyler writes the conversion.
- All in-scope source data is in data extract(s).
- Each legacy system data file submitted for conversion includes all associated records in a single approved file layout.
- The Pierce County Fire #5 will provide the legacy system data extract in the same format for each iteration unless changes are mutually agreed upon in advance. If not, negative impacts to the schedule, budget and resource availability may occur and/or data in the new system may be incorrect.
- The Pierce County Fire #5 Project Team is responsible for reviewing the converted data and reporting issues during each iteration, with assistance from Tyler.
- The Pierce County Fire #5 is responsible for providing or entering test data (e.g., data for training, testing interfaces, etc.)

7.5 Facilities

- The Pierce County Fire #5 will provide dedicated space for Tyler staff to work with Pierce County Fire #5 resources for both on-site and remote sessions. If Phases overlap, Pierce County Fire #5 will provide multiple training facilities to allow for independent sessions scheduling without conflict.
- The Pierce County Fire #5 will provide staff with a location to practice what they have learned without distraction.



8. Glossary

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



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



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



Part 4: Appendices

9. Conversion

9.1 ERP Pro Financials Conversion Summary

9.1.1 General Ledger

Standard Conversion Includes:

- Full chart of accounts listing, descriptions, and corresponding account types
- Element (segment) values and descriptions
- Unlimited historical transactions as provided by client.

NOTE: Summarized budget figures for current fiscal year and historical years can be imported into the system from Excel. The Pierce County Fire #5 is ultimately responsible for producing the budget figures in Excel and verifying the results. Training will be provided on how to import budgets from Excel.

NOTE: Summarized beginning balance sheet entries, as well as summarized fiscal year activity entries, can be imported into the system from Excel for the current year. The Pierce County Fire #5 is ultimately responsible for producing the entries in Excel and verifying the results. Training will be provided on how to import JEs from Excel.

9.1.2 Accounts Payable

Standard Conversion Includes:

- Vendor master information, address, primary contact, and **NOTES**
- Unlimited historical transactions as provided by client.

NOTE: 1099 balances and non-1099 balances can be imported into the system using a standard import available to the Pierce County Fire #5 from Excel. The Pierce County Fire #5 will ultimately be responsible for creating the Excel spreadsheet and verifying the results. Training will be provided on how to import balances from Excel.



