Los Angeles County
Department of Regional Planning

Planning for the Challenges Ahead

Amy J. Bodek, AICP
Director of Regional Planning
Dennis Slavin
Chief Deputy Director,
Regional Planning

February 11, 2020

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**APPROVE AMENDMENT TO
AGREEMENT NUMBER 78227 FOR ELECTRONIC PERMITTING AND INSPECTION
COUNTY OF LOS ANGELES SYSTEM
(ALL DISTRICTS) (3-VOTES)**

**CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ( )
DISAPPROVE ( )**

SUBJECT

Joint recommendation by the Department of Regional Planning (DRP) and the Treasurer and Tax Collector (TTC) that the Board approve Amendment No. 5 (Amendment) to the Electronic Permitting and Inspections County of Los Angeles (EPIC-LA) System Agreement No. 78227 (Agreement) with Tyler Technologies, Inc. (Contractor), to expand the County's software license to accommodate TTC.

IT IS RECOMMENDED THAT THE BOARD:

1. Approve and instruct the Chair of the Board of Supervisors (Board) to sign the attached Amendment (Attachment II) to Agreement No. 78227 with Contractor to: (a) expand the use of EPIC-LA to incorporate workflows from TTC and continue maintenance costs; (b) to increase the maximum Contract Sum by $3,565,362 from $14,292,265 to $17,857,627 which includes a contingency amount of $57,233 for unforeseen additional work within the scope of this Amendment; and (c) extend the current term of the Agreement by an additional three years to June 23, 2023, with two optional years for a maximum Contract Term to June 23, 2025.

2. Delegate authority to the Director of Regional Planning (Director), or her designee, to approve and execute Amendments or Change Notices to incorporate changes to the Agreement within the scope-of-work and the maximum Contract Sum of $17,857,627.

3. Delegate authority to the Director, or her designee, to terminate the Agreement if, in the opinion of the Director, it is in the best interest of the County of Los Angeles (County).

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

On June 24, 2014, the Board approved the original agreement with the Contractor for DRP to implement EPIC-LA. In 2015, the County retained an independent third-party consultant, Gartner, Inc., to assess EPIC-LA and determine whether it was the appropriate technology to comprehensively support other County departments involved in the land entitlement process. The report concluded that the proposed amendments to add County departments would be appropriate and cost-effective. The Board subsequently approved further amendments (Amendments 1-4) to expand EPIC-LA to incorporate operational processes for the Department of Public Works (DPW), Department of Parks and Recreation (DPR), and the Consolidated Fire Protection District (Fire District).

On February 13, 2018, the Board instructed the Chief Executive Office (CEO), TTC, and the Chief Information Office (CIO) to submit a Board letter for approval of a contract amendment to expand the existing Contract to include business licensing, registration, and data collection as part of the EPIC-LA platform. On October 25, 2018, TTC, in consultation with the Department of Consumer and Business Affairs (DCBA) to engage and connect businesses to County services, submitted a report back to the Board that outlined TTC's proposed use of the EPIC-LA platform for online applications and data collection.

TTC's proposed inclusion in the EPIC-LA platform is necessary since TTC seeks to replace its legacy Business License System, which is based on an application process that is mostly paper-based and outdated. As part of the Business License application process, TTC is required to refer business applications to other County departments for review and approval. The referral process is not automated and does not facilitate tracking. As a result, information sharing between the TTC and partner departments is inefficient and time-consuming.

TTC also registers business owners or individuals operating as Transient Occupancy Tax (TOT) operators, issues TOT Certificates and collects tax payments. TTC determines if a Business License is also needed.

The TTC's migration onto the EPIC-LA platform will modernize and increase the overall effectiveness and efficiency of the County's business licensing functions governed by

Los Angeles County Code by leveraging the enhanced functionality and improved integration with other County departments. The proposed Amendment will:

- Allow for an online application process and online payment processing.
- Allow for more accurate, efficient, and comprehensive data collection.
- Allow for the migration of the paper-based and outdated business licensing process onto the EPIC-LA platform.
- Allow staff to create cases remotely while in the field and to document enforcement case activity.
- Allow for a unified framework to streamline data sharing with other departments that are also on the EPIC-LA platform.
- Allow for more efficient and effective workflow management with referral departments.

The one-time cost of adding TTC's business licensing and registration process to EPIC-LA in this amendment is $572,330. The amendment also includes the TTC's share of ongoing maintenance of the system through June 2025 at a cost of $386,180.

Along with adding TTC's process to EPIC-LA, on-going maintenance costs through the end of the Contract Term are included as part of the Amendment.

The timeline of EPIC-LA implementations is shown in Attachment I.

Implementation of Strategic Plan Goals

The approval of this Amendment is consistent with the County Strategic Plan Strategy III.2, Embrace Digital Government for the Benefit of Our Internal Customers and Communities; and Strategy III.3, Pursue Operational Effectiveness, Fiscal Responsibility, and Accountability.

FISCAL IMPACT/FINANCING

This Amendment will increase the Contract Sum of the Agreement by $3,565,362, from $14,292,265 to $17,857,627, and includes TTC's share of $958,510: $572,330 one-time cost component for implementation, licenses, and travel expenses, $57,233 for contingency, and a total of $328,947 for ongoing maintenance costs. Funding is available in TTC's Fiscal Year 2019-2020 operating budget. Ongoing costs will be funded through TTC's business license program fees.

The total ongoing costs of $2,606,852 through the end of the Contract term are funded by the Departments as follows:

- DRP and DPR are funded by Net County Cost.
- DPW and the Fire District are funded with revenue from building permits and fire prevention fees, respectively.

Each Department's maintenance costs are included in the Consolidated Fee Schedule (Page 67 of Attachment II, Exhibit A-4, Attachment A-4.1).

Sufficient appropriation is available in each of the Department's Fiscal Year 2019-2020 operating budgets. Funds required for ongoing costs for DRP and DPR will be included in their budget requests for subsequent years.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

- The initial Agreement to implement DRP's portion of EPIC-LA provided a two-year term beginning June 24, 2014, and ending June 23, 2016, with two one-year renewal options.
- On November 24, 2014, DRP executed Amendment No. 1 to clarify language in the Agreement with no change to the Statement of Work, Contract Sum, or Contract Term.
- On August 4, 2015, your Board approved Amendment No. 2 to include DPW, providing a two-year base Contract Term extension ending June 23, 2018, with two one-year extensions thereafter and increasing the contract amount by $8,932,801.
- On November 22, 2016, your Board approved Amendment No. 3 to include DPR and increasing the contract amount by $291,400.
- On June 19, 2018, your Board approved Amendment No. 4 to include Fire District, providing a two-year base Contract Term extension ending June 23, 2020, with two one-year extensions thereafter, and increasing the contract amount by $2,732,756.
- The proposed Amendment No. 5 (Attachment II) will extend the base Contract Term by three years to June 23, 2023, with two one-year extensions thereafter, and will become effective upon the date of execution by all parties and increase the contract amount by $3,565,362.

The Amendment updates the terms of the contract to include all applicable Board-mandated provisions, including those pertaining to the Method of Payment for County Contractors, Vendors, and Other Payees; the Fair Chance Employment Policy; and the County Policy of Equity.

The CIO has reviewed the Amendment and recommends approval. The CIO Analysis is attached (Attachment III). The Governance Committee has reviewed and approved the TTC's Statement of Work.

CEO Risk Management staff and County Counsel have reviewed the Amendment and determined that the provisions do not increase the County's risk exposure nor reduce the Contractor's performance obligations under this Agreement. County Counsel has reviewed and approved the Amendment as to form.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the proposed Amendment for EPIC-LA will enhance our customers' experience by providing a more effective and efficient business license and registration process. The Contractor is dedicating additional resources to assist the TTC and there will be no negative impact to the DRP, DPW, DPR, or Fire District projects.

Respectfully submitted,

AMY J. BODEK, AICP
Director of Regional Planning

KEITH KNOX
Treasurer and Tax Collector

Reviewed by:

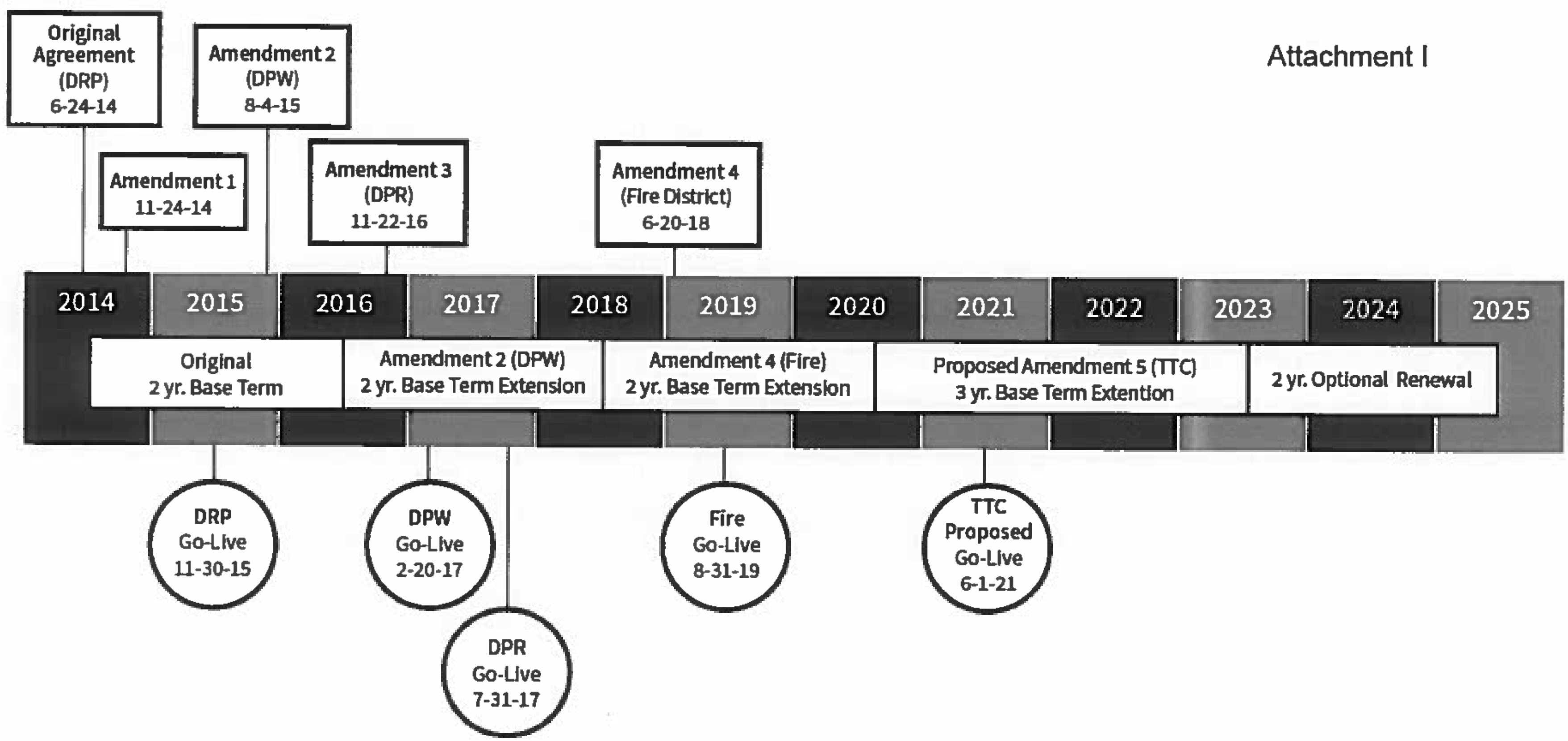
William S. Kehoe
Chief Information Officer

