



AMENDMENT

This amendment ("Amendment") is effective as of the date of last signature below ("Amendment Effective Date") and is entered into by and between Tyler Technologies, Inc. ("Tyler") and Collin County, Texas ("Client").

WHEREAS, Tyler and the Client are parties to a license and services agreement dated January 10, 2012 ("Agreement"); and

WHEREAS, Tyler and Client amended the Agreement on October 23, 2017 to add Odyssey Supervision software and related professional services; and

WHEREAS, Tyler and Client further amended the Agreement on September 24, 2019 ("September 2019 Amendment") to remove the Odyssey Supervision software and add Tyler Supervision Software and related SaaS and professional services; and

WHEREAS, Tyler and Client desire to further amend the Agreement to add Tyler Supervision software for Juvenile Probation and related SaaS and professional services, as further detailed herein.

NOW THEREFORE, in consideration of the mutual promises hereinafter contained, Tyler and the Client agree as follows:

1. The Tyler Software, for 160 Defined Users, and related SaaS and professional services listed on Amendment Exhibit 1 are hereby added to the Agreement as of the Amendment Effective Date. Client may add Defined Users at the rate of \$95 per Defined User. The Tyler Software shall be subject to the terms and conditions added by the September 2019 Amendment, except as modified by this Amendment.
2. On the Amendment Effective Date, Tyler shall bill Client SaaS Fees in a prorated amount through the end of Client's current SaaS Term. Subsequent SaaS Fees shall be billed annually in advance in accordance with the terms of the Agreement; provided, however, that Tyler may increase the annual SaaS Fees by 5% year over year.
3. Professional services shall be billed as delivered in accordance with the statement of work attached as Amendment Exhibit 2. Travel expenses shall be billed as incurred, subject to the not-to-exceed amount set forth in the Amendment Exhibit 1.
4. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
5. All terms and conditions of the Agreement not herein amended remain in full force and effect. Except as defined herein or otherwise required by the context herein, all defined terms used in this Amendment have the meaning set forth in the Agreement.

IN WITNESS WHEREOF, persons having been duly authorized and empowered to enter into this Amendment hereunto executed this Amendment effective as of the date last set forth below.

Tyler Technologies, Inc.

Collin County, TX

By: Sherry Clark

DocuSigned by:
By: Michalyn Rains
79622350328846E...

Name: Sherry Clark

Name: Michalyn Rains

Title: Sr. Corporate Attorney

Title: Purchasing Agent

Date: 6/25/2020

Date: 7/14/2020

Per Court Order No.
2020-626-07-13

Amendment Exhibit 1

Software Licenses and ASP Fee			
			SaaS Fee Annual Amount
			\$182,400 per Year
Software Licenses			
Licensed Software			SaaS Fee (Annual)
Tyler Supervision - Juvenile Probation			\$182,400
Total Annual SaaS Fee			\$182,400
Implementation Services			
Professional Services			
	Hours	Rate	Cost
Project Management	800.00	185.00	\$148,000
Data Conversion	600.00	165.00	\$99,000
Deployment	20.00	165.00	\$3,300
Odyssey Integration Consulting	80.00	165.00	\$13,200
Odyssey DBA (DA Assigned ECR Report)	16.00	200.00	\$3,200
Tyler Supervision Odyssey Integration Setup	200.00	175.00	\$35,000
Custom Development (Forms and Reports)	120.00	165.00	\$19,800
Custom Development (Tyler Supervision Enhancements)	92.00	200.00	\$18,400
Custom Interface (Mentalix LiveScan)	80.00	165.00	\$13,200
Setup, Configuration & Consulting	196.00	165.00	\$32,340
Training	108.00	150.00	\$16,200
Go-Live Assistance	160.00	150.00	\$24,000
Follow-Up Training	40.00	150.00	\$6,000
Custom Development (Contingency)	160.00	200.00	\$32,000
Subtotal Services			\$463,640
Travel Expenses Not-to-Exceed			\$36,250
Total Implementation Services			\$499,890

Amendment Exhibit 2

Statement of Work

Collin County, Texas
Tyler Supervision Implementation

Collin County
Juvenile Probation

Tyler Supervision
Date: June 2020

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



Collin County – Tyler Supervision Implementation

Statement of Work (SOW)

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1. Introduction

Overview

This Statement of Work (SOW) presents the stages, tasks, and activities that Tyler will execute to implement Tyler Supervision for Collin County Juvenile Probation.

Products and Licenses Included: The following products, license features, offices and case types are included and governed by this Statement of Work:

Table 1 - Licensed Products and In Scope Offices and Case Types

Licensed Products	
<ul style="list-style-type: none"> Tyler Supervision Juvenile Case Management 	
In Scope Offices	In Scope Case Types
<ul style="list-style-type: none"> Juvenile Probation 	<ul style="list-style-type: none"> Juvenile Probation Juvenile Detention

2. Definitions

The following terms and definitions shall be used through this Statement of Work

- Agile means the method of software design and delivery utilized by Tyler’s product development organization.
- Configuration means the set of completed user and system defined code tables within the Management Section of Tyler Supervision. Examples: Caseloads and Activity Types
- Conversion means the steps and sequence required to populate data from the legacy system into Tyler Supervision.
- Data Review means a qualitative and quantitative investigation of the data that was populated into Tyler Supervision during a Conversion Push.
- End User Training means the set of activities intended to educate the future users of Tyler Supervision on the functionality of the Tyler Supervision software.
- Legacy System means the primary computer system, database, and/or end user software application in use by the client which is being replaced by this project.
- Solution Validation means the set of tests and testing activities that occur as the Tyler Supervision solution is being deployed.
- Subject Matter Experts (SME) means the person or persons most familiar with a process, function, or operating procedure for any given set of activities or process areas.
- Terms Not Otherwise Defined shall have the meaning as set forth in the Master Agreement.