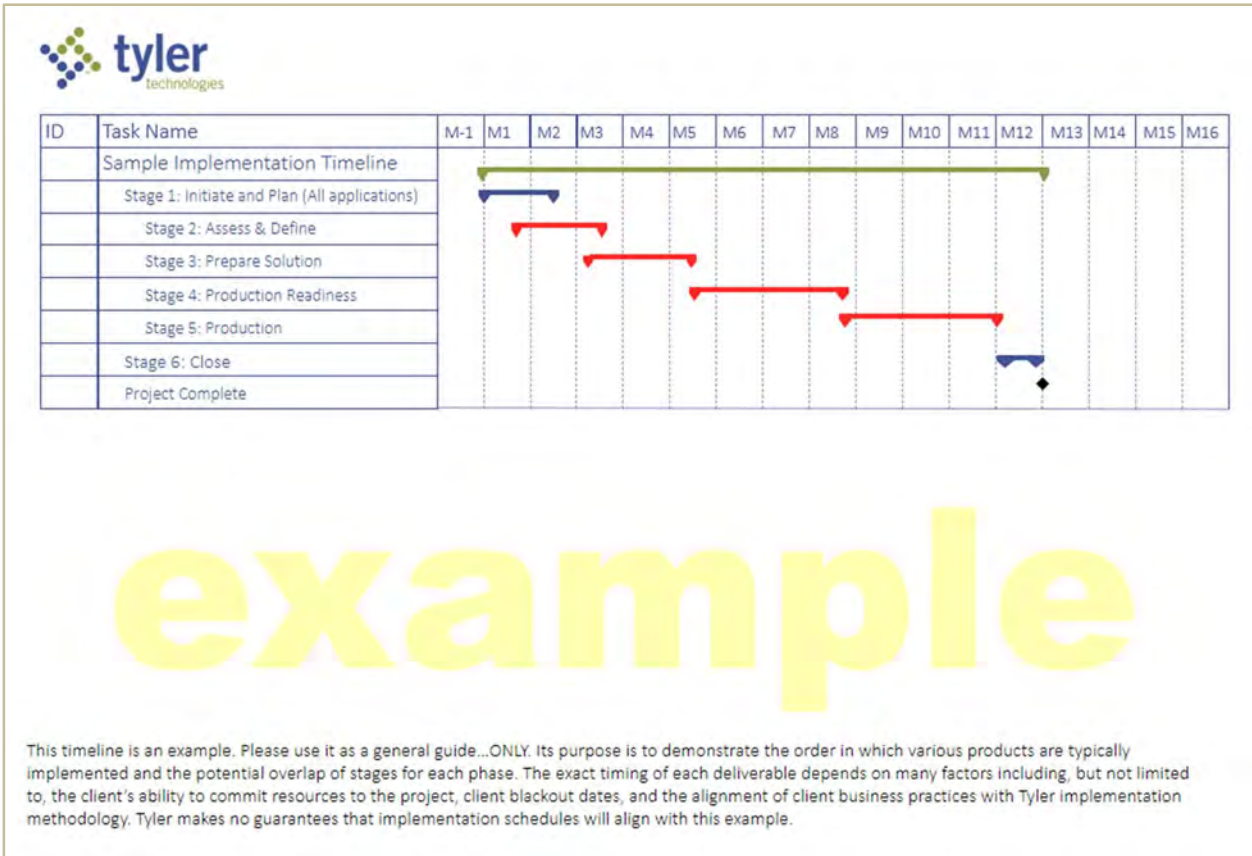
10. Additional Appendices

10.1 Intentionally left blank.



11. Project Timeline

11.1 ERP Pro Financial Management Timeline



11.2 Intentionally left blank.





ORDER FORM

Quote#: Q-187939
Expires: 16 Sep, 2023
Sales Executive: Joe Puccini
Effective Date: Effective as of the date of last signature of this Order

Order Type: Quote
Date: 25 Aug, 2023

Customer Legal Name:
Gig Harbor Fire & Medic One

Ship To: Gig Harbor Fire & Medic One
10222 BUJACICH RD NW
GIG HARBOR, WA 98332-8595 USA

Customer Legal Address:
10222 BUJACICH RD NW, GIG HARBOR, WA 98332-8595 USA

Bill To: Gig Harbor Fire & Medic One
10222 BUJACICH RD NW
GIG HARBOR, WA 98332-8595 USA

Bill To Contact:

Ship To Contact: Krystal Hackmeister

Ship to Phone: (253) 509-3051
Ship to Mobile:
Contact: Krystal Hackmeister
Email: khackmeister@gigharborfire.org

Currency: USD
Customer PO Number:
Solution ID: 6200561
Initial Term: 60 months
Uplift Percent: 8 %

Shipping Terms: Shipping Point
Ship Method: FedEx Ground
Freight Term: Prepay & Add
Renewal Term: 12 months
Payment Terms: Net 30 Days

Billing Start Date: 60 Days from the Effective Date

Subscription Services

Billing Frequency: Annual in Advance

Subscription Services	Quantity	PEPM	Monthly Price
UKG READY LEAVE	140	USD 0.95	USD 133.00
UKG READY HR	140	USD 3.78	USD 529.20
UKG READY BENEFITS	140	USD 3.47	USD 485.80



Subscription Services	Quantity	PEPM	Monthly Price
UKG READY COBRA ADMINISTRATION SERVICES	140	USD 1.50	USD 210.00
UKG READY ACA MANAGER	140	USD 0.32	USD 44.80
UKG READY COMPENSATION	140	USD 0.63	USD 88.20
UKG READY PERFORMANCE	140	USD 0.63	USD 88.20
UKG READY ATTESTATION	140	USD 0.32	USD 44.80
UKG READY RECRUITING	140	USD 0.63	USD 88.20
UKG READY INTEGRATION HUB	1	USD 0.00	USD 0.00
UKG READY PAYROLL	140	USD 3.78	USD 529.20
UKG READY PAYROLL SERVICES	140	USD 1.75	USD 245.00
Total Price			USD 2,486.40

One Time Setup Fee

Billing Frequency: Billed 100% upon signature of the order form

Item	Total Price
One Time Setup Fees	USD 20,500.00

Quote Summary

Item	Total Price
Minimum Monthly SaaS Service & Equipment Rental Fee	USD 2,486.40

Item	Total Price
Minimum Annual SaaS Service & Equipment Rental Fee	USD 29,836.80