KK:NK:MY:lac

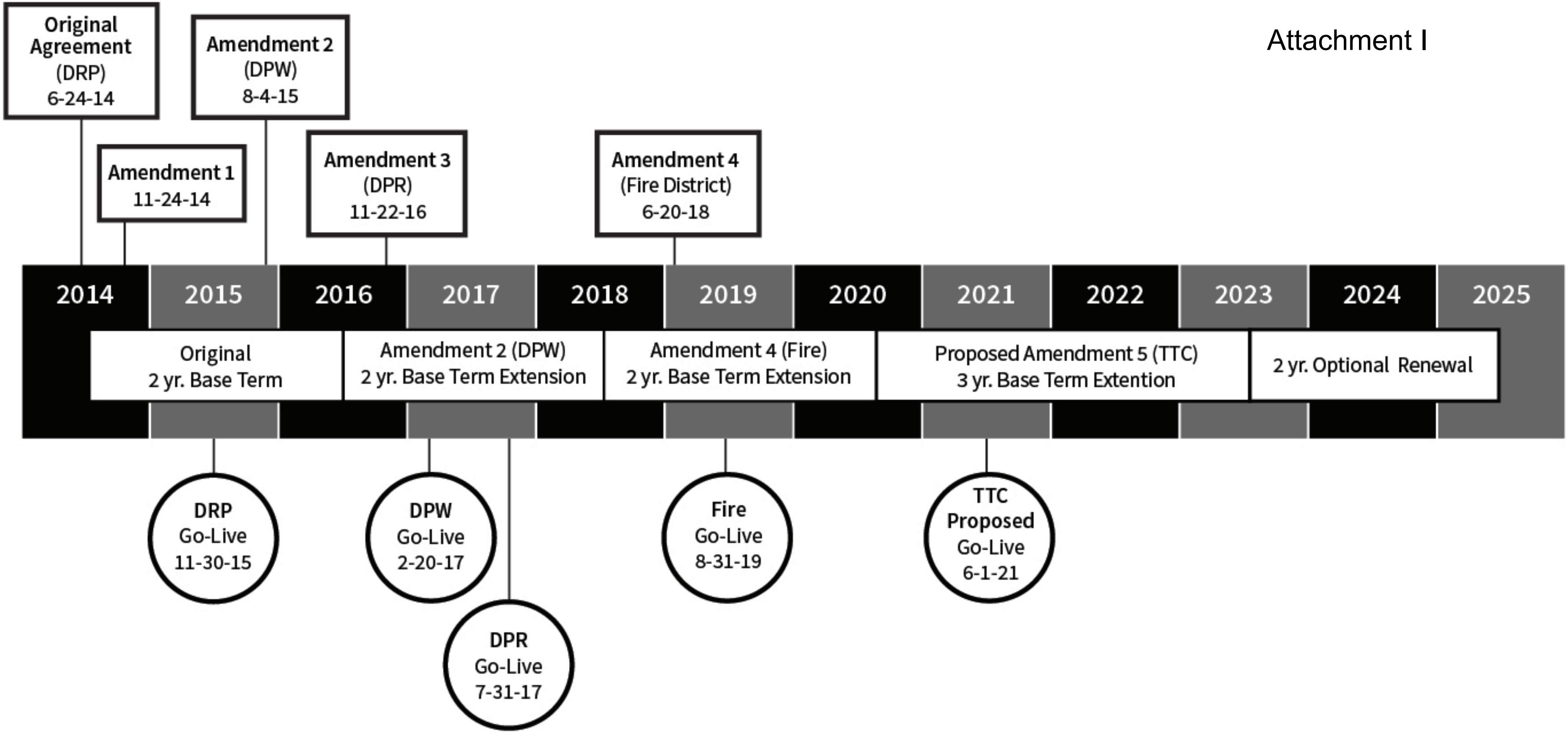
Enclosures (3)

c: Chief Executive Office
Chief Information Office
County Counsel
Executive Office, Board of Supervisors
Fire District
Parks and Recreation
Public Health
Public Works

Attachment I



Attachment I



AGREEMENT BY AND BETWEEN COUNTY OF LOS ANGELES AND TYLER TECHNOLOGIES, INC. FOR THE ELECTRONIC PERMITTING AND INSPECTION SYSTEM FOR THE COUNTY OF LOS ANGELES
CONTRACT NO. 78227

AMENDMENT NO. 5

THIS AMENDMENT is made and entered into this___________day of________, 2020,

by and between	COUNTY OF LOS ANGELES (hereafter "County").
and	TYLER TECHNOLOGIES, INC. (hereafter "Contractor")

WHEREAS, reference is made to Contract No. 78227 entitled, "Agreement by and between County of Los Angeles and Tyler Technologies, Inc. for the Electronic Permitting and Inspection System for the County of Los Angeles" (hereinafter known as the "Agreement"), dated June 24, 2014;

WHEREAS, the Agreement was amended on November 24, 2014, to clarify and update provisions allowing for the scope of the Agreement to be extended to other County Departments ("Amendment No. 1");

WHEREAS, the Agreement was amended on August 4, 2015, to expand the County's license of the Application Software to new Users from the County's Department of Public Works ("DPW"), and to purchase Services for the benefit of DPW ("Amendment No. 2");

WHEREAS, the Agreement was amended on November 22, 2016, to expand the County's license of the Application Software to new Users from the County's Department of Parks and Recreation ("DPR"), and to purchase Services for the benefit of DPR ("Amendment No. 3");

WHEREAS, the Agreement was amended on June 19, 2018, to expand the County's license of the Application Software to new Users from the County's Consolidated Fire Protection District ("District"), and to purchase Services for the benefit of the District ("Amendment No. 4");

WHEREAS, the Parties desire to extend the Initial Term until June 24, 2023 while retaining the optional two one-year extension terms.

WHEREAS, pursuant to the County's Request for Proposals for the PALMS Implementation Project titled RFP-DRP-1013, the County's Department of Treasurer and Tax Collector (TTC) seeks to expand the County's license of the Application Software to new Users, as defined in this Amendment No. 5, and to purchase Services for the benefit of the TTC, all on the terms set forth in the Agreement and customized as necessary herein to the TTC;

WHEREAS, it is also the intent of the parties hereto to amend the Agreement to add and amend other definitions and provisions to the Agreement, and

WHEREAS, the Agreement provides a process for Amendments.

NOW, THEREFORE, the parties agree as follows:

1. This Amendment No. 5 shall become effective upon date of execution by all parties ("Amendment No. 5 Effective Date").

2. All defined terms set forth herein shall have the meaning set forth in the Agreement, unless specifically defined otherwise.

3. For the purposes of this Amendment No. 5, all rights extended to the Department of Regional Planning ("DRP") in the Agreement shall also be extended to the TTC, as set forth herein. Unless expressly stated otherwise, all provisions of this Amendment No. 5 shall apply only to TTC.

4. The term "Business Day" (Agreement, Paragraph 2 (Definitions), subparagraph 2.13) shall mean Monday through Friday, excluding County or Contractor observed holidays, unless stated otherwise herein.

5. The term "Implementation Services" (Agreement, Paragraph 2 (Definitions), subparagraph 2.29) shall mean those Services to be provided to the TTC by Contractor as part of the Application Software implementation for the Users added via this Amendment No. 5, as further outlined in Exhibit A-4 (Statement of Work – Treasurer and Tax Collector), and detailed in Attachments A-4.1 through A-4.8 and Exhibit C-5 (Pricing and Payment Schedule - TTC).

6. The term "Project Schedule" (Agreement, Paragraph 2 (Definitions), subparagraph 2.40) shall mean the estimated timeline for the delivery of Implementation Services

to TTC, set forth in Exhibit D-4 (Project Schedule – TTC).

7. “Reviewing Agencies” (Agreement, Paragraph 2 (Definitions), subparagraph 2.42) shall mean those County agencies who, in the normal course of business, have the need to access and/or review the permitting and inspection records that are generated by, or originate from, the DRP, the DPW, DPR, the District, TTC, or the Contract Cities using the Application Software.

8. Subparagraph 4.6 (Access to County Facilities) shall mean:

   Contractor, its employees and agents may be granted access to TTC’s facilities, with prior notification to County’s Project Manager, for the purpose of performing Work. Access shall be restricted to County’s normal business hours (7 AM – 5 PM PST Monday through Friday). Access outside those hours must be approved in advance by County’s Project Manager, which approval will not be unreasonably withheld. Contractor shall have no tenancy or other property rights in County facilities. Contractor shall provide each member of Contractor staff performing Work at a County facility with a photo identification badge bearing the Contractor logo and the Contractor staff name. Contractor staff shall maintain these badges on their person at all times when performing work at a County facility, and shall be accompanied by County personnel at all times, unless otherwise approved by County’s Project Manager.

9. Subparagraph 11.9 of the Agreement (Version Control) shall apply to DRP, DPW, DPR, the District, and the TTC.

10. “Users” (Agreement, Paragraph 2 (Definitions), subparagraph 2.54) shall mean the County’s authorized users at the TTC and Reviewing Agencies who are authorized to access or use the Application Software pursuant to the Agreement and this Amendment No. 5. However, should the TTC transfer its operations that benefit from this Agreement and Amendment No. 5 to another County department, the County may execute a Change Notice to substitute that new department for the TTC as a User for purposes of this Agreement and Amendment No. 5.

11. Subparagraph 7.1 of the Agreement (Initial Term), shall be replaced by the following provision, applicable to DRP, DPW, DPR, the District, and the TTC.

    The term of this Agreement shall commence on the Effective Date and shall expire nine (9) years thereafter (hereinafter "Initial Term"), unless sooner terminated or extended, in whole or in part, as provided in this Agreement.

12. Subparagraph 8.1 of the Agreement (Contract Sum) shall be replaced by the following and shall apply to DRP, DPW, DPR, the District, and the TTC:

    The Contract Sum under this Agreement shall be the total fees payable by County to Contractor for supplying all the Application Software, Services and any Third Party Products. The Contract Sum authorized by County hereunder shall not exceed seventeen million eight-hundred fifty-seven thousand six hundred and twenty-seven dollars ($17,857,627) as further detailed in Exhibits C-1, C-2, C-3, C-4 and C-5 (Pricing and Payment Schedules – DRP, DPW-BSLD, DPR, the District, and TTC), unless the Contract Sum is modified pursuant to a duly approved Amendment pursuant to subparagraph 5.3.

13. Exhibit A-4 (Statement of Work – Treasurer and Tax Collector; Attachment A-4.1 (Project Plan – TTC); Exhibit C-5 (Pricing and Payment Schedule – TTC); and Exhibit D-4 (Project Schedule – TTC) are each added to the Agreement and incorporated by reference as if fully set forth therein, as set forth in this Amendment No. 5.

14. An Exhibit E-4 (Administration of Agreement – TTC) shall be prepared during kick-off of the TTC Implementation Services, as set forth in subparagraph 4.1 of the Agreement.

15. Contractor's obligations pursuant to this Amendment No. 5 are contingent upon County's payment to Contractor of the fees set forth in Exhibit C-5 (Pricing and Payment Schedule – TTC) and invoiced by Contractor.