3. Roles and Responsibilities

The detailed breakdown of the client roles and responsibilities for the Project Team is listed in the table below. Tyler strongly encourages the following when considering the Project Manager and Project Team structure:

- Subject Matter Expert (SME)** representation from key operational areas
 - Ability to fully **understand their process areas** and the upstream or downstream impact for all decisions
 - Active participants** in Conversion Data Review
- Command level **decision makers** must be present, and **empowered** to make and drive **key business decisions**

Note, that each project is unique, and the duration required for each participant type may change. Approximate percentages are given to help with staffing allocation.

Role Type	Role Description	Sample Activities	Project Utilization % Est.
Data Conversion – Non-Technical*	Ability to understand and identify data elements as they migrate from the legacy system into Tyler Supervision; Understands operation impacts of data; able to assist in explaining data rules to be applied to conversion programs	Data Reviews; Configuration; Code Mapping	60%
Data Conversion – Technical	Ability to understand the legacy data structure at the infrastructure or database level. Has an understanding of the current construct and data definitions of the legacy data; able to assist in extracting the legacy data; able to participate in Tyler Supervision data reviews and in the conversion balancing process	Data Extracts; Data Pushes; Data Reviews	60%
SME – Operations*	Deep knowledge and understanding of current business practices and policies; understands the “why” behind a given set of processes – possesses an attitude and understanding that questions the “we’ve always done it that way” ideal	Data Reviews; Business Process Definition and Documentation; Configuration; Custom Development sprint reviews	75%
SME – Technical / Infrastructure	Deep knowledge and understanding of the technical aspects of the legacy systems. This role usually has multiple facets, but generally consists of team members who are skilled in SQL, TCP/IP Networking, Firewalls, AntiVirus	Infrastructure setup and planning; infrastructure troubleshooting	10%
<p>*Note: In many implementations, the Operational SMEs act as the non-technical data conversion resource(s). In those instances, there is a single pool of SMEs who are engaged in all SME related activity, including the data reviews.</p>			

Roles and Responsibilities – Tyler Team

During the duration of the project implementation, Tyler will assign a Project Manager. In addition, the Project Manager will coordinate other Tyler specialty resources at certain points in the project as needed. Specialty resources may include an Implementation Consultant, a Conversion Engineer, Integration Engineers, and Software Engineers.

Role Type	Role Description	Sample Activities
Project Manager	Responsible for the overall management and progress of the project. Communicates project issues, risks, and status to all stakeholders. Reviews incoming development project requests to determine feasibility and recommend solution alternatives.	Project Planning, Activity Scheduling, Project Status Reports, Resource Coordination, Issue and Risk Management.
Implementation Consultant	Responsible for SME training, system configuration setup and business process consulting. Additional responsibilities include End User training or Train the Trainer training.	Configuration, Conversion Data Reviews, Training, Business Process Definition
Conversion Engineer	Sometimes referred to as a “DBA”, this resource is a skilled SQL programmer, responsible for converting the Client legacy data into Tyler Supervision using a combination of the IFL and related conversion programs, and custom SQL scripts.	Data Conversion
Integration/Interface Engineer	Skilled technical resource, knowledgeable in Tyler Supervision incoming and outgoing data and around integrations/interfaces and data exchanges in general	Integrations Consulting, Integrations Development
Software Engineer	Skilled technical resource, knowledgeable in the Tyler Supervision application. Responsible for software customizations in the application.	Software development, System Customization

Travel Expectations

During the project implementation, most activities can be completed via remote conferencing. However, there are some key activities that should be completed on site at a Collin County location. This project has allocated up to 30% travel, based on the professional services project time and characteristics of the project. When onsite travel is required, Tyler staff will adhere to Tyler Courts & Justice Division travel guidelines, which attempt to maintain a consistent balance of Client presence and home office locations.

4. Project Approach

The five major stages involve a series of distinct tasks and deliverables for configuring and deploying the Tyler Supervision solution. The stages and associated tasks will be performed in this project are detailed below.

Stage 1: Project Initiation and Planning

This stage involves Pre-Implementation Planning and facilitates verifying that the sequencing, timing, and

scope for the project are correct. The specific tasks of this stage are described below.

Tyler's methodology places the project manager in the key role of coordinating and directing the resource teams that are responsible for delivering Tyler Supervision and its customer enhancements. Tyler's project management teams coordinate all aspects of the project from requirements analysis and development monitoring to data conversion, training and implementation.

1. TASK 1.1 – PROJECT PLANNING

Tyler will work with Client to coordinate and plan a project kickoff meeting. Together during the meeting, the team will review the project organization, project tracking and reporting tools, implementation lifecycle, and product development lifecycle. The attendees will leave the kickoff with an understanding of the project activities and their respective roles within each of the activities.

Change Order Management. Should the need for a significant change to project scope, schedule, and/or cost be identified during the Tyler Supervision Project, the change will be brought to the attention of Collin County and an assessment of the change will occur. While such changes may result in additional costs and possible delays relative to the implementation schedule, some changes may result in less cost to Client (i.e.; the Client decides it no longer needs a deliverable in whole or part) or less effort on the part of Tyler.

Assumptions

- The project kickoff will be conducted at single, central, location.
- The Client Project Team will provide a meeting room sufficient to conduct a project kickoff meeting.

Client Involvement

- The Executive Team and Project Team will attend the project kickoff.
- The Executive Team and Project Team will provide input and feedback into the Project Management Plan Deliverable.
- Client Project Team will provide feedback and input on the Project Management Plan deliverable.