Item	Total Price
Total One Time Fees	USD 20,500.00

Order Notes:

This order entered into between the Customer and Kronos SaaShr, Inc. (a UKG company) is subject to the terms and conditions of the Master Agreement Reference #18221 dated March 18th, 2019 between the Lead Agency (acting as "Owner") and Kronos SaaShr, Inc. (as the "Contractor"), as amended (collectively referred to as the "US Communities Agreement #18221"). The Attachment 1 is included with this Order Form. Customer agrees that additional fees may be invoiced and owed if Customer incurs fees as outlined in <https://www.ukg.com/ukg-payroll-services-miscellaneous-pricing-schedule-August2019> ("Attachment 2").

The UKG Cobra Administration offering set forth on this Order shall be subject to the agreement that governs Customer's use of the UKG Ready subscription services and the Services Descriptions located at <https://www.ukg.com/benefits-cobra-administration>. The Cobra Administration offering is only available within the United States.

Before including any health related questions in UKG Ready Attestation please consult with your legal counsel to ensure you are compliant with applicable privacy laws and regulations.



IN WITNESS WHEREOF, the parties have caused this Order to be executed by their authorized representatives and shall be effective as of the date of the last signature below.

Gig Harbor Fire & Medic One		Kronos SaaShr, Inc.	
Signature:	_____	Signature:	_____
Name:	_____	Name:	_____
Title:	_____	Title:	_____
Date:	_____	Date:	_____
<p>The monthly price on this Order has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. Due to the rounding calculations, the actual price may not display as expected when displayed on your Order. Nonetheless, the actual price on your invoice is the true and binding total for this Order for purposes of amounts owed for the term.</p>			



Professional Services Engagement Overview

Purpose and Overview of Engagement

This Professional Services Engagement Overview outlines the scope of services to be provided by Kronos for the Setup Fees indicated on the applicable Order for, to Gig Harbor Fire & Medic One (“Customer”) related to the Core Modules, Value-add Modules, and/or Optional Services contained in the document. Our Professional Services engagements are designed to help our Customers successfully implement your Core Modules, as well as enable you to easily layer Value-add Modules and functionality over time based on your priorities, schedule, and resources.

The Ready® Professional Services engagement described herein is fixed price based and is subject to the terms and conditions governing your Ready – Software as a Service (the “Agreement”). Unless otherwise defined herein, words and expressions defined in the Agreement shall have the same meaning in this Professional Services Engagement Overview.

Your Ready SaaS Solution

Gig Harbor Fire & Medic One and Kronos are deploying the following Ready modules with 8 location(s), 1 EINS and 2 collective bargaining agreements(s).

Core Modules	Employees	Deployments	Estimated Duration
UKG READY HR	140	1	
UKG READY PAYROLL	140	1	100 Days
UKG READY PAYROLL SERVICES	140	1	
Value Add Modules	Employees	Deployments	Estimated Duration
UKG Ready COBRA Admin	140	1	30 Days
UKG Ready Attestation	140	1	10 Days
UKG Ready ACA Manager	140	1	15 Days
UKG Ready Recruiting	140	1	30 Days
UKG Ready Compensation	140	1	15 Days
UKG Ready Performance Management	140	1	30 Days
UKG Ready Leave	140	1	30 Days

Gig Harbor Fire & Medic One and Kronos Collaboration

A successful Professional Services Engagement will require close collaboration between Gig Harbor Fire & Medic One and Kronos. The Kronos Professional Services team is equipped to help keep you on target for meeting project milestones and requirements, as well as to assist you in configuring and deploying the Ready solution that meets your organization’s specific requirements. Your organizations participation and commitment to the project goals and timeline are critical to help ensure success.

The Estimated Duration stated above is an estimate based upon our experience with our customers and products. Depending upon the preparation and engagement of your organization, there may be opportunity to accelerate the completion of this engagement. However, the Estimated Duration may be exceeded based on the level of preparedness, bandwidth, and skill level of your available resources. Other examples that may extend the Estimated Duration include: separate deployments of the solution, having a unionized workforce, and policies that vary across employee groups.

Core Functionality Deliverables

Working in close collaboration, Gig Harbor Fire & Medic One and Kronos will deploy the following core modules and functionality in 100 estimated days from project kick-off. Any quantified deliverables listed herein are based on services deliverables and are not to be considered system constraints.