16. As of the Amendment No. 5 Effective Date, the parties agree that the total number of TTC Users shall not regularly or meaningfully exceed the named user counts set forth in Exhibit C-5.

17. For the avoidance of doubt, pursuant to this Amendment No. 5, Contractor agrees that the License provided in Paragraph 11 (License) of the Agreement extends to the Users defined in this Amendment No. 5, at the rates set forth in Exhibit C-5. In addition, Contractor will provide Maintenance and Support Services to TTC and the Users defined herein on the terms set forth in Exhibit B (Maintenance and Support) to the Agreement and at the prices set forth in Exhibit C-5 to this Amendment No. 5.

18. For the sake of clarity and consistency, with respect to the Agreement and all amendments thereto, the following forms shall serve as templates for the

transactions considered by the nature of each of the following: Acceptance Sign Off Form (Attachment A-4.1, Exhibit F, Schedule 1), Change Order Request Form (Attachment A-4.1, Exhibit F, Schedule 2), and Custom Programming Request Form (Attachment A-4.1, Exhibit F, Schedule 3).

19. So long as the County remains current on Maintenance and Support Fees, Contractor will provide the County with five (5) complimentary passes to Contractor's annual user conference. Travel fees and related expenses are the responsibility of the County.

20. Contractor warrants that the pricing extended to County pursuant to this Amendment No. 5 is the most competitive Contractor pricing for entities of similar size and circumstance to the County purchasing the License rights and Services set forth in this Amendment No. 5.

21. The following provision shall be added to the Agreement as Paragraph 65:

Default Method of Payment: Direct Deposit or Electronic Funds Transfer

65.1 The County, at its sole discretion, has determined that the most efficient and secure default form of payment for goods and/or services provided under an Agreement with the County shall be Electronic Funds Transfer (EFT) or direct deposit, unless an alternative method of payment is deemed appropriate by the Auditor-Controller (A-C).

65.2 The Contractor shall submit a direct deposit authorization request via the website https://directdeposit.lacounty.gov with banking and vendor information, and any other information that the A-C determines is reasonably necessary to process the payment and comply with all accounting, record keeping, and tax reporting requirements.

65.3 Any provision of law, grant, or funding agreement requiring a specific form or method of payment other than EFT or direct deposit shall supersede this agreement with respect to those payments.

65.4 At any time during the duration of the Agreement, a Contractor may submit a written request for an exemption to this requirement. Such request must be based on specific legal, business or operational needs and explain why the payment method designated by the A-C is not feasible and an alternative is necessary. The A-C, in consultation with the contracting department(s), shall decide whether to approve exemption requests.

22. The following provision shall be added to the Agreement as Paragraph 66:

Compliance with Fair Chance Employment Practices

Contractor shall comply with fair chance employment hiring practices set forth in California Government Code Section 12952, Employment Discrimination: Conviction History. Contractor's violation of this paragraph of the Agreement may constitute a material breach of the Agreement. In the event of such material breach, County may, in its sole discretion, terminate the Agreement.

23. The following provision shall be added to the Agreement as Paragraph 67:

Compliance with the County Policy of Equity

The contractor acknowledges that the County takes its commitment to preserving the dignity and professionalism of the workplace very seriously, as set forth in the County Policy of Equity (CPOE) (https://ceop.lacounty.gov). The contractor further acknowledges that the County strives to provide a workplace free from discrimination, harassment, retaliation and inappropriate conduct based on a protected characteristic, and which may violate the CPOE. The contractor, its employees and subcontractors acknowledge and certify receipt and understanding of the CPOE. Failure of the contractor, its employees or its subcontractors to uphold the County's expectations of a workplace free from harassment and discrimination, including inappropriate conduct based on a protected characteristic, may subject the contractor to termination of contractual agreements as well as civil liability.

24. Except for the changes set forth herein above, Agreement shall not be changed in any respect by this Amendment No. 5.

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Amendment to be subscribed by its Director for the Department of Regional Planning and the Treasurer and Tax Collector of Los Angeles County, and Contractor has caused this Amendment to be subscribed on its behalf by its duly authorized officer, the day, month and year first above written.

//

SIGNATURES FOLLOW

Attachment II

COUNTY OF LOS ANGELES

By________________________________
Kathryn Barger
Chair of the Board of Supervisors

By________________________________
Director of Regional Planning

By________________________________
Treasurer and Tax Collector

TYLER TECHNOLOGIES, INC.
Contractor

____
Signature

By________________________________
Printed Name

Title________________________________

APPROVED AS TO FORM:
MARY C. WICKHAM
County Counsel

By________________________________
Michael Owens
Deputy County Counsel

COUNTY OF LOS ANGELES

By________________________________
Kathryn Barger
Chair of the Board of Supervisors

By________________________________
Director of Regional Planning

By________________________________
Treasurer and Tax Collector

TYLER TECHNOLOGIES, INC.
Contractor

Andrea Fravet
Signature

By Andrea L. Fravet
Printed Name

Title Director of Legal Affairs

APPROVED AS TO FORM:
MARY C. WICKHAM
County Counsel

By____________________________
Michael Owens
Deputy County Counsel

Exhibit A-4
Statement of Work
Treasurer and Tax Collector

The following principles and documented processes are substitutions for Paragraph 1.1 for the Department of the Treasurer and Tax Collector's (TTC's) Statement of Work, provided as Exhibit A-4 to the Agreement.

1.1 – PURPOSE

The purpose is to modernize and increase the overall effectiveness and efficiency of the County's business licensing, registration and/or certification functions governed by Los Angeles County Code.

A. BACKGROUND

Under the County of Los Angeles (County) charter, the Treasurer and Tax Collector is the County's de facto license issuer. Therefore, the TTC administers the County's Business License Program, which is codified in Title 7 of the County Code, and requires certain businesses that conduct activities that could impact the health, safety, or welfare of the public and are located in the unincorporated area of the County or in the contract cities of Malibu, Santa Clarita, or Westlake Village, obtain a County Business License prior to conducting that activity. Under Title 7, the TTC currently issues Business Licenses for 110 business activities. Attached is the list of business activities and the referral approval workflow (Attachment A-4.2). Currently, the TTC issues approximately 8,000 Business Licenses on an annual basis.

Some businesses may require more than one Business License. All Business License applications require the applicant to pay a non-refundable flat rate application fee. The TTC may grant some Business Licenses upon payment of the fee, while others may require the approval of other County departments (e.g., the Fire Department, Sheriff's Department, Department of Health Services, and/or Department of Regional Planning) and/or a hearing before the Business License Commission. Attached is a sample referral approval workflow for Business License (Attachment A-4.3).

In the future, the TTC may also register and issue a Registration Certificate to businesses operating within the unincorporated areas of the County. If a business holds a Business License, it will not need to hold a Registration Certificate.

The TTC also registers business owners or individuals operating a hotel, motel, boarding house, or short-term rental as Transient Occupancy Tax (TOT) operators and issues TOT Certificates. The TTC staff reviews TOT applications to determine if a Business License is also needed.

The current Business License System (BLS) and TOT process is outdated, the application process is paper-based, and the system does not allow business owners to apply online.

B. SCOPE OF WORK

The TTC seeks a new system (System) to manage workflow for issuing Business Licenses, Registration Certificates, and/or TOT Certificates (collectively referred to as "Program Certificates"), to capture enforcement case activity, and to allow for online payments.

General Functionality Requirements

- The System shall provide a mobile friendly, web-based portal, to allow business owners to create an account, complete an application, submit documents, and pay the required fee online.
- The System shall allow County staff to enter applications while in the field, in the company of an applicant. Additionally, County staff shall be able to upload photos, diagrams and documents while in the field. The data fields on the application shall be flexible and customizable for the purpose of capturing all relevant business data.
- The System shall have the capability to assign a business identification number to each new application for a Program Certificate or as an enforcement case.
- The System shall interface with the County's GIS layer to validate addresses.
- The System shall have the capability to establish primary key indexes such as situs address or Assessor's Identification Number of the business location. A unique identifier for itinerant businesses, which do not have a situs or Assessor's Identification Number, shall be created to prevent the creation of duplicate records.
- The System shall have the capability to list all Program Certificates issued by established primary key indexes. Additionally, after a Program Certificate process has started, the applicant shall be able to view/access real-time status updates online.
- The System shall have the capability to generate an audit trail of all transactions by staff person, date, and time.
- The System shall have data archiving capability based on five years after the Program Certificate has expired or five years after an enforcement case is closed.
- The System shall require a tiered approval process to make any changes to the fee table or to issue a Program Certificate.

Payments and Accounting

- The System shall have the capability to allow Applicants/Licensees/Registrants to apply online and pay online via credit cards, debit cards, and eCheck.

- The System shall have the capability to interface with County approved third party payment processors and cashiering gateways.
- The System shall have the capability to post payments to specific accounts, establish links for viewing supporting documents, and allow users to process adjustments or issue refunds related to any payment exceptions (over, under or unapplied payments) or other required adjustments, and retain historical payment information that can be accessed by County staff when necessary.
- The System shall have the capability to maintain a fee table for Business Licenses, Registration Certificates, and associated violations based on a designated fixed flat fee and fine schedule and be able to distribute collected fees to different trust funds. In addition, two levels of approvers shall be required to add, remove or update fees, fines, or to calculate penalties.
- Business owners or individuals operating a hotel, motel, boarding house, or short-term rental are also required to remit TOT to the County on a monthly basis, the amount of which is based on a set percentage of rents charged to transient guests. The System shall allow the business owner to complete the monthly TOT reporting form online and submit TOT payment online.
- The System shall have the capability to post payments to the TOT trust fund and log the payment date and amount in the Operator's account.
- The System shall also allow TTC staff users to process adjustments, assess penalties and interest, and issue refunds.
- The System shall interface with the Electronic Countywide Accounting and Purchasing System (eCAPS), the County's accounting system, to post fees, fines, taxes, penalties and interest.

<u>Referral Workflow</u>

- The System shall have the capability to workflow referral requests between County departments using the System requesting approval/denial of the issuance of a Program Certificate, as well as send email notifications of requests.
- The System shall also have the capability to disseminate escalated enforcement cases or complaints received from constituents to County departments (e.g., email notifications).
- For County departments not using the System, the System shall be able to create and email an electronic referral as an encrypted file or make the referral available for download. County departments may download files using a secure FTP site, which can occur outside of the System, or by a means acceptable to the TTC.
- The System shall allow County staff to edit the referral with pertinent information including approval/denial and justification and workflow back to the TTC or via an encrypted file.

Enforcement

- The System shall have mobile-enabled applications tailored for field inspections that allow inspectors to create an enforcement case file regardless of whether or not there is an issued Program Certificate.
- The resulting enforcement case should be linkable to a Program Certificate number (once one is available), in order to ensure there is a history of enforcement case activity, including case activity notes and notices issued.
- The System shall have the ability to allow the TTC staff to enter, track, set reminders, and monitor enforcement cases including but not limited to case activity, inspection results, and the issuance of notices to business owners.

Reporting

The System shall have the capability to generate standard and custom reports for tracking and reconciling information for statistical and reporting purposes. This information must be available in various formats that can be exported in a usable format (e.g., pdf – ability to convert into Microsoft Excel, Word, etc.), and at a minimum, include fee collection, fee allocation, invoices and summary reports by Program Certificate number, or geography (for unincorporated area, for contract cities, and by Supervisorial District). See Sample Reports on Attachment A-4.4 and A-4.5. In addition, the System shall have the capability to generate ad hoc reports based on any data fields (e.g., report of all Program Certificates issued for a business entity, situs address, etc.).