Deliverable	Description
1.1.1 Project Management Plan	<p>The deliverable's intent is to be a document used to help manage, track, and assign project tasks and progress. This deliverable includes three components listed below:</p> <ol style="list-style-type: none"> 1. Statement of Work (SOW). The statement of work (this document) will be incorporated into the Project Management Plan. 2. Project Schedule. This section of the deliverable refines the proposed project plan, schedule, and organization; includes the identification of specific core and extended project team members from both Tyler and Client. 3. Communication Plan. This section of the deliverable details the flow of communication within the project. The deliverable includes communication between Tyler and Client/Client resources, as well as those who need to be informed and in what situations.

Stage 2: Software Solution Deployment

This stage will establish the configuration of the Tyler Supervision to meet Client's specific needs and iterative refinement and testing of business processes and procedures. Through the course of this implementation there will be incremental, iterative testing activities as the teams actively configure the solution.

2. TASK 2.1 – INFRASTRUCTURE SETUP – SAAS

Tyler will create two client application environments which include a Production and QA environment with Tyler Supervision Case Management installed and available to Collin County. Both environments will be installed and setup by Tyler on Amazon Web Services GovCloud, which is optimized for hosting Personally Identifiable Information (PII) and other sensitive workloads. Tyler Supervision environments are shared on a common hosted solution for all Tyler Supervision clients. Therefore, a unique Tenant ID will be configured to isolate Collin County specific configuration and data.

Assumptions

- All necessary required hardware for operating Tyler Supervision will be in place and ready for use.
- Tyler will configure and install the Tyler Supervision server environments.

Deliverables

Deliverable	Description
2.1.1 Tenant Dev Setup	Tyler shall certify that the Tyler Supervision Production and QA environment, with an established Tenant ID, is constructed to support Client's user base.

3. TASK 2.2 – CONFIGURATION

As it comes, Tyler Supervision has default “Tenant Zero” configuration values in most of the datasets. In addition to Tenant Zero values, Tyler will complete configuration of local values specific to Collin County. Examples of local configuration values are drug test locations, Judges, usernames, or Programs that only apply to Collin County. To start the local configuration process, Tyler will provide the SME team a startup pack workbook. The Collin County SME team will complete the workbook by listing appropriate values that are expected to be used in the application. The Collin County SME team and Tyler will work together to establish a timeframe of when the Startup Pack can be completed, which usually takes around 5 weeks. Within the established timeline, Collin County will deliver the completed pack back to Tyler to perform configuration.

Client Involvement

- The Client IT Team and Client Project Team will be heavily involved in all aspects of the configuration process.
- The Client IT and Project Team will be responsible for completion and delivery of the identified Startup Pack. Tyler will consult as needed.

Deliverables

Deliverable	Description
2.2.1 Startup Pack	Workbook used to document Collin County specific configuration and usernames necessary in the application. Pack be provided to the client in a template/blank format to be filled out by client.
2.2.2 Initial Configuration Setup Completed	Tyler configuration completion of values included in Collin County provided Startup Pack.
2.2.3 Initial User Credential Setup Completed	Tyler configuration completion of username values included in Collin County provided Startup Pack.

The following state reports and exchanges are included in the scope of this project:

- TJJJ Electronic Data Interchange
- JJAEP Reports
- Human Health Services Report
- CJIS/JJIS Reporting Requirements specific including but not limited to:
 - Referral and Adjudication Reporting
 - Probation / Case Closures

Stage 3: Data Conversion

Tyler will develop conversion routines to migrate the data extracts from Client’s current environment to the Tyler Supervision solution. Tyler’s conversion tools facilitate the predictable, repetitive, repeatable conversion process that is necessary. The tools have reports and metrics built in to measure the quality and breadth of the converted data. Tyler will initiate the conversion using the best location for each data element and will work with the Client to adjust data as needed to conform with the Tyler Supervision data

requirements. Through this process, Tyler will successfully migrate the legacy data into Tyler Supervision, but will not construct data that is not already present within the legacy data.

4. TASK 3.1 – DATA CONVERSION

The purpose of this task is to transition Client's relevant data from their legacy system to Tyler Supervision. This task will include a series of activities surrounding the conversion of data or the development of business processes to support Client's transition to the new Tyler Supervision environment. As part of Client's conversion activities, its business team should evaluate its legacy data to determine which data elements truly need to be brought forward to the new system.

To complete the conversion, the conversion team will work with the business team performing a total data conversion and data validation. The teams will execute the following tasks:

- Extract Legacy Data - Client
- Execute conversion scripts pushing data to configured site - Tyler
- Review converted data with Data Conversion Team – Client and Tyler
- Conduct data reviews and reviewing reconciliation reports – Client and Tyler
- Document data exceptions and business rules to be applied – Client and Tyler
- Document schema mapping, assumptions, and decisions applied to converted data – Client and Tyler
- Identify and document source data to be cleaned up prior to the next conversion run – Client and Tyler
- Update scripts as needed to influence different or additional data behavior - Tyler
- Review the set of issues or business rules, and outcomes that are expected to be resolved in each conversion push – Client and Tyler

It is very common to find data issues with the conversion in its initial state. The teams will update scripts, legacy data and extracts, and conversion routines as necessary to create the desired output. This iterative process will recur until the data is production-ready. Based on the characteristics of Collin County, it is planned to review data for 10 weeks before the teams approve the data conversion for the Go-Live transition.