Ready Core	Kronos Delivered Value
<p>UKG Ready HR</p>	<p>UKG Ready HR <i>core functionality</i> deployment gets you started by establishing HR as the system of record for employees, one of the most important foundational components, through:</p> <ul style="list-style-type: none"> • Core employee demographics • Onboarding • Checklists <ul style="list-style-type: none"> • Up to 10 will be configured by the Kronos project team, however the Customer can configure as many as needed • Personnel management • Benefits administration • Open enrollment / life event • Work Flows <ul style="list-style-type: none"> • Up to 10 will be configured by the Kronos project team, however the Customer can configure as many as needed • HR documents & forms <ul style="list-style-type: none"> • Up to 10 custom forms will be configured by the Kronos project team, however the Customer can configure as many as needed • Incident tracking • Certification / Credential • Asset management • Compliance reporting • Standard reporting • One-Time data load using customer-supplied data for current year in a standard Kronos-supplied format • Interface bundle using customer supplied data in standard file formats • HR Admin Training
<p>UKG Ready Payroll</p>	<p>UKG Ready Payroll deployment gets you started with the end-to-end payroll process with the ability to calculate gross-to-net, pay employees, make adjustments and export data needed for tax filing (if using a provider other than UKG Ready Payroll Services) through:</p> <ul style="list-style-type: none"> • Pay Period Profiles • Up to two Parallel Payroll Tests • Company Tax Setup (Jurisdictions) • Custom Exports/Reports • Company Deduction Types • Company Earning Types • Configure Default Banks • Workers Comp Types • Payroll History up to 4 Quarter of Current Year • All Payroll Configurations Include: <ul style="list-style-type: none"> • Standard Dashboard Widgets

	<ul style="list-style-type: none"> • Global Payroll Settings • Standard Notifications • GL Set Up • In-house manual check printing • Employee Imports • Vendor Payments (ACH/Check) • Payroll Administrative Training <p>Please note: If UKG Ready Payroll Services module has been purchased, see UKG Ready Payroll Services deliverables in this document. If UKG Ready Payroll Services module has not been purchased, Kronos will configure tax filing options for one of the following vendors – BSI, ADP, Ceridian.</p>
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<p>UKG Ready Payroll Services</p>	<p>UKG Ready Payroll Services deployment prepares you to manage post payroll calculation functions utilizing the services as indicated in the Payroll Processing Addendum through:</p> <ul style="list-style-type: none"> • Election of services • Confirmation of Funding method • Testing of Funding bank account • Tax Account ID, Frequency & Rate* • Balancing Current Year Payroll Tax Payments • Collection of Power of Attorney forms for all jurisdictions • Delivery policy configuration • Shipping account authorization and configuration • Confirmation Multi-state new hire registration (if applicable) • Master Vendor maintenance • Payroll Processing Notifications • Tax Code configuration verification reporting • UKG Ready Payroll Services New administrator training <p><i>*Services can only be provided for tax accounts with valid Tax ID provided</i></p> <p>Please note: It is the responsibility of the customer to provide all requested information including year-to-date payroll and tax payment information, valid tax account ID's for all active tax jurisdictions and requested Power-of-attorney forms.</p>
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<p>UKG Ready Benefits</p>	<p>UKG Ready Benefits deployment gets you started with the end-to-end benefit administration process with the ability to automate carrier connectivity through:</p> <ul style="list-style-type: none"> • Employee Self-Service capabilities including open enrollment/life events • Dependent and beneficiary record keeping • Drag-n-Drop scheduling tools • One time data load of benefit enrollments, including dependents and beneficiaries • Benefit maintenance training • 10 carrier feeds including benefit providers, COBRA connectivity to a TPA, and Financial Connectivity (Each file needed, even to the same vendor, will count as one feed) • Smart Forms
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	<ul style="list-style-type: none"> • Standard Reporting <p>Please note: UKG Ready Benefits requires UKG Ready HR for benefit plan feeds and UKG Ready Payroll for retirement/401(k) feeds</p>
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Value-Add Functionality Deliverables

Once your core functionality is deployed, Kronos will work in close collaboration with Gig Harbor Fire & Medic One to deploy the following Value-Add modules and/or functionality over time in short, agile deployments aligned with your priorities, schedule, and resources:

Value-Add	Kronos Delivered Value
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<p>UKG Ready Leave</p>	<p>UKG Ready Leave adds comprehensive leave administration through:</p> <ul style="list-style-type: none"> • Federal & state leave policy enforcement • Employer-specific leave policy enforcement • Qualifying questionnaire • Leave eligibility, type & duration determination • Leave case routing workflow • Leave case life cycle monitoring • Leave hour interface with timesheets • Employee self-service leave request & history • Standard reporting & email notification alerts • One-Time data load using customer-supplied data – current leave cases, leave case entries & entitlement balances in a standard Kronos-supplied format <p>Please note: This module provides maximum value when used with UKG Ready Time, UKG Ready Accruals & UKG Ready HR.</p>
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<p>UKG Ready ACA Manager</p>	<p>UKG Ready ACA Manager provides proactive administration of your ACA compliance strategy across the Ready solution through:</p> <ul style="list-style-type: none"> • Configurable time periods & rules • Set measurement periods & hours threshold • Calculation of employee ACA full-time (FT) status • Identify employees ACA standing by month • Flag part-time (PT) employees approaching ACA FT status • Flag ACA FT employees no longer qualifying • Calculation of plan’s affordability* • Settings for minimum value plan** • Year-End government compliant forms • Standard ACA compliance reporting • One-Time Data load using customer-supplied data – EE hours for look back in a standard Kronos-supplied format <p>*ACA Function requires UKG Ready Payroll **ACA Function requires UKG Ready HR</p>
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	<p>Please note: This module provides maximum value when used with UKG Ready Time, UKG Ready HR & UKG Ready Payroll.</p>
<p>UKG Ready Compensation</p>	<p>UKG Ready Compensation automates the entire compensation management process from defining programs and guidelines through budgeting and modeling to routing proposals for approval through:</p> <ul style="list-style-type: none"> • Configurable compensation cycles • Tie compensation to performance outcomes • Import/export Excel-based compensation proposals • Routing & approval workflows • Complete compensation process visibility • Budget vs. proposed comparison <p>Please note: UKG Ready Compensation requires UKG Ready HR.</p>
<p>UKG Ready Attestation</p>	<p>UKG Ready Attestation module provides documentation proof of compliance for required administration to UKG Ready Time by automatically enforcing your policies through:</p> <ul style="list-style-type: none"> • Configurable questions & response choices • Automated notification & reminders • Several employee prompts with workflows <ul style="list-style-type: none"> • Prompts differ based on attestation prompt • Work Flows <ul style="list-style-type: none"> • Up to 3 will be configured by the Kronos project team, however the Customer can configure as many as needed • Functionality for the InTouch Clock vs. the Web may differ • Full Audit Report <p>Please note: UKG Ready Attestation requires UKG Ready Time.</p>
<p>UKG Ready Performance</p>	<p>UKG Ready Performance provides performance management process from defining programs and guidelines through budgeting and modeling to routing proposals for approval through:</p> <ul style="list-style-type: none"> • Full Performance Configuration • Up to 3 review profiles will be configured by the Kronos project team, however the Customer can configure as many as needed • Performance Development - Customer will be trained on how to setup Goal Categories, Goal Types and how to assign them to Employees. Customer will be responsible for the setup of each development area. <p>Please note: UKG Ready Performance requires UKG Ready HR.</p>
<p>UKG Ready Recruiting</p>	<p>UKG Ready Recruiting provides proactive administration of your Recruitment strategy across the Ready solution through:</p> <ul style="list-style-type: none"> • Applicant Configuration • Job Requisitions