The System shall have the capability to generate a detailed report with summary totals and by account. The detailed report should include the business code, business account number, business name, amount due, amount paid, and outstanding balance/credit. Furthermore, the System shall be able to create reports on open applications and pending referrals from County departments.

The System shall have the capability to generate notices (e.g. field inspection, noncompliance, violation, denial, citation) that can be both printed and emailed, case files containing enforcement case activity history, ad hoc enforcement reports, and fee and fine assessment invoices that have readable remittance stubs, to the business owner to bring awareness of the violation(s). See Sample Report Attachment A-4.6.

Additionally, the System shall have the capability to generate Program Certificates for the TTC to distribute, including but not limited to, entity name, DBA name, and expiration date.

Standardized Application Information Data Fields

The System shall capture the following data fields which include but are not limited to:

About the Firm
1. Articles of Incorporation
2. Corporate Officers (owner in BLS)
3. California Secretary of State – Statement of Information
4. Doing Business As (dba) and fictitious name statement (DBA in BLS)
5. Federal Employer Identification Number (FEIN) or Taxpayer Identification Number
6. Seller’s Permit per location (if applicable)
7. Email address
8. Phone Number(s)
9. Website address
10. Legal structure (corporation, Limited Liability Corporation, etc.)
11. Year business began (Business Start Date in BLS)
12. Year the business commenced at the current location

What the Firm Does
13. Industrial classification of business (e.g., North American Industry Classification System, a.k.a. NAICS code) (classification in BLS)
14. For Business License only, the Firm should provide information on governmental permits or licenses as required under the Business License Ordinance, (e.g. State Seller’s Permit, State Alcoholic Beverage Control License or County Health Permit).

Location of the Firm
15. Corporate Headquarters (if applicable)
16. Number of locations (applicable additional locations)
17. Situs address and mailing address, if different. (Situs address in BLS)
18. Hours of Operation
19. Rent or own
20. Mailing address (Mailing address in BLS)

Who Works for the Firm
21. Number of employees (primary and additional locations)
22. Number of Independent Contractors
23. Consider a Range of Employees (total, then broken down by full time and part time)
24. Designation of occupational category
25. For Business License only, the employees should provide certifications (as PDFs) from State or Professional Organizations as required under the Business License Ordinance, (e.g., California Massage Therapy Council certification).

For certain business activities, the System shall have additional unique data fields as needed.

The System shall also capture specific standardized data fields for County staff to complete certain processes which include but are not limited to:

- Application approval/denial process data fields
    - Referral department approval, referral departmental denial and reason, notices, certified mail number, hand delivered options (print and sign).
- Business License Commission (BLC) hearing approval/denial process data fields
    - BLC hearing date, publishing/posting requirement dates, BLC case number, BLC hearing notices, BLC hearing case documents (e.g., checklist, photos, notices, statement of information).
- Enforcement process data fields
    - Case activity notes, field inspection details (e.g., field inspection report, business owner engagement), notice details (e.g., notices of Non-Compliance, Violation, and Denial).

The TTC shall be able to modify, update and delete the fields. The data gathered should be searchable, filterable, sortable, and reportable.

Technical Requirements

The System shall be compatible with widely-used browsers such as MS Internet Explorer, MS Edge, Firefox, Chrome, and Safari. It shall also be able to handle at least 500 concurrent users and be both PCI and WCAG 2 Level AA compliant.

1.2 INTERFACES

The System shall have the capability to interface with the County's third party payment processor. The System will send bill information to the third party payment processor and receive bill payment information from the third party payment processor.

The System shall have the capability to interface with eCAPS and to create Journal Vouchers and transfer fees collected to the trust fund of the referral department.

The System shall have the capability to prepare an electronic referral or email and send notification to Departments or agencies outside of the System (i.e. Public Health). The System shall have the capability to edit the referral with pertinent information including approval/denial and justification and send back to the TTC via an electronic referral or email.

The System shall have the capability to generate bills with scan lines to the format specification in Attachment A-4.7.

The System shall have the capability to accept payment files from the TTC's Cashiering and Remittance system in the format specification in Attachment A-4.8.

Disaster Recovery/Business Continuity Plan

The Contractor shall provide a written Disaster Recovery/Business Continuity Plan (BCP) for providing continuing services to the TTC in the event of an emergency that disrupts the Contractor's operations and/or the System. The Contractor must provide an updated copy of the BCP to the TTC within ten business days of the request from the TTC. This plan shall include, at a minimum, the following components:

- Process for notifying the TTC immediately of any emergency that disrupts service (i.e. power outages, natural disaster, fire etc.);
- Description of disaster recovery plans and solutions;
- Continued support for critical business functions;
- Address, phone number, fax number of the alternate site location(s) (if any);
- Description of the production capabilities of the alternate site;
- Description of the information technology features to ensure the TTC's information remains accessible and secure;
- Timeline for operationalizing BCP;
- Description of how often the vendor conducts Disaster Recovery/Business Continuity Plan exercises e.g., quarterly, annually, biannually etc.

Additional Services

In meeting the needs of the County, Contractor may be required to provide additional services including, but not limited to, special ad hoc reports and unanticipated projects determined by the TTC. From time to time, and at the sole discretion of the County, the Contractor may only be required to provide services reflected in this Exhibit A-4 and exhibits and attachments thereto including, but not limited to, Attachment A-4.1. In the event, where the Contractor is only providing services, Contractor shall invoice the County only for the services actually performed by the Contractor, and not any other service. Fees shall be in accordance with Exhibit C-5, Pricing and Payment Schedule and shall be determined and negotiated at the time of request.

Attachment A-4.1

Project Plan - TTC

For EnerGov Implementation

Prepared for:

Los Angeles County Treasurer and Tax Collector "TTC"

225 N Hill St #1, Los Angeles, CA 90012

Prepared by:

Chuck Newberry

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Tyler Technologies, Inc.

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Project Scope

The total professional services hours set forth in the Investment Summary have been allocated to the project as follows:

Billable Hours and Expenses in Scope

- Project Management Services = 305 resource hours
- System Configuration Services = 637 resource hours
- Fundamentals Training = 40 resource hours
- System Admin Training = 80 resource hours
- End User Training & Production Support = 240 resource hours
- Report Development Services = 100 resource hours
- Data Conversion Services = 120 resource hours
- Integration Services = 80 resource hours
- Travel Expense Estimate based on 20 on-site trips (where a "trip" is defined as onsite travel of up to five business days)
  - The project plan, addressed below, will give detail on when Tyler expects to be traveling onsite over the course of the project.
  - NOTE: A typical "onsite week" is onsite at the customer site Monday – Thursday at an expected duration of 8 hours per day. Exceptions may apply to best serve the needs of the project.

Business Scope (Transactions and Automation)

- Unique Business Transactions in Scope = up to 22 Transactions
- Geo-Rules within Scope = up to 5 Geo-Rules
- Intelligent Objects and IAA's within Scope = up to 5 IO/IAA
- Custom Reports/Output documents within scope = up to 10 reports
- Integrations within scope = ***Up to 3 daily export files***
- Data Conversion Sources within scope = 1 (per data source)

"Business transaction" is defined by:

- Unique workflow or business process steps & actions (including output actions)
- Unique Automation logic (IO logic etc)
- Unique Fee assessment / configuration definition
- Unique Custom fields/forms definition

Uniqueness of any of these mentioned parameters regulates the need for a unique business case transaction design document and configuration event

"Template" transaction is defined by:

- A pre-defined and pre-configured EnerGov best management business process.

“Geo-Rule” is defined by:

- An automation event that is triggered by a condition configured around the source Esri geodatabase. Current geo-rule events are:

• **Alert**	• Displays a pop-up with a custom message to the user, notifying them of certain spatial data (i.e. noise abatement zones; flood zones; etc.).
• **Block**	• Places a block on the case and prevents any progress or updates from occurring on the record (i.e. no status changes can be completed, no fees can be paid, the workflow cannot be managed, etc.)
• **Block with Override**	• Places a block on the case and prevents any progress or updates from occurring on the record (i.e. no status changes can be completed, no fees can be paid, the workflow cannot be managed, etc.) However, the block can be overridden by end-users who have been given the proper securities.
• **Fee Date**	• Populates the CPI vesting date on the record if vesting maps are used by the jurisdiction.
• **Field Mapping**	• A custom field or any field inherent in the EnerGov application can automatically populate with information based on spatial data.
• **Required Action**	• A workflow action can automatically populate in the workflow details for the particular record (i.e. plan, permit, code case, etc.) that requires the action based on certain spatial data related to the case.
• **Required Step**	• A workflow step can automatically populate in the workflow details for the particular record (i.e. plan, permit, code case, etc.) that requires the step based on certain spatial data related to the case.
• **Zone Mapping**	• The zone(s) automatically populate on the “Zones” tab of the record (i.e. plan, permit, code case, etc.).

“Intelligent Object (IO)” is defined by:

- Key components for automatically and reactively triggering geo-rules, computing fees, and generating emails, alerts and other notifications.

“Intelligent Automation Agent (IAA)” is defined by:

- A tool designed to automate task in a proactive manner by setting values and generating emails and other tasks. On a nightly basis, a Windows service sweeps the EnerGov system looking for IAA conditions that have been met, and the associated actions are then performed. The IAA does not generate alerts or errors.

"EnerGov SDK API (Toolkits)" are defined by:

- API's developed by Tyler Technologies for the purpose of extending the EnerGov Framework and functionality to external agencies and systems. Full documentation is available for each toolkit upon request.
  Note: The EnerGov toolkits and related documentation are simply tools that allow clients to create applications and integrations. The purchase of a toolkit does not imply any development related services from Tyler Technologies. The client is responsible for working with their IT staff and VAR's to develop any necessary applications and integrations except as otherwise noted in the Investment Summary for any "in-scope" integrations.

Estimated Timeline

An estimated timeline for the EnerGov implementation has been provided as an Appendix to this Statement of Work. Project timelines are living, fluid documents subject to change. The estimates provided in the Appendix are for the Customer's initial planning and resource allocation purposes. Timelines will be updated during the project planning process and adjusted, as necessary, over the course of the project. The estimated timeline is currently projected at **approximately 12 months from the project "kick-off" event through to the start of the production stage for a single project phase.** This timeline is estimated only based on scope of services included in the Investment Summary and is subject to change based on project factors uncovered during project planning activities and mutually available resource levels from both the customer and Tyler Technologies at the time of project initiation.

Tasks

The following tasks have been arranged for this project, with responsibility definitions for both Tyler and Customer as follows:

- **Own** – Ownership of the task throughout
- **Participate** – Active, ongoing participation in the task throughout
- **Advise** – Advisory role as needed by the other party
- **None** – No planned/required involvement by the designated party

The Customer requires Customer Governance Committee approval prior to making changes that have systemwide impact. Tyler will identify deliverables with a systemwide impact so the customer can propose the change to the Customer Governance Committee for approval. Upon completion of a task, the customer will have an opportunity to review the deliverable, if any, associated with the task. The customer will have a five-day business window within which to identify to Tyler a deviation from the warranties provided in the parties' agreement. In the event a deviation is identified and confirmed, Tyler will address the deviation according the services warranty provision set forth in the Agreement, as applicable. When a corrected deliverable has been resubmitted for review, that process shall repeat. Upon Stage completion, Tyler will provide the customer with a Work Acceptance Form to document that all tasks within the Stage have been successfully delivered. The customer must return the completed Work Acceptance form within five business days of receipt, or the Stage will be deemed "accepted."