Assumptions

- The scope of this task is limited to Client's primary legacy system Case Worker
- Tyler will be provided with data from the source system(s) in a non-proprietary format (e.g. SQL Server tables, comma separated ASCII files, or some other mutually agreeable form, and on media that is readable by Tyler).
- Client will upload legacy data extracts to S3 buckets with credentials provided by Tyler
- Tyler will perform a standard conversion from the source system(s) to the Tyler Supervision database using Tyler's existing conversion tool.
- This proposal assumes all data will be converted "as-is" with limited or zero data construction, manipulation or cleanup.
- No data manipulation or fabrication will be performed. Data will not be split or merged.
- Tyler will perform data conversion to the QA site and make appropriate adjustments for 10 weeks following the QA conversion.

Client Involvement

- The Client Project Team will be responsible for reviewing the converted data and reporting issues during the data review time frame, with assistance from Tyler.

Deliverables

Deliverable	Description
3.1.1 Conversion of Legacy Data into Tyler Supervision	Legacy data conversion successfully extracted from the legacy environment by the Client IT Team and loaded into Tyler Supervision by Tyler. Data will be made available for client experts to validate.
3.1.2 Data Review Completion	Tyler and Client experts reviewed data as converted to Tyler Supervision and reported all issues to be resolved.

Stage 4: Custom Development

5. TASK 4.1 - APPLICATION AND INTERFACE DEVELOPMENT

This task is focused on completing the desired application enhancements and necessary interfaces identified and included in the scope of this engagement.

System and Report Customizations

Tyler will execute the completion of these application, interface, and report customizations through application development projects using the Agile development method. With input from the Client, the project team will document, the needs, the conditions of satisfaction, along with the testing and acceptance criteria. Tyler's development teams will begin to execute a series of two-week application development sprint sessions or cycles. At the completion of each two-week session, the combined project teams (Tyler and Client) will review the development completed, make modifications as necessary in line with the scope defined for the project.

Deliverables

Deliverable	Description
4.1.1 Development Analysis Results	Results documenting which application, interface, and report customizations are to be built by Tyler in the Tyler Supervision system. Review will detail needs, conditions of satisfaction, and testing acceptance criteria.
4.1.2 System and Interface Customization	The application will be customized to include: <ul style="list-style-type: none"> Add DA Assigned field <ul style="list-style-type: none"> Add new field for DA Assigned on a Referral record Import prosecutor's name in the DA Assigned field <ul style="list-style-type: none"> The prosecutor's name is stored as a Staff Assignment with Task Type of 'PA' – Prosecutor or 'SP' – Special Prosecutor on the Attorney Manager case. <ul style="list-style-type: none"> Develop ECR Report in Odyssey Schedule ECR Report to produce .csv output

	<ul style="list-style-type: none"> ▪ Develop integration to import prosecutor's name into Tyler Supervision DA Assigned field • Initial Detention Hearing Widget <ul style="list-style-type: none"> ○ List of referrals scheduled with a future hearing scheduled with hearing type of 'Initial Detention Hearing' • Add Referral Status filter to the DA Dashboard <ul style="list-style-type: none"> ○ Update the DA Dashboard in Tyler Supervision to include a Referral Status filter • Custom interface to the County's Mentalix LiveScan device(s)
4.1.3 Forms and Report Customization	Forms and report customization shall not exceed 120 hours.

Odyssey and Tyler Supervision Integrations

Tyler and Collin County worked together to define the following integration points between Odyssey and Tyler Supervision. A description and business process solution for each integration point is provided below. These integrations will leverage the existing Odyssey Case Manager and Tyler Supervision integrations that already exist today.

Integration Point #1 – Prosecutor Filing Petition for Original Offense	
Description	Prosecutor files a petition to the courts. The courts pull up the existing Detention case in Case Manager and assign the case number, update the file date, and link the charges to the Attorney Manager charges filed by the prosecutor.
Existing Solution	Basic Case Manager case information, including file date, case number, and court assigned, sent to Tyler Supervision when the case is updated in Odyssey.

Integration Point #2 – Deferred Failed at JPD Level	
Description	The Juvenile Probation Department elects to put a juvenile on deferred prosecution for a specific period. The juvenile does not comply. JPD makes the determination of failure and files a case to the prosecutor. The JPD staff enters a referral status of 'Failed Deferral by Department'.
Existing Solution	No integration exists. Prosecutor staff will login to Tyler Supervision and view the DA Dashboard.

Integration Point #3 – Prosecutor Refuses/Disposes Case	
Description	Prosecutor determines there is not sufficient cause or evidence to file a case. The prosecutor enters a charge decision of 'Refused/No Action' on

	the charge record in the Attorney Manger case.
Existing Solution	No integration exists. Prosecutor staff will login to Tyler Supervision and update the referral status to 'Refused/No Action'. JPD will be able to identify which referrals have been updated.

Integration Point #4 – Prosecutor Deferred Prosecution in Court (DPP-Court)

Description	The court case is disposed with an official disposition of 'Prosecutor Deferral'. The court clerk enters a 'Prosecutor Deferral' disposition on the Case Manager case.
Existing Solution	Case and disposition information is sent to Tyler Supervision.

Integration Point #5 – Prosecutor Deferred Original Offense (DPP returned to JPD)

Description	The prosecutor does not file the petition to the courts. Instead, the prosecutor reviews the case and defers the charges back to juvenile probation. The prosecutor adds a Charge Status of 'Deferred Prosecution Intake' on the charge record in the Attorney Manager case.
Existing Solution	No integration exists. Prosecutor staff will login to Tyler Supervision and update the referral status to 'Deferred Prosecution Intake'. JPD will be able to identify which referrals have been updated.