	<ul style="list-style-type: none"> • Work Flows <ul style="list-style-type: none"> • Up to 5 will be configured by the Kronos project team, however the Customer can configure as many as needed • Applicant Administration • Checklists <ul style="list-style-type: none"> • Up to 5 will be configured by the Kronos project team, however the Customer can configure as many as needed • Tracking/recruitment custom forms <ul style="list-style-type: none"> • Up to 5 custom forms will be configured by the Kronos project team, however the Customer can configure as many as needed • Talent tracking – training, skills, certifications • Communication and Notification templates <ul style="list-style-type: none"> • Up to 5 will be configured by the Kronos project team, however the Customer can configure as many as needed • Standard reporting <p>Please note: UKG Ready Recruiting requires UKG Ready HR.</p>
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<p>UKG Ready Integration Hub</p>	<p>UKG Ready Integration Hub enables data to flow between Ready and 3rd party applications and/or vendors. If the 3rd party application and/or vendor does not accept the standard Ready formatting and/or methods for automated delivery, a formatted file will be delivered instead. The customer is responsible for providing import files to Kronos in the standard Ready format and utilizing the standard Ready delivery method. Kronos will deliver a standard bundle of up to 5 interfaces as part of this project. Each direction (to/from) any 3rd party system and Kronos is considered a separate interface. Interfaces will be accomplished via standard file Exchange. Customer will work with Kronos and 3rd party vendors to facilitate design and testing. The Method of the file exchange will be determined by UKG Ready Professional Services Delivery Team. Kronos will provide standard Import/Export files using UKG Ready Integration Hub. Customer will work with the 3rd parties and Kronos to provide the data in the Kronos format for imports. Kronos will create a report from standard Ready fields in the 3rd party format to send to the 3rd party system. The types of interfaces/integrations that can be supplied under this project include:</p> <ul style="list-style-type: none"> • UKG Ready Time Interface bundle using customer-supplied data in standard file formats <ul style="list-style-type: none"> • UKG Ready Accruals Interface bundle using customer-supplied • UKG Ready Scheduler Interface bundle using customer-supplied data in standard file formats <ul style="list-style-type: none"> • Employee Availability Import from 3rd party system • Schedule detail export • UKG Ready HR Interface bundle using customer-supplied data in standard file formats <ul style="list-style-type: none"> • Benefit enrollment exports • Employee deduction election imports • Employee demographic exports • UKG Ready Payroll Interface bundle using customer-supplied data in standard file formats <ul style="list-style-type: none"> • ACH payroll employee direct deposit file exports
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	<ul style="list-style-type: none"> • ACH payroll payment for vendors (e.g. 401k, HSA, garnishments, etc.) • Payroll employee withholding amount exports • Pension enrollment export (e.g. 401k) • Pension census export (e.g. 401k) • New hire reporting export • Positive pay export • Payroll journal export to G/L, 1 acct structure • Tax payment & filing Interface <p>Kronos will use commercially reasonable effort to ensure all integrations/interfaces provide for the vendors below are designed in a manner which they can successfully pass data contained in standard Ready data fields to said 3rd party vendor and/or can accept data from said 3rd party vendor into Ready standard data fields. Below are some examples of interfaces which are typically part of the Integration Hub. Vendors and integration types may vary by customer.</p> <ul style="list-style-type: none"> • John Hancock Retirement Planning Service • Blue Cross Blue Shield of Texas • HSA Bank • Discovery Benefits • Bankers Fidelity • The Standard <p>Please note: Non-standard, multi-directional, or API based integrations/interfaces are not included in the scope of this project. Custom Reports that cannot be delivered through the standard software functionality are also not included. If such integrations or reports are required, a separate quote will be provided after all requirements and specifications have been received.</p>

<p>UKG Ready COBRA Administrative Services</p>	<ul style="list-style-type: none"> • Review existing COBRA setup with vendor, inclusive of all states customer operates in • Demonstrate solution and setup user account • One time data load of active COBRA members from previous vendor • Payment remittance setup and remittance report review • Gather carrier contact information and future Open Enrollment dates <p>Please note: UKG Ready COBRA Administration Services requires UKG Ready Benefits</p>
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Administrator and Super User Training

Included in each Customer’s software subscription, Kronos will provide the following training:

Ready Core Training	Kronos Delivered Value
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Administrator and Super User Training	<p>Each Customer will have access to:</p> <ul style="list-style-type: none"> • Learning Center, Ready’s learning management system and training delivery platform, for each user. Learning experiences found within include, but not limited to: <ul style="list-style-type: none"> • Interactive self-paced, on-demand modules • “How to” videos and snippets • Printable job aids • Recommended learning plan(s) aligned to each user’s roles within Ready • Online, public instructor-led class(es) • “Train the Trainer” enablement and materials <ul style="list-style-type: none"> • Editable templates and tools to be leveraged by the administrators to deliver manager and employee training • Manager and employee-focused job aids for common tasks within Ready
Change Management and User Adoption Training	<p>Each Customer will have access to:</p> <ul style="list-style-type: none"> • Change management training for the project team on building a change management plan for Customer’s organization • Change management toolkit that includes pre-populated templates and supporting resources to be leveraged to deliver Customer’s change management plan

Assumptions & Notes

Kronos has used the following assumptions and dependencies in preparing this Professional Services Engagement Overview:

- All services will be delivered remotely, unless otherwise stated in the Order Form or this Professional Services Engagement Overview.
 - Please note that In the event that Customer requests Kronos to travel to Customer's location during the implementation, Customer agrees to pay any travel expenses, such as airfare, lodging, meals and local transportation, incurred by Kronos.
 - Such expenses shall be subject to the then-current standard Kronos travel and expense policies, which Kronos will provide to Customer upon request.
 - Kronos shall bill Customer for such travel expenses and payment thereof shall be due net thirty (30) days from date of invoice.
- The project kick-off date will be determined based on complexity of the implementation and resource availability, and may occur up to 30 days after a Ready Order Form is executed by the Customer.
- The customer agrees to accept specific responsibilities as part of this project including:
 - Completing all required, Kronos supplied templates used to complete the Discovery process
 - Physical installation and/or mounting of all time clocks associated with this project.
 - Kronos will complete the configuration of up to 5 clocks and will provide training to the Customer’s staff to replicate additional configurations
 - The Customer will configure any additional clocks unless otherwise agreed upon by both parties
 - Configuring the Customer’s network to allow inbound/outbound communications to and from the clocks, based on specifications provided by Kronos

- Providing all required tax and wage history information (when applicable) for the configuration of Tax Filing services
- Providing all required data imports in the approved Kronos format
- Providing all required specifications for any exports from Kronos to a 3rd party system
- Prior to the start of the configuration build, the Customer will confirm (in writing) the business and technical requirements of the project as part of the Ready Professional Services Discovery process.
- Kronos will communicate with Customer's Project Manager, the appointed Point of Contact for Customer on this project. He/she will be responsible for all communications and project management among all Customer parties (staff, vendors, consultants) and for the escalation and resolution of any issues for Customer.
- Customer is responsible for all hardware, software, and services provided by other consultants or third party vendors that may also be involved with the project.
- Kronos will not be responsible for troubleshooting the Customer's environment such as their operating system, hardware resources, database schema, or any applications and/or hardware not provided by Kronos.
- Change Orders are subject to scope review and may impact the project timeline or cost. If additional work beyond the initial scope of this Professional Services Engagement Overview is required as a result of a Change Order, the Customer may be charged.
- During the testing phase, the customer will be responsible for leading testing and providing documentation of testing results back to the Kronos implementation team.

Project Delays

Should the need arise to place a project on hold due to issues not controlled by Kronos, Kronos will collaborate with a client to ensure appropriate project hold/delay procedures are executed. Secondly, Kronos reserves the right to execute project hold/delay procedures as a result of, but not limited to (1) a client not attending or cancelling more than three scheduled meetings or (2) if the client has been unable to contribute required deliverables to milestones to close the project or (3) has become non-responsive after 10 business days. Please note that any project hold and/or delays, whether approved or otherwise, will not impact the Fees and Payment Terms of the Agreement unless otherwise agreed to by both parties.

When resuming the project Kronos will follow normal assignment and staffing procedures. This may result in a new or modified project team based on resource availability at the time of re-engagement.

Change Orders

Requests for change to this Professional Services Engagement Overview or the project it covers must be submitted to your Kronos Sales Executive and UKG Ready Consultant in writing.

Any of the following items will be considered Out of Scope and require a Change Order:

- Material changes in the Scope or effort (i.e. # of deployments or EIN's, request of onsite assistance, etc.)
- Material changes in the number or type of Deliverables to meet the defined scope of effort (i.e. additional integrations, profiles, etc.)
- Changes to the project resource requirements
- Changes to scheduled dates after acceptance of the Project Plan

Kronos will estimate the time and fixed cost needed to implement the change and the impact it may have on the delivery of project covered under this Professional Services Engagement Overview. Kronos will perform the requested work once the Change Order has been completed and signed by the Customer.

Completion Criteria

The project covered under this Professional Services Engagement Overview will be considered complete when any one of the following completion criteria is met. Once one of these is met, no further work will be completed. If additional work is required, a Change Order or new Professional Services Engagement Overview must be generated.

Completion Criteria:

- The Customer has approved in writing
- The system has been used to generate, retain, or export data that is used to produce a live pay statement for an active employee
- More than twelve (12) months has passed since the date of signature of the Ready Order Form

The Customer may provide approval in writing via email or an alternative agreed upon method.