Each stage is dependent on the results of the previous stage and therefore, each stage of the methodology cannot begin until the previous stage is completed and approved.

Stage 0 - Software Delivery

Objectives:

- Tyler software is made available the customer

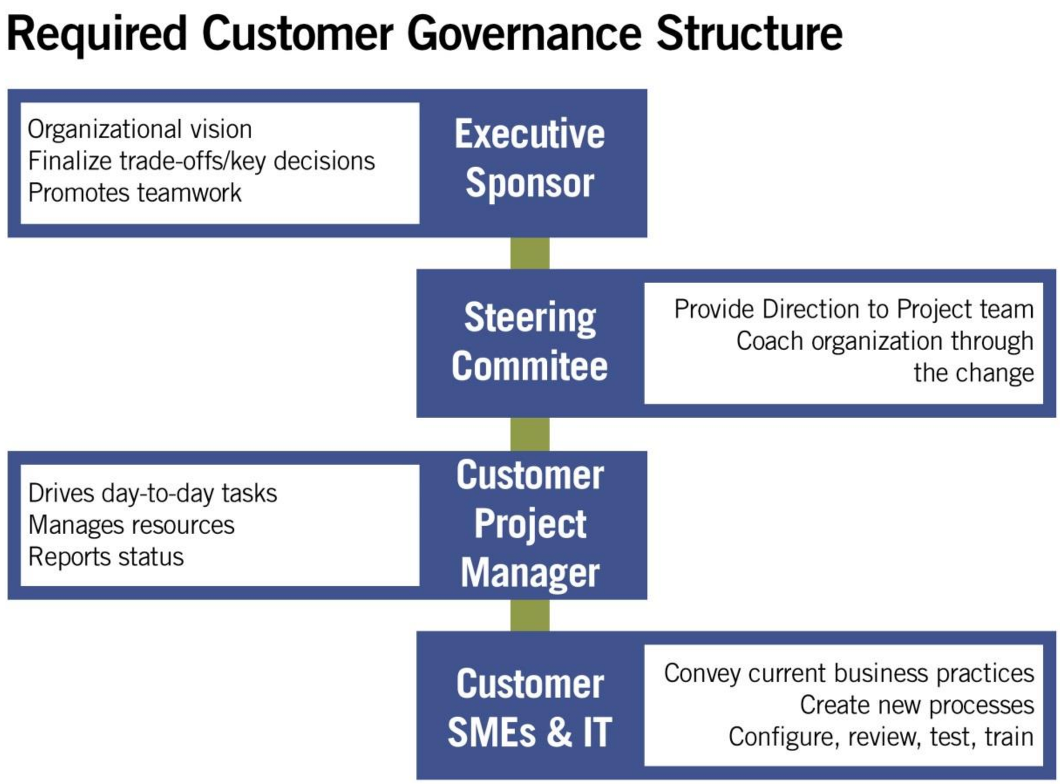
Tasks:

Software Delivery		
Tasks	Tyler	Customer
Perpetual License: Tyler makes the licensed software available on the project SharePoint site for downloading.	Own	None

Stage 1 - Initiation & Planning

Objectives:

- Introduction to project and detailed review of Stages, Tasks and Milestones/Deliverables
- Distribution of forms and gathering of high-level organizational and process information
- Establishment of Customer Governance Structure as outlined below - Please see Exhibit B of this Attachment A-4.1 for further details on the responsibilities of the various resources involved in the customer's project team
- Establishment of communication channels (Project Manager, SMEs, Permitting Systems Coordinator, etc.)
- Assessment of IT infrastructure and needs
- Planning for staff mobilization & allocation
- Create project plan, including baseline project schedule



Tasks:

Initiation & Planning		
Tasks	Tyler	Customer
Conduct Planning/Initiation Introductory Phone Call	Own	Participate
Assign Project Team Members and Establish Governance Structure	Advise	Own
Provide/Assign facilities for Tyler on-site activities	Advise	Own
Identify non-working days (i.e. vacations, holidays, etc.)	Own	Participate
Define procurement and configuration plan for necessary hardware, non-EnerGov systems software and networking infrastructure by the customer as specified by this document’s Exhibit A	Advise	Own
Provide Tyler remote access (when needed) to required server for Tyler software installation and system configuration	Advise	Own

Deliver and review Process and Configuration Collection Templates	Own	Participate
Create SharePoint site to manage project deliverables, documents, and UAT	Own	None
Deliver and review Project Status Report Template	Own	Participate
Deliver and review Sample Signoff Form	Own	Participate
Deliver and review GIS requirements and best practices documentation	Own	Participate
Deliver and Discuss EnerGov API Documentation and Ownership of Programming Against the API	Own	Participate
Deliver and review Data Conversion Template Database (DCT-DB), ERDs and usage documentation	Own	Participate
Prepare programs/databases for integration	Advise	Own
Identify and document project risks and resolutions	Own	Participate
Amend project scope/SOW as needed	Own	Participate
Deliver and review Project Plan (including project schedule)	Own	Participate
Other tasks as identified	Own for respective team	Own for respective team
Deliver Project Planning & Initiation Stage Sign Off to Customer	Own	None
Return Project Planning & Initiation Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Initiation and Planning Stage

Stage 2 - Assess & Define

Objectives:

- Team Training –System Admin /EnerGov Fundamentals
- Tyler to gain an understanding about how customer conducts business

- Translate business understanding into the "to-be" documented EnerGov configuration definition documentation
- Define custom report requirements and prioritize custom report requirements to prepare or refine customer report hours estimate or to determine whether additional hours are needed via a change order
- Define and map data conversion requirements (see section titled Data Conversion)
- Define integration specifications, as applicable
- Define and map, based on provided API's, interface requirements, as applicable

Data Conversion within scope		
System Name	Details	Comments
See investment summary		

System Integrations within scope	
System Name	Comments
N/A	

Tasks:

Assess & Define		
Tasks	Tyler	Customer
Team Training	Own	Participate
Identify Business Transactions / Case Types (i.e. Permit Types, Plan Types, Inspection Types, etc.)	Advise	Own
Scope and document EnerGov configuration design document per business transaction / process	Own	Participate
Deliver ArcGIS base map service(s) to Tyler	Advise	Own
Develop Project Definition Documents to include comprehensive collection of business processes, configuration and other details identified during this Stage	Own	Participate
Deliver and review Project Definition Documents	Own	Participate
Determine which EnerGov API's will be utilized (if applicable)	Advise	Own

Confirm whether EnerGov API's will be developed against by client or via 3rd party vendor (if applicable)	None	Own
Deliver and review list of out-of-the-box standard reports, documents, dashboards and search consoles in order to identify any gaps in report coverage that may require custom report development	Own	Participate
Develop Report Specifications	None	Own
Deliver Custom Report Development estimate (hours and cost) and accompanying Change Order (if necessary)	Own	Participate
Develop integration specifications (if applicable)	TBD	TBD
Deliver and review integration specifications to Customer (if applicable)	TBD	TBD
Other tasks as identified	Own for respective team	Own for respective team
Deliver Assess & Define Stage Sign Off to Customer	Own	None
Return Assess & Define Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Assess & Define Stage

Stage 3a –System Configuration

Objectives:

- Configure the core EnerGov software in accordance with configuration definitions from Assess & Define stage

Tasks:

System Configuration		
Tasks	Tyler	Customer
Deploy Pre-production environment to house the configuration system as defined by Tyler's Hardware / Infrastructure requirements documentation	Advise	Own

Configure the software based upon the EnerGov configuration definitions established in the previous Assess & Define stage	Own	Participate
Perform ongoing reviews with customer as configuration progresses	Own	Participate
Deliver populated Data Conversion Template Database (DCT-DB)	None	Own
Complete Basic Configuration Reviews	Own	Participate
Deliver System Configuration Stage Sign Off to Customer	Own	None
Return System Configuration Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of System Configuration Stage

Stage 3b – Configuration - Internal Test

Objectives:

- Conduct initial operational test to ensure that Tyler has the information and configurations necessary to complete report development and data conversions
- Confirm basic system configuration to ensure proper operation

Tasks:

Internal Test		
Tasks	**Tyler**	**Customer**
Provide users logins for key Customer staff	Own	None
Conduct basic system configuration testing/retesting walkthrough	Own	Participate
Record testing results in SharePoint	None	Own
Resolve any system issues identified	Own	None
Other tasks as identified	Own for respective team	Own for respective team

Deliver Internal Testing Stage Sign Off to Customer	Own	None
Return Internal Testing Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Internal Test Stage

Stage 4 - Build

Objectives:

- Develop Custom Reports per defined requirements, if any
- Import data from Data Conversion Template Database (DCT-DB) into master EnerGov database
- Development of scoped and defined integrations, as applicable
- Development against EnerGov API's through in-house or 3rd party developer (if applicable)

Tasks:

Build		
Tasks	**Tyler**	**Customer**
Review populated Data Conversion Template Database (DCT-DB) with EnerGov Data Services team member(s)	Advise	Own
Import data into EnerGov master database from populated Data Conversion Template Database (DCT-DB)	Own	None
Produce, deliver and review internally tested import of legacy data into EnerGov master database	Own	Participate
Produce, deliver and review internally tested custom reports per defined requirements (if applicable)	Own	Participate
Produce, deliver and review internally tested integrations per defined requirements (if applicable)	TBD	TBD
Provide and review the documented cut over strategy	Own	Participate
Develop against EnerGov API	Advise	Own
Other tasks as identified	Own for respective team	Own for respective team

Deliver Build Stage Sign Off to Customer	Own	None
Return Build Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Build Stage

Stage 5a - System Acceptance Planning

Objectives:

- Create test scripts based on pre-determined functionality requirements criteria
- Provide system overview and administrator training for power users (i.e. customer testers, administrators and IT) (if applicable)
- Conduct testing and system validation for promotion to end user training

Tasks:

System Acceptance Planning		
Tasks	**Tyler**	**Customer**
Develop and review acceptance schedule and criteria	Own	Participate
Coordinate training logistics and schedule	Own	Participate
Provide facilities suitable to training and testing needs	Advise	Own
Provide, if requested by Customer, Tyler's training lab	Own	Advise
Recommend test strategies, scenarios and best acceptance practices	Own	Participate
Provide sample test scripts, as requested	Own	Advise
Develop test scripts and testing criteria (based on documented business processes, interfaces, imports, reporting, etc.)	Advise	Own
Provide standard training documentation, as available	Own	None
Create customer-specific training or business process documentation	None	Own
Provide System Overview and Administrator training for Power Users (if applicable)	Own	Participate

Deliver fully configured database for pre-System Acceptance Testing data import to EnerGov	None	Own
Populate Data Conversion Template Database (DCT-DB) with latest iteration for System Acceptance Testing	None	Own
Conduct pre-System Acceptance Testing import of data from Data Conversion Template Database (DCT-DB) in master EnerGov database and deliver to Customer	Own	None
Deploy fully configured and imported master EnerGov database into the Production testing environment	None	Own
Other tasks as identified	Own for respective team	Own for respective team
Deliver System Acceptance Planning Stage Sign Off to Customer	Own	None
Return System Acceptance Planning Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of System Acceptance Planning Stage

Stage 5B – Verification and System Acceptance

Objectives:

- Test and signoff on each delivered business process, suite or component based on criteria and scope
- System ready for production and promoted to a production and/or training environment
- "Ready for production" means that items that are not features enhancement or bugs that will allow the customer to move forward to User Training (Stage 6) and then go-live are addressed

Tasks:

Verification and System Acceptance		
Tasks	**Tyler**	**Customer**
Conduct testing of custom (if necessary) and standard reports	Advise	Own

Conduct testing of main EnerGov forms and end-to-end system functionality	Advise	Own
Conduct testing of produced integrations, if applicable	Advise	Own
Conduct testing of imported data	Advise	Own
Record testing results in SharePoint	None	Own
Resolve material System Acceptance Testing issues	Own	Participate
Retest until acceptance criteria developed in Stage 5A are met such that go-live can occur	Participate	Own
Identify out-of-scope configuration changes that do not impact System Acceptance based on predefined scope for post go-live change order	Own	Participate
Other tasks as identified	Own for respective team	Own for respective team
Deliver Verification and System Acceptance Stage Sign Off to Customer	Own	None
Return Verification and System Acceptance Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Verification and System Acceptance Stage

Stage 6 - User Training

Objectives:

- Provide requisite hours of classroom and one-on-one training and knowledge transfer

Tasks:

User Training		
Tasks	**Tyler**	**Customer**
Coordinate training logistics and schedule	Own	Participate

Provide facilities suitable to training needs	Advise	Own
Provide, if requested by Customer, Tyler's training lab	Own	Advise
Deliver fully configured database for pre-User Training data import to EnerGov	None	Own
Populate Data Conversion Template Database (DCT-DB) with latest iteration for User Training	None	Own
Conduct pre-User Training import of data from Data Conversion Template Database (DCT-DB) in master EnerGov database and deliver to Customer	Own	None
Deploy fully configured and imported master EnerGov database into the Production testing environment	None	Own
Provide standard training documentation, as available	Own	None
Conduct customer training	Own	Participate
Provide business process training to ensure end users understand impact of process/practice changes decided upon during course of implementation	None	Own
If "train the trainer" approach, conduct end-user training	None	Own
Other tasks as identified	Own for respective team	Own for respective team
Deliver User Training Stage Sign Off to Customer	Own	None
Return User Training Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of User Training Stage

Stage 7 – Production & Production Support

Objectives:

- Conduct final data import cutover
- Conduct final integration deployment

- Tyler to provide on-site production support prior to cutover to Help Desk (Maintenance and Support)

Tasks:

Production & Production Support		
Tasks	**Tyler**	**Customer**
Deliver fully configured database for Production data import to EnerGov	None	Own
Populate Data Conversion Template Database (DCT-DB) with latest iteration for Production	None	Own
Conduct Production import of data from Data Conversion Template Database (DCT-DB) in master EnerGov database and deliver to Customer	Own	None
Deploy fully configured and imported master EnerGov database into the Production environment	None	Own
Provide onsite pre and post production support	Participate	Own
Define support logistics and schedule	Own	Advise
Assist customer as production issues arise	Own	Participate
Provide technical and functional user support	Participate	Own
Develop and maintain post-production issues list in SharePoint	Participate	Own
Ensure key/critical personnel are present and available to participate	Advise	Own
Other tasks as identified	Own for respective team	Own for respective team
Deliver Production & Production Support Stage Sign Off to Customer	Own	None
Return Production & Production Support Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Production & Production Support Stage

Data Conversion

(See tasks associated with data transfer, above)

The following criteria are applied to Data Conversion

Data Format

The customer must provide data to Tyler in the Data Conversion Template Database (DCT-DB) structure, as set forth in the Exhibits D and E of this Attachment A-4.1. Providing data in this format will ensure that data is properly imported into the system. Data not provided in this structure will not be considered for import.

Data scrubbing/cleansing

Any data scrubbing should be done by the customer prior to populating the DCT-DB. Data scrubbing and cleansing is not included in the EnerGov proposal.

Required Fields

There are certain fields in the EnerGov software which are required fields, and we cannot write records to the EnerGov master DB without populating these columns. Sometimes, these required fields will not be available in the legacy source data, so a simple default value can be written to the DCT-DB to fulfill the NOT NULL constraint. Tyler would write the default value as part of the conversion process.

Custom Fields

Most legacy systems will have some attribute fields that are not specified in the corresponding master table within DCT-DB. In the EnerGov software, we will refer to these as custom fields. Within each module, there will be a child table for such custom fields. Since these are specific to the legacy system(s), the customer may add columns to these tables in DCT-DB to accommodate any needed custom fields in the migration.

Parsing data

The data format is defined based on the fields that exist in the EnerGov module (street number and street name, for example). If the customer would like that data to be converted, the customer will have to break out its legacy data so that it matches the EnerGov data fields.

Address Data: Tyler does not parse out address information for optimization purposes. Rather the customer is responsible to deliver the address information in the requested (preferred format). Tyler will import the address data delivered (format) and map the fields to the best possible location in the EnerGov system. Tyler is not responsible for cleanup of inconsistent addressing.

Phone Numbers: Phone numbers are imported in the format in which the data is delivered to Tyler. Tyler is not responsible for cleanup of inconsistent numbering or sequencing.

Individuals / Names: Individual names are imported in the format in which the data is delivered to Tyler. Tyler is not responsible for parsing out single name fields into First, Last, Middle, Company, etc.

Contacts Data: If contact data is not keyed in such a way that each instance of a person has one, and only one, contact record (the record with all of their attributes such as name, address, company, phone, etc.) in the data source, then the contacts associated with a record will typically be imported into a general information tab rather than into the EnerGov Enterprise Contacts Manager.

Business-Specific Rules

Business specific rules are handled in the software configuration process and cannot typically be mapped within the data conversion process. This includes but is not limited to EnerGov Intelligent Objects and EnerGov Case Workflows.

Calendars & Scheduling

EnerGov software can import scheduled hearings and meeting details; however any data residing on an actual calendar control is excluded from the scope of the data conversion.

Key Project Assumptions

Tyler shall initially implement the most current version of the Tyler software at the time of the contract signing. During the implementation Tyler will provide newer releases of the software that meet or exceed the version available at contract signing. After Go-Live, the customer is responsible for installing newer releases. Release notes are provided for all new versions.

- Customer will maintain primary responsibility for the scheduling of customer employees and facilities in support of project activities.
- Customer will provide/purchase/acquire the appropriate hardware, software and infrastructure assets to support all purchased Tyler software products in both support/testing and production environments.
- Customer is responsible for proper site preparation, hardware, software and network configuration in accordance with Tyler specifications.
- Customer has, or will provide, access licenses and documentation of existing system to which Tyler will read, write or exchange data.

- Customer has, or will provide, a development/testing environment for import and interface testing as they are developed by Tyler.
- Tyler will provide Customer with a weekly status reports that outline the tasks completed. Tyler will also provide details regarding the upcoming tasks that need to be completed during the coming weeks, the resources needed (from customer) to complete the tasks, a current or updated version of the project plan, and a listing of any issues that may be placing the project at risk (e.g., issues that may delay the project or jeopardize one or more of the production dates) as needed.
- Tyler personnel shall attend executive project review committee meetings (internal) as needed.
- Out of scope deliverables will only be provided via a change order that is mutually agreed to.

Risk / Mitigation Strategy

The following are samples of common risks experienced during implementations of EnerGov and are provided herein to both educate the customer and set expectations around typical approaches Tyler will take to risk mitigation. Actual management of a risks/issue log will be handled through our project management plans developed by the Tyler Project Manager.

Project Schedule

Risk: Impact of various factors on baseline project schedule.

Mitigation: Given the fact that project schedules are working documents that change over the course of the project, Tyler will work closely with the customer to update, monitor, agree, and communicate any required changes to the project schedule.

Activity Focus

Risk: Minor activities consume time that should be dedicated to major activities of the project with the end result that time and/or costs overruns budget. Examples include meetings of little substance, or time spent investigating undocumented functionality or other activities not in scope.

Mitigation: Project Managers for both parties must focus squarely on meeting deadlines, services, and configuration requirements of the implementation as planned and documented in the planning, assessment and definition stages.

Incomplete Legacy Interface Documentation

Risk: During the project, certain third party documentation will be required for such tasks as interface development and import of legacy data and others.

Mitigation: Customer should ensure that APIs for interfacing to other systems, and/or a customer expert that understands the legacy database, are available to Tyler. If no such documentation or customer expertise exists, the customer will be responsible for coordinating with the third-party vendor to advise Tyler, at a potential additional expense to the customer (although not necessarily from Tyler).

Technology Age

Risk: This risk is highly dependent on the choice of Tyler products and whether the customer is hosting any of those products. If the customer will be hosting the Tyler software, then the technology hosting that software should be robust and durable. Technology that barely meets minimum requirements today will be insufficient as the needs of the system grow.

Mitigation: Tyler will assist the customer in determining optimal technology and plans to guard against pre-mature obsolescence. The customer will also complete a hardware survey, initiated by our deployment team, to confirm that the customer's hardware is sufficient for the upcoming implementation.

Critical Success Factors

In order to successfully execute the services described herein, there are several critical success factors for the project that must be closely monitored.

- **Knowledge Transfer** - While Tyler cannot guarantee specific expertise for customer staff as a result of participating in the project, Tyler shall make reasonable efforts to transfer knowledge to the customer. Customer personnel must participate in the analysis, configuration and deployment of the Tyler software in order to ensure success and to transfer knowledge across the organization. After completion of the production phase (Stage 7), the customer will be responsible for administering the configuration and introduction of new processes in the Tyler system.
- **Dedicated Customer Participation** – Tyler understands that customer staff members have daily responsibilities that compete with the amount of time that can be dedicated to the Tyler implementation project. However, it is critical that the customer acknowledges that its staff must be actively involved throughout the entire duration of the project as defined in the Project Plan. Tyler will communicate insufficient participation in Project Status Reports.
- **Managing Project Scope** - To implement the project on time and within budget, both the customer must acknowledge the scope of the project set forth in the parties' agreement, and, for services, refined over the course of the early project Stages described in this Statement of Work. Change Orders for additional items outside the scope must be submitted in advanced and signed by project stakeholders before work can begin on those items. Likewise, reductions of the defined scope will also require a Change Order.

Project Management

Tyler performs ongoing project management services throughout the implementation in order to plan and monitor execution of the project. Project Management includes the following tasks:

- Risk management
- Monitoring project budget
- Project Plan management using our expense and time-tracking tool/Excel
- Project document management using SharePoint
- Issue log management and escalation
- Status reporting
- Change order management
- Project workspace management
- Resource management
- Executive project oversight via Executive Director and Customer Governance Structure

By mutual agreement, some project management tasks are shared between the Tyler project team and the customer Project Manager/stakeholders.

Development Tools

Configuration tools (the same ones Tyler will use to implement the system) are built-into the software. The customer has full access to them, and its administrators will be trained on them. EnerGov reports are developed in Crystal Reports, so any changes to customer reports does require a licensed copy of Crystal Reports. The EnerGov system does include a Crystal Report reader, so view-only users do not require a Crystal Reports license. In addition, if applicable, the customer and/or their 3rd party vendor will need to utilize industry-standard programming tools for any development against the EnerGov API toolkits.

Documentation

Tyler-provided documentation

Over the course of the staged implementation lifecycle, the Tyler project team will provide stage-specific documentation in a range of formats (both editable and non-editable). Examples include:

- Data Collection docs (MS Excel) for configuration
- Data Mapping docs (MS Excel) for data conversion
- ERDs & Data Dictionaries for IT (PDF and CHM)
- API Documentation (PDF)
- Training Documentation Templates (MS Word and MS PowerPoint)
- Release Notes for Service Packs (PDF)
- Other documentation as required for the specifics of the project.