Integration Point #6– JPD Failure for Prosecutor Deferred Prosecution

Description	Prosecutor deferred prosecution of the original offense. The juvenile does not comply. JPD makes the determination of failure and enters a referral status of 'Failed Prosecutor Deferral'.
Existing Solution	No integration exists. Prosecutor staff will login to Tyler Supervision and view the DA Dashboard. JPD will be able to identify which referrals have been updated.

Integration Point #7– Placeholder – IP7 is no longer needed

Description	Placeholder Only – Integration Point #7 is no longer needed.
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Integration Point #8 – Prosecutor Returns to JPD Intake

Description	The Juvenile Probation Department refers a case to the prosecutor. The prosecutor reviews the case and determines more information is required prior to filing a petition with the courts. The prosecutor adds a Charge
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	Status of 'Offense Intake Rejected' on the charge record in the Attorney Manager case.
Existing Solution	No integration exists. Prosecutor staff will login to Tyler Supervision and update the referral status to 'Prosecutor Intake Rejected'. JPD will be able to identify which referrals have been updated.

Integration Point #9 – Court Disposition

Description	The court case is disposed. The court clerk enters a disposition on the Case Manager case.
Existing Solution	Add case disposition and sentence information in Tyler Supervision when the disposition and sentence is added to the case in Odyssey Case Manager.

Integration Point #10 – Court Hearings

Description	The court adds a new hearing, resets a hearing, or enters a result on a hearing in Case Manager.
Existing Solution	New hearings and hearing updates sent to Tyler Supervision.

Integration Point #11 – Original Petition Amended by Prosecutor

Description	The prosecutor has already filed a Petition with the court. The prosecutor will file an Amended Petition to correct erroneous information or to add a new charge to the case.
Existing Solution	Basic Case Manager case information is sent to Tyler Supervision when the case is updated in Odyssey.

Integration Point #12 – Court Financial Transaction History

Description	The Juvenile Probation Department needs to see the financial transaction history on the Case Manager case.
Existing Integration	The Case Manager Financial History integration is included in the scope of the Collin County Adult Probation project. The same integration from the Adult Probation project will be available for Juvenile Probation.

Integration Point #13 – Defense Attorney Updates

Description	The court clerk assigns a defense attorney to the juvenile on the Case
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	Manager case.
Existing Integration	No Integration Exists. The JPD staff will log into Case Manager to view the Defense Attorney.

Integration Point #14 – Initial Detention Hearing

Description	The Juvenile Detention Staff schedules the initial detention hearing. The JPD staff adds a hearing record in Tyler Supervision with the hearing type of 'Initial Detention'.
Existing Solution	No integration exists. Prosecutor staff will login to Tyler Supervision and view the initial detention hearing widget.

Integration Point #15 – Paper Case Automatically Filed to DA

Description	A Law Enforcement Agency files a paper referral to the Juvenile Probation Department. JPD staff enters a new case in Tyler Supervision and scans in all the documents. JPD staff updates the referral status to 'Filed to Prosecutor' when the case is ready to be sent to the DA's Office
Existing Solution	No integration exists. Prosecutor staff will login to Tyler Supervision and view the DA Dashboard.

Integration Point #16 – JPD Closes Referral as Deferred Completed Successfully

Description	The Juvenile Probation Department will close the referral as 'Deferred Completed Successfully' when the juvenile successfully completes the term of their probation.
Existing Integration	No Integration Exists. The prosecutor will receive email notification via a scheduled report showing all closed cases.

Integration Point #17 – List of Referral Violations Sent to DA

Description	The juvenile fails one or more terms and conditions of the referral. The Juvenile Probation Department updates the status on each term and condition to 'Failed'. The referral status is set to 'Modification/Probation Violation'.
Existing Integration	Prosecutor staff will login to Tyler Supervision and view the DA Dashboard.

Integration Point #18 – Case Manager Charge Updates

Description	The courts will add new charges or modify the existing charges on the Case Manager case.
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Existing Integration	New charges and charge updates made in Case Manager will update Tyler Supervision.
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Stage 5: Validation, Training and Go-Live

This stage will complete the Go-Live project activities for the deployment of the Tyler Supervision Software solution for Client. A successful Go-Live starts with successful testing of the deployed solution, proper training of the end user community, and detailed planning of the go-live activities, timeframes, and decision points necessary to ensure predictable results.

6. TASK 5.1 – SOLUTION VALIDATION

Solution Validation is a full end-to-end test cycle of Tyler Supervision to ensure Client receives a high-performance system that maximizes productivity and efficiency. Each area of the application is carefully tested; results are collected and reviewed. If issues are found, they are documented. Mitigation procedures promptly begin to address any items prior to go live. It is natural to find some issues during solution validation that have not been addressed on the project. During the solution validation, Tyler and the Client team will determine which items must be resolved before the go live and which items can be resolved during or after go live based on severity to the business process.

Assumptions

- This task will be coordinated and conducted together with all business units participating in the go live event.
- The Client Project Team will have developed the necessary test scenarios as part of the Business Process Review and Configuration activities.
- External Stakeholders will participate as necessary in executing the test scenarios.
- External Stakeholders will provide the environment(s) necessary to conduct acceptance testing (interfaces), as needed.

Client Involvement

- The Client Project Team and Client IT Team will be heavily involved in conducting the Solution Validation task.
- Additional SMEs and End Users may also be involved in the validation testing.

Deliverables

Deliverable	Description
5.1.1 Solution Validation Report	Report documenting the completion of Solution Validation and which test cycles were completed. This report identifies issues pending, issues in progress, and issues completed.

7. TASK 5.2 – END USER TRAINING

Tyler will provide a Training Expert using a class-room based approach. This will include a Trainer from the Tyler team to be onsite at a training facility provided by Collin County. The onsite training facility must provide workstation access for a maximum of 15 and minimum of 10 users.