Customer-Provided Documentation

A definitive list of Customer-provide documentation is not possible until all aspects of the implementation are determined, usually in the beginning stages of the project. Tyler does not expect the customer to general documents that do not exist in the regular course of customer's business. Customer's assistance in completing the Tyler-provided forms and requests for configuration information is essential to a successful project.

Documentation originated by the Customer may include:

- API's for any third-party software system to which the Tyler software will interface and exchange data
- Import data documentation and in a format suitable for import into the Tyler software (please see section titled Data Conversion)
- Workflow documentation on the customer's current business processes
- Copies of pertinent ordinances or other controlling authorities
- Fee schedules
- Copies of existing permits, licenses, other documents presented to the public and expected to be derived from the Tyler software

Exhibit A

To Attachment A-4.1 of Project Plan - TTC

System Requirements

Los Angeles County TTC Department

Hardware and Network Requirements

System Requirements

Tyler's software is designed to operate on networks and operating systems that meet certain requirements. Systems that do not meet the required specifications may not provide reliable or adequate performance, and Tyler cannot guarantee acceptable results.

Site Assessment

Site assessments are an automated process. Each site is required to complete the automated process and submit results to their assigned project manager before any work can be completed on the project. While the automated process may be run prior to contract signature, the results submitted to Tyler must be dated after the Effective Date of the contract.

To complete your site assessment log in to http://check.tylertech.com

Enter your email address and the password "Tyler".

Select the product purchased to begin your system assessment. You will also be able to download PDF copies of hardware requirements from within the process. We strongly recommend that you download and keep a copy of the full hardware requirements as this document also covers recommended data backup procedures.

The link above is a generic login and password. During implementation, your project manager will provide you with a unique site and password to test your site and log results.

Exhibit B

To Attachment A-4.1 of Project Plan - TTC

Customer Roles & Skills Requirements

Los Angeles County TTC Department

Customer Roles/Skills Requirements

Project Collaboration

A successful Tyler enterprise implementation is a collaborative endeavor in which both Tyler Project Team members and agency personnel occupy specific roles (and the responsibilities associated therewith). While definitive client-side roles and skills may vary from project to project (depending on the agency's resource availability) the following designations represent the typical and recommended resource involvement for most agencies.

Executive Sponsor:

This role is typically an executive or managerial sponsor of either the IT group or a dominate business group that is ultimately responsible for the success of the project.

Typical positions: IT Director / Department or Division Director

Responsibilities include:

- Ultimate responsibility for the success of the project; serves as project champion.
- Creating a positive environment that promotes project buy-in.
- Driving the project through all levels of the agency.
- High-level oversight throughout the stages of the project; ROI initiatives oversight.

Project Steering Committee:

This committee is formed by executive or managerial staff of every affected business group to be implemented.

Typical individuals include a committee of the following: CIO / Community Development Director / Finance Director / CBO / Planning Director / TTC, etc…

Responsibilities include:

- Ensure proper change management and leadership to departmental staff.
- Determine beneficial process change through automation as it is presented cross-departmentally.
- Monitor project from high level.

Customer Project Manager:

This role is typically a non-business group member (IT or support staff) of the agency's project team.

Typical positions: IT or applications support project manager, Greg Wong, IMD

Responsibilities include:

- Serve as coordinator of the agency's Implementation team / subject matter experts.
- Assist in managing the project scope, deliverables and timeline with assistance from the Tyler Project Manager.
- Ensure that the project team stays focused, tasks are completed on schedule, and that the project stays on track.
- Develop and maintain the project resource plan in conjunction with the Tyler Project Manager.
- Schedule and coordinate project tasks with assistance from the Tyler Project Manager.
- Coordinate agency's Implementation team resources with all departments.
- Participate in daily project activities and track progress on project tasks.
- Hold meetings with project stakeholders to update on project status and to reach verdict on any escalated process decisions that need to be made.
- High-level oversight throughout the stages of the project; ROI initiatives oversight.

Desired Skills/Experience:

- Previous project management experience as project manager
- Strong IT technical background
- Bachelor's Degree in Computer Science or equivalent experience
- Experienced with an iterative-based development approach
- SharePoint & Microsoft Project experience a plus
- Excellent knowledge of Customer Business Practices and Processes

Departmental System Administrators:

A user representative for each affected department is typically appointed for the entire lifecycle of the implementation and to serve as ongoing configuration support or "Systems Administrator" post the production phase of the EnerGov system.

Typical positions: Departmental or division subject matter expert and typically a direct member of the business group or of the business applications support group.

Responsibilities include:

- Being trained on the EnerGov .NET system at a System Administration level.
- Being fully engaged in the business analysis system configuration, reviews and UAT activities.
- Assist internal efforts towards the creation of reports, interfaces & conversions.
- Actively participate in the full implementation of Tyler's EnerGov software solution.

- Serve as ongoing departmental or division system configuration support post the production phase of the project

Desired Skills/Experience:

- Proficient in Crystal Reports
- Analytical/Problem Solving Skills
- Experience with other “configurable” enterprise applications such as PeopleSoft, SAP, etc.

Departmental Business Leads:

A user representative for each affected department must be appointed for the entire lifecycle of the implementation. Assigning competent business leads to assist in the project is highly recommended and can often determine the success of the implementation for their respective areas. These Business Leads are typically transitioned into Tyler "Power Users".

Typical positions: Departmental or division "power user" and member of the business group.

Responsibilities include:

- Attending assessment workshop sessions.
- Willing and able to gather data and make decisions about business processes.
- Assist as a knowledge-base in the creation of specifications for reports, interfaces & conversions.
- Review and test the system configuration.

Technical Lead:

A technical individual from the Information technology group that is responsible for the technical infrastructure support of the implementation and to serve as ongoing technical infrastructure support post the production phase of the EnerGov software system.

Typical positions: Network / IT Administrator

Responsibilities include:

- Primary responsibility for the technical environment during the software implementation
- Ensure that servers, databases, network, desktops, printers, are available for system implementation and meet minimum standards
- Work with Tyler's technical personnel during implementation
- Maintain the testing and production databases
- Install software updates and releases
- Act as the primary technical resource for troubleshooting technical problems
- Establish and maintain backup, archival, and other maintenance activities

Exhibit C

To Attachment A-4.1 of Project Plan - TTC

Custom Report and Forms Form

Los Angeles County TTC Department

EnerGov Custom Request Form

Fill out this form as completely and with as much detail as possible. Please attach any sample reports or other supporting documentation and be sure to save a copy for your records. The more detail provided, the better the report designer can develop the report without additional follow-up. Not all items will apply to each report; you need only complete those items that are relevant to the request. Exceptions to these requirements may be noted under Additional Details. To save time for a large number of similar report requests, save basic information as a template.

Client Name:	Report Requestor/Point of Contact:		Request Date:
EnerGov Module: ☐Application Management ☐Business License ☐Cashier ☐Code Management ☐Contact Management	☐Impact Management ☐Inspection Management ☐Object Management ☐Permit Management ☐Plan Management ☐Professional License	☐Project Management ☐Rental Prop Management ☐Request Management ☐Tax Remittance System ☐Other	Requested Completion Date: Priority (1=High, 5=Low) ☐1 ☐2 ☐3 ☐4 ☐5
Report Name:		Report Type: ☐Report ☐Document	
Report Description/Business Need:		Request Type: ☐New ☐Modification	
Based on Similar or Existing Standard or Custom Report:		Report Target: ☐Client ☐Customer ☐EnerGov	
Format Design:			
Report Style: ☐Replicate Sample Exactly OR ☐Listing ☐Letter ☐Free Form ☐Certificate ☐Dashboard			
Report Orientation: ☐Portrait ☐Landscape	Report Output: ☐Print/PDF ☐ Excel/CSV	Paper Type: ☐Letter ☐Legal ☐Ledger ☐Printed Form ☐Other	
Include Print Date/Time: ☐Time ☐Header ☐Left	Include Page Numbers: ☐Page N ☐Header ☐Left	Date/Time Formats: ☐MM/DD/YYYY ☐HH:MM?M	

☐Date ☐Footer ☐Center ☐Right	☐Page N of M ☐ Footer ☐ Center ☐Right	☐M/D/YY ☐HH:MM?m ☐MMM D, YYYY ☐H:MM?M ☐MMM, YYYY ☐H:MM?m ☐DD/MM/YY ☐HH:MM ☐MM/DD/YY ☐HHMM (24)
Default Font Information: (Times New Roman, 10 point, Black if not specified): Font Name: Font Size: Font Color: Black or		

Technical Design:	
Identify Attached Specifications/Sample Documents (XLS, DOC, PDF, etc.):	
Primary SQL Stored Procedure (for existing reports):	**EnerGov Parameter:** ☐Date Range ☐ Module ID ☐Other
Record Selection Inclusion/Exclusion Filter or Parameters (please put additional filters in the Notes for Developer): Filter #1 Filter#2 Filter#3 Parameter: ☐User ☐Static ☐Dynamic Parameter: ☐User ☐Static ☐Dynamic Parameter: ☐User ☐Static ☐ Dynamic	
How Report Data is to be Stored or Grouped (please put additional sort/groupings in the Notes for Developer): Primary Sort: Secondary Sort: Tertiary Sort: ☐Group ☐Group ☐Group	

Additional Details
Notes For Developer:
QA Instructions/Test Case Scenarios:
Client Services Notes:

Client Notes:	
Approvals	
Ready To Develop Checklist	
☐	All static and data elements have been identified in the report specification
☐	All formatting requirements have been identified in the report specification
☐	Indicate in the report specification whether to list one address type, all address types, or prioritization of address types
☐	Indicate in the report specification whether to list one contact type, all contact types or prioritization of contact types
☐	Indicate in the report specification whether to list one phone number, all phone numbers or prioritization of phone numbers
☐	All custom fields have been created in the client database
☐	All custom fields have been configured on appropriate Additional Info dialogs
☐	All record types, classes, statuses, etc. necessary to the report have been configured
☐	All fees and fee templates necessary to the report have been configured
☐	All address types necessary to the report have been configured
☐	All contact types necessary to the report have been configured
☐	All objects, impact conditions, certifications, and other elements necessary to the report have been configured
☐	All workflow steps and actions necessary to the report have been configured
☐	All support data (Bonds, Hearings, Parcels, Tasks, Users, Zones, etc.) necessary to the report have been configured
☐	Client has approved custom report request specification

Specification Report Developer	**Specification Date**	**Estimated Initial Dev/QA Hours**	**Estimated Initial Dev/QA Cost**
Client Services Representative		**Submitted Date**	**Billable Type:**
Client Approval I agree that the above and associated documents accurately reflect the requirements for this Custom Report Request.			

Understanding the EnerGov Custom Report Request Form

The following describes each item on the EnerGov Custom Report Form:

General Information

- **Client Name** – Name of the project client.