Classes will be conducted during normal business hours of 8am to 5pm. On average each Tyler Supervision user can expect to receive 4 hours of training, though actual timing may vary due to the nature of the role

or the requirements of the training plan. Training will be scheduled the week prior to Go-Live.

Assumptions

- Training class sizes will range from 10 – 15 users to maximize effectiveness of the training.
- Each user will attend approximately 4 hours of end user training.
- The Client Project Team will work with Tyler to jointly develop a training plan that identifies the size, makeup, and subject-area of each of the training classes.
- The Client Project Team will provide training facilities and all equipment necessary to execute the agreed upon training plan.

Client Involvement

- Designated Client personnel will provide assistance to Tyler trainers in end-user training by providing Client specific business process context, terminology, and local rules to the end users.

Deliverables

Deliverable	Description
5.2.1 Training Plans and Materials	The training plan will detail when end-user courses will be conducted and which Client staff will attend each course. Tyler will be responsible for creating the Training Plans.
5.2.2 End User Training Delivered	Completion of the End User Training courses.

8. TASK 5.3 – GO-LIVE

The Go Live event will include extracting data from the client legacy system; conversion of data to Tyler Supervision; legacy system shutdown or partial shutdown to read-only access; and Tyler Supervision used as the primary system for data entry. This will result in Client End Users switching from the legacy system to Tyler Supervision Case Management Production environment. During the Go Live transition period, Tyler representatives will be available to support end users with application and user interface questions, configuration adjustments, and data conversion changes.

Assumptions

- The Client Project Team and SME's will be the primary point of contact for the end users when reporting issues during Go-Live.
- The Tyler Go-Live support team will be available to consult with the Client teams as necessary.

Client Involvement

- The Client Project Team will be involved in supporting the Go-Live process.

Deliverables

Deliverable	Description
5.4.1 Go-Live Data Conversion to Production	The Client's legacy data is converted into the production environments as part of the go-live activities.
5.4.2 Go-Live Status	Weekly status reports that identify the running log of issues

Reports	and associated resolution plans during the cutover process to the new system. It is anticipated that there will be 3 weeks of Go-Live status reports delivered.
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9. TASK 5.5 - TRANSITION TO SUPPORT

As part of the transition, Tyler will assist Collin County in designating up to 2 administrators as a Support Representative. The Support Representative's role will be gathering and documenting issues from the Collin County user community. These issues include feature requests; training requests; potential system defects; report modifications; or other areas that require a representative from Tyler Supervision to assist in support. Tyler will provide the Support Representatives training in how to submit issues to Tyler Supervision Customer Service using the Tyler Supervision Support Menu within the application. System updates and resolved issues will be communicated from Tyler Customer Support back to the Support Representatives, who will be responsible for communicating with Collin County user community.

Assumptions

- No material project issues remain (Severity 1 or Severity 2).

Client Involvement

- Provide feedback and updates on remaining issues.

Deliverables

Deliverable	Description
5.5.1 Project Closeout Report	The project closeout report will be approved by Collin County signaling final approval and completion of the implementation project.

Appendix A – Future Tyler Alliance Development

Collin County, Texas Juvenile Probation

The intention of Appendix A – Future Tyler Alliance Development is to describe the original Odyssey and Tyler Supervision integration points based on the Collin County Juvenile Probation processes. Tyler agrees the future Tyler Alliance development will address this list of business processes. Tyler has not committed to a development timeline for this Tyler Alliance development. This development will not be delivered within this current Collin County Juvenile Probation project.

Integration Point #1 – Prosecutor Filing Petition for Original Offense	
Description	Prosecutor files a petition to the courts. The courts pull up the existing Detention case in Case Manager and assign the case number, update the file date, and link the charges to the Attorney Manager charges filed by the prosecutor.
Trigger Event	Case Manager case is saved after the Attorney Manager charges are linked to the Case Manager case
Expected Outcome	Case Manager case and Attorney Manager case information sent to Tyler Supervision
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Case Manager Case <ul style="list-style-type: none"> ○ File Date ○ Case Number ○ Court • Attorney Manger Case <ul style="list-style-type: none"> ○ Prosecutor assigned to case (located in the Staff Assignments field) ○ Prosecutor Charge Offense Description ○ Prosecutor Charge Decision ○ Prosecutor Charge Decision Date
Additional Comments	Each Attorney Manager case will have only one charge.

Integration Point #2 – Deferred Failed at JPD Level	
Description	The Juvenile Probation Department elects to put a juvenile on deferred prosecution for a specific period. The juvenile does not comply. JPD makes the determination of failure and files a case to the prosecutor. The JPD staff enters a referral status of 'Failed Deferral by Department'.

Trigger Event	A referral status of 'Failed Deferral by Department' is added to the referral in Tyler Supervision.
Expected Outcome	A task is added to a specific queue in Attorney Manager notifying the prosecutor of the failure decision from JPD.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Tyler Supervision <ul style="list-style-type: none"> ○ Data Referral started at JPD ○ Offense(s) ○ JPD intake information ○ Party information ○ Probation Officer ○ Weapon Used ○ Weapon Type
Additional Comments	May need to create one task per offense in the referral to allow the prosecutor to create one Attorney Manager case per offense.

Integration Point #3 – Prosecutor Refuses/Disposes Case

Description	Prosecutor determines there is not sufficient cause or evidence to file a case. The prosecutor enters a charge decision of 'Refused/No Action' on the charge record in the Attorney Manger case.
Trigger Event	The prosecutor enters a charge decision of 'Refused/No Action' on the charge record in the Attorney Manger case.
Expected Outcome	Prosecutor's decision and prosecutor name is updated on the charge record in Tyler Supervision. The referral status is set to 'Prosecutor Refused'. The decision is displayed on a dashboard widget in Tyler Supervision.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Attorney Manager <ul style="list-style-type: none"> ○ Prosecutor Decision ○ Prosecutor Decision Date ○ Prosecutor assigned to case (located in the Staff Assignments field)
Additional Comments	<p>Tyler Supervision development is required for the following:</p> <ul style="list-style-type: none"> • Add new fields on the charge record to hold the prosecutor decision, decision date, and prosecutor name • Create a summary view to allow users to see the prosecutor decisions for all charges on a referral in a single view • Add two dashboard widgets that display a list of referrals with a status of 'Prosecutor Refused'; one will be for a specified officer and one for the whole department (supervisor view)

Integration Point #4 – Prosecutor Deferred Prosecution in Court (DPP-Court)	
Description	The court case is disposed with an official disposition of ‘Prosecutor Deferral’. The court clerk enters a ‘Prosecutor Deferral’ disposition on the Case Manager case.
Trigger Event	The court clerk enters a ‘Prosecutor Deferral’ disposition on the Case Manager case.
Expected Outcome	The case disposition and prosecutor name is added to the case record in Tyler Supervision.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Case Manager <ul style="list-style-type: none"> ○ Case Number ○ Disposition ○ Disposition Date ○ Disposition Offense • Attorney Manager <ul style="list-style-type: none"> ○ Prosecutor assigned to case (located in the Staff Assignments field)
Additional Comments	Current scope is to only send the case disposition to Tyler Supervision the first time the disposition is saved on the Case Manager case.

Integration Point #5 – Prosecutor Deferred Original Offense (DPP returned to JPD)	
Description	The prosecutor does not file the petition to the courts. Instead, the prosecutor reviews the case and defers the charges back to juvenile probation. The prosecutor adds a Charge Status of ‘Deferred Prosecution Intake’ on the charge record in the Attorney Manager case.
Trigger Event	The prosecutor adds a Charge Status of ‘Deferred Prosecution Intake’ on the charge record in the Attorney Manager case.
Expected Outcome	Prosecutor’s charge status update and prosecutor name is updated in the charge disposition field on the charge record in Tyler Supervision. The referral status is set to ‘Deferred Prosecution Intake’. The decision is displayed on a dashboard widget in Tyler Supervision.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Attorney Manager <ul style="list-style-type: none"> ○ Prosecutor Charge Status ○ Prosecutor Charge Status Date ○ Prosecutor assigned to case (located in the Staff Assignments field)

Additional Comments	<ul style="list-style-type: none"> • Add two dashboard widgets that display a list of referrals with a status of 'Deferred Prosecution Intake'; one will be for a specified officer and one for the whole department (supervisor view)
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Integration Point #6– JPD Failure for Prosecutor Deferred Prosecution

Description	Prosecutor deferred prosecution of the original offense. The juvenile does not comply. JPD makes the determination of failure and enters a referral status of 'Failed Prosecutor Deferral'.
Trigger Event	A referral status of 'Failed Prosecutor Deferral' is added to the referral in Tyler Supervision.
Expected Outcome	A task is added to a specific queue in Attorney Manager notifying the prosecutor of the failure decision from JPD.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Tyler Supervision <ul style="list-style-type: none"> ○ Referral Status Date for status of 'Failed Prosecutor Deferral'
Additional Comments	<ul style="list-style-type: none"> • May need to create one task per offense in the referral to allow the prosecutor to create one Attorney Manager case per offense.

Integration Point #7– Placeholder – IP7 is no longer needed

Description	Placeholder Only – Integration Point #7 is no longer needed.
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Integration Point #8 – Prosecutor Returns to JPD Intake

Description	The Juvenile Probation Department refers a case to the prosecutor. The prosecutor reviews the case and determines more information is required prior to filing a petition with the courts. The prosecutor adds a Charge Status of 'Offense Intake Rejected' on the charge record in the Attorney Manager case.
Trigger Event	The prosecutor adds a Charge Status of 'Offense Intake Rejected' on the charge record in the Attorney Manager case.
Expected Outcome	Prosecutor's charge status and prosecutor name is updated in the charge disposition field on the charge record in Tyler Supervision. Referral status is updated to 'Return to Intake – Rejected'. The referral is displayed on a dashboard widget in Tyler Supervision.

Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Attorney Manager <ul style="list-style-type: none"> ○ Prosecutor Charge Status ○ Prosecutor Charge Status Date ○ Prosecutor assigned to case (located in the Staff Assignments field)
Additional Comments	<ul style="list-style-type: none"> • Add two dashboard widgets that display a list of referrals with a status of 'Return to Intake – Rejected'; one will be for a specified officer and one for the whole department (supervisor view)

Integration Point #9 – Court Disposition	
Description	The court case is disposed. The court clerk enters a disposition on the Case Manager case.
Trigger Event	The court clerk enters a disposition on the Case Manager case.
Expected Outcome	The case disposition and prosecutor name are added to the case record in Tyler Supervision. JPD needs to be alerted that a disposition has been added to the case; presumably using dashboard widget in Tyler Supervision.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Case Manager <ul style="list-style-type: none"> ○ Case Number ○ Court Assigned ○ Plea ○ Disposition ○ Disposition Date ○ Disposition Offense ○ Sentence Information • Attorney Manager <ul style="list-style-type: none"> ○ Prosecutor assigned to case (located in the Staff Assignments field)
Additional Comments	<ul style="list-style-type: none"> • Very similar to Integration Point #4, this one is for all court dispositions • Would like to send the sentence documents to Tyler Supervision electronically
Integration Point #10 – Court Hearings	
Description	The court adds a new hearing, resets a hearing, or enters a result on a hearing in Case Manager.
Trigger Event	The court adds a new hearing, resets a hearing, or enters a result on a hearing in Case Manager.
Expected Outcome	New hearings are added to Tyler Supervision. The hearing is updated in

	Tyler Supervision if the hearing is reset or a hearing result is added.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Case Manager <ul style="list-style-type: none"> ○ Hearing Date ○ Hearing Time ○ Hearing Type ○ Court ○ Judge ○ Interpreter ○ Offense(s) ○ Hearing Result

Integration Point #11 – Original Petition Amended by Prosecutor

Description	The prosecutor has already filed a Petition with the court. The prosecutor will file an Amended Petition to correct erroneous information or to add a new charge to the case.
Trigger Event	The court clerk adds an 'Amended Petition' event to the Case Manager case.
Expected Outcome	Alert the Juvenile Probation Department that an amended petition has been filed on the case using a dashboard widget in Tyler Supervision.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Case Manager Case <ul style="list-style-type: none"> ○ File Date ○ Case Number ○ Court ○ Event Type ○ Event Date

Integration Point #12 – Court Financial Transaction History

Description	The Juvenile Probation Department needs to see the financial transaction history on the Case Manager case.
Trigger Event	A new fee financial transaction is added to the case (fee assessment, payments, credits, etc.) under the Case Fees financial category.
Expected Outcome	The financial transaction will be added into Tyler Supervision.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Case Manager Case <ul style="list-style-type: none"> ○ Case Number ○ Transaction Date ○ Transaction Time

	<ul style="list-style-type: none"> ○ Transaction Type ○ Amount for each Fee Code
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Integration Point #13 – Defense Attorney Updates	
Description	The court clerk assigns a defense attorney to the juvenile on the Case Manager case.
Trigger Event	Attorney is added to the juvenile party on the Case Manager case.
Expected Outcome	Defense attorney information is updated in Tyler Supervision.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> ● Case Manager <ul style="list-style-type: none"> ○ Attorney Type ○ Attorney Name

Integration Point #14 – Initial Detention Hearing	
Description	The Juvenile Detention Staff schedules the initial detention hearing. The JPD staff adds a hearing record in Tyler Supervision with the hearing type of 'Initial Detention'.
Trigger Event	The JPD staff adds a hearing record in Tyler Supervision with the hearing type of 'Initial Detention'.
Expected Outcome	Create a new Attorney Manager case for each charge on the Tyler Supervision referral. Create a new Case Manager case for each charge on the Tyler Supervision referral. Relate the cases together, but do not link the charge records. Add a new hearing on the Case Manager case with the hearing type of 'Initial Detention'.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> ● Tyler Supervision <ul style="list-style-type: none"> ○ Juvenile information ○ Arrest information ○ Charge information ○ Hearing date ○ Attached documents
Additional Comments	Subsequent detention hearings will be handled in Integration Point 10

Integration Point #15 – Paper Case Automatically Filed to DA	
Description	A Law Enforcement Agency files a paper referral to the Juvenile Probation Department. JPD staff enters a new case in Tyler Supervision and scans in

	all the documents. JPD staff updates the referral status to 'Filed to Prosecutor' when the case is ready to be sent to the DA's Office
Trigger Event	Referral status it updated to 'Filed to Prosecutor'.
Expected Outcome	Tyler Supervision referral information and all attached documents are available in a task queue in Attorney Manager. The task should have the ability for the prosecutor to review the task and documents and then accept a case. A new Attorney Manager case is created when the prosecutor accepts the case.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Tyler Supervision <ul style="list-style-type: none"> ○ Juvenile information ○ Arrest information ○ Charge information ○ Hearing date ○ Attached documents

Integration Point #16 – JPD Closes Referral as Deferred Completed Successfully

Description	The Juvenile Probation Department will close the referral as 'Deferred Completed Successfully' when the juvenile successfully completes the term of their probation.
Trigger Event	The referral status is updated to 'Deferred Completed Successfully'.
Expected Outcome	A task is added in an Attorney Manager queue to alert the prosecutor that the referral has been completed successfully.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Tyler Supervision <ul style="list-style-type: none"> ○ Juvenile Name ○ Referral Petition # ○ Referral Status ○ Referral Status Date

Integration Point #17 – List of Referral Violations Sent to DA

Description	The juvenile fails one or more terms and conditions of the referral. The Juvenile Probation Department updates the status on each term and condition to 'Failed'. The referral status is set to 'Modification/Probation Violation'.
Trigger Event	The referral status is set to 'Modification/Probation Violation'.

Expected Outcome	A task is added in an Attorney Manager queue to alert the prosecutor that JPD has requested a modification/probation violation.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Tyler Supervision <ul style="list-style-type: none"> ○ Juvenile Name ○ Referral Petition # ○ Referral Status ○ Referral Status Date ○ Terms and Conditions with status of 'Failed' ○ Terms and Conditions status date ○ Juvenile Probation Officer Name

Integration Point #18 – Case Manager Charge Updates	
Description	The courts will add new charges or modify the existing charges on the Case Manager case.
Trigger Event	A new charge is added or an existing charge is modified on the Case Manager case.
Expected Outcome	The new charge is added or the existing charge is updated on the Tyler Supervision referral.
Data Source and Data Elements Included in Exchange	<ul style="list-style-type: none"> • Case Manager <ul style="list-style-type: none"> ○ Case Number ○ Court ○ Offense Description