- Report Requestor/Point of Contact – Name of original customer or Tyler source of report requirements.
- Request Date – The date the request form is filled out.
- EnerGov Module – Check the box for the module for which the report is being developed.
- Requested Completion Date – The date the report has been promised to the customer.
- Priority – The importance of the report to the client (high priorities will be completed first).
- Report Name – The name the report is to be called (will be used for the RPT and SQL file names).
- Report Type – Whether the report is a batch-style report or single case document.
- Report Description/Business Need - Describe the purpose or use of the report.
- Request Type – Whether request is based on, or modification to, an existing report or a new report.
- Based On Or Similar To Existing Standard or Custom Report – Identify an existing report that should be used as a starting point for further development.
- Report Target – Indicate if this report is for EnerGov use, internal Client use, or will be delivered to end Customers.

Format Design

- **Report Style** – Whether the report style is a listing format (table), Letter (to be mailed), Form (completed or to be filled out), Certificate (such as license or permit), Dashboard (summary analysis of data) or Exact (identical to the sample report).
- **Report Orientation** – Whether the report page orientation is Portrait or Landscape.
- **Report Output** – Whether report is intended to be read (Print/PDF) or exported (Excel/CSV).
- **Paper Type** – Select the type of paper the report will be printed on (letter, legal, ledger, pre-printed form, or other paper size). If selecting other, please identify in Additional Notes.
- **Include Print Date/Time** – Select whether to include the print date and/or time in the report header/footer and to justify it center, left or right.
- **Include Page Numbers** – Select whether to include Page Number and or Page Total in the report header/footer and to justify it center, left or right.
- **Date/Time Formats** – Select the default style of date and time to be used in the report.
- **Default Font Information** – If the default font size, style and color not specified: Times New Roman, 10pt, Black.

Technical Design

- Identify Attached Specification/Sample Documents - List the file names of additional requirements specifications or sample documents.
- **Primary SQL Stored Procedure** – The name of any existing stored procedure to be used for the report.
- **EnerGov Parameter** – Indicate if the key report parameter is a date range, an EnerGov Module ID or other field.
- **Record Selection Inclusion/Exclusion Filter Or Parameters** – List any filters to include or exclude records, in addition to any EnerGov Parameter, that should be applied to the data record selection or SQL Stored Procedure. If the filter is to be a user-prompted parameter, indicate whether the user will enter a value, select from a list of static values, or select from a dynamic list of values. If more than three, please list in *Notes For Developer*.
- **How The Report Is To Be Sorted or Grouped –** List any primary, secondary or tertiary sorting. Note if the report should be grouped by the sort value. If any group summary totals and/or if more than three sort/group levels are required, please list in *Notes For Developer*.

Additional Details

- **Notes for Developer** – Any additional information that will aid in the design and development of the report.
- **QA Instructions/Test Case Scenarios** – Special testing information to facilitate report testing and validation.
- **Client Services Notes** – Any additional comments about the report for the Implementation Team.
- **Client Notes** – Any additional comments about the report for the client.

Approval

- Ready To Develop Checklist – List of items for Implementation to make sure are complete before submitting the Report Request.

    - All static and data elements have been identified in the report specification
    - All formatting requirements have been identified in the report specification
    - Indicate in the report specification whether to list one address type, all address types, or prioritization of address types
    - Indicate in the report specification whether to list one contact type, all contact types or prioritization of contact types
    - Indicate in the report specification whether to list one phone number, all phone numbers or prioritization of phone numbers
    - All custom fields have been created in the client database
    - All custom fields have been configured on appropriate Additional Info dialogs
    - All record types, classes, statuses, etc. necessary to the report have been configured
    - All fees and fee templates necessary to the report have been configured
    - All address types necessary to the report have been configured
    - All contact types necessary to the report have been configured
    - All objects, impact conditions, certifications, and other elements necessary to the report have been configured
    - All workflow steps and actions necessary to the report have been configured
    - All support data (Bonds, Hearings, Parcels, Tasks, Users, Zones, etc.) necessary to the report have been configured
    - Client has approved custom report request specification

- Specification Report Developer – The name of the Report Developer assisting in the requirements gathering and report specification.
- Specification Date – The date the specification was completed.
- Estimated Initial Development/QA Hours – The number of hours expected for initial report development and QA. Revisions and subsequent changes to the specification may require additional hours.
- Estimated Initial Development/QA Cost – The expected billable cost for initial report development and QA. Revisions and subsequent changes to the specification may lead to additional billable costs.
- Client Services Representative – The name of the Client Services Representative working with the client.

- **Submitted Date** – The date the approved Custom Report Request is submitted to the Report Development Team.
- **Billable Type** – Whether this report is part of a contracted set of development hours, or will be billed against a client purchase order.
- **Client Approval** – Authorization by the client verifying that the report requirements are correct.

Exhibit D

To Attachment A-4.1 of Project Plan - TTC

DB Data Model and Guide

Los Angeles County TTC Department

Data Conversion for EnerGov Enterprise Server Template DB Data Model and Guide

The tables in the EG_Template db are grouped together and named such that they correspond closely with the structure of the EnerGov core product, which is broken out into different units/modules. Below, each module will contain a listing of the tables, a brief description, and an ERD diagram. All of these ERD diagrams are present within the EG_Template db (under the Database Diagrams folder in SQL Server).

Contact Repository:

contact

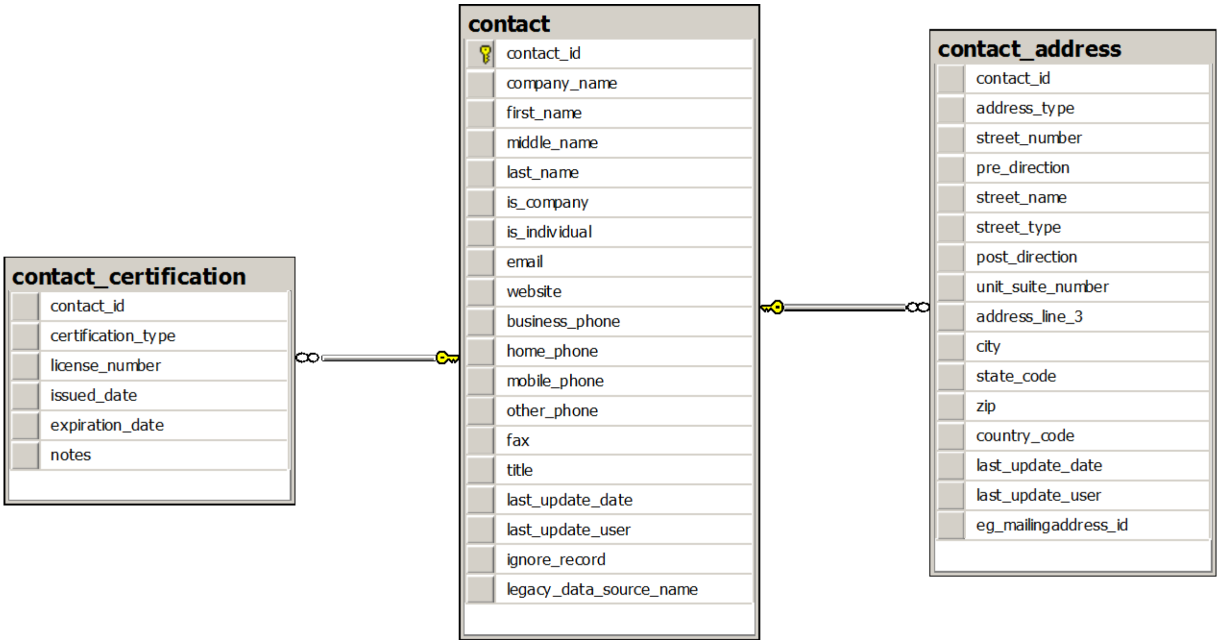
This contains the master list of contacts to convert. Duplicates should be kept to a minimum. The goal would be to have one contact record for each actual person or company. Every module within EnerGov will utilize this same contact master table for its case contacts.

contact_address

The various addresses associated to the contact. Address_type is available to distinguish different addresses (mailing, location, billing, etc.).

contact_certification

This is used to hold certifications or licenses that are desired for historical purposes, but are not being managed in EnerGov with Professional Licensing or Business Licensing.



Professional Licensing:

contact

See Contact Repository.

professional_license

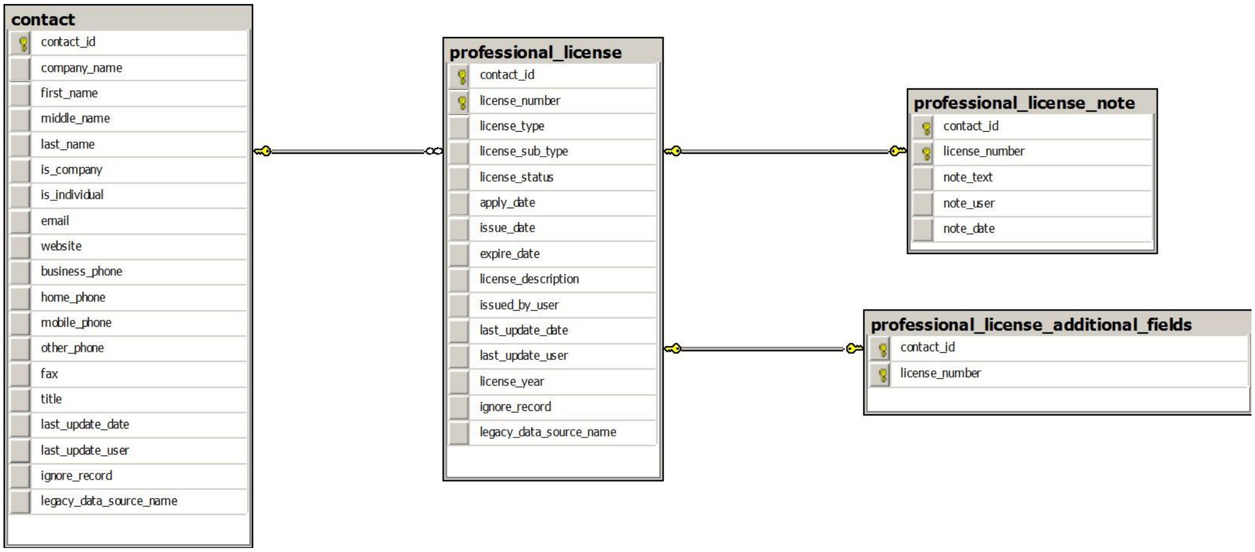
Usually a license related to an individual or contractor of some sort.

professional_license_note

Simply a place for logging memos on the license.

professional_license_additional_fields

Add any other fields which are not provided in the template model.



contact
contact_id
company_name
first_name
middle_name
last_name
is_company
is_individual
email
website
business_phone
home_phone
mobile_phone
other_phone
fax
title
last_update_date
last_update_user
ignore_record
legacy_data_source_name
professional_license
contact_id
license_number
license_type
license_sub_type
license_status
apply_date
issue_date
expire_date
license_description
issued_by_user
last_update_date
last_update_user
license_year
ignore_record
legacy_data_source_name
professional_license_note
contact_id
license_number
note_text
note_user
note_date
professional_license_additional_fields
contact_id
license_number

Business Licensing:

contact

See Contact Repository.

Business

The business table relates 1-to-1 with the contact table. This table simply holds extra attributes of the contact, and allows the contact to interact with the business license module of EnerGov as a business entity.

business_parcel

For integration with GIS, simply provide the parcel number (or PID) of the business location.

business_contact

For business contacts that link up to the master contact repository.

business_contact_no_key

For contacts that are not part of the master contact repository. These are usually stored as attributes of the business record in the legacy db (Applicant, Owner, Manager, President, etc.).

business_inspection

For routine inspections associated to business licenses.

business_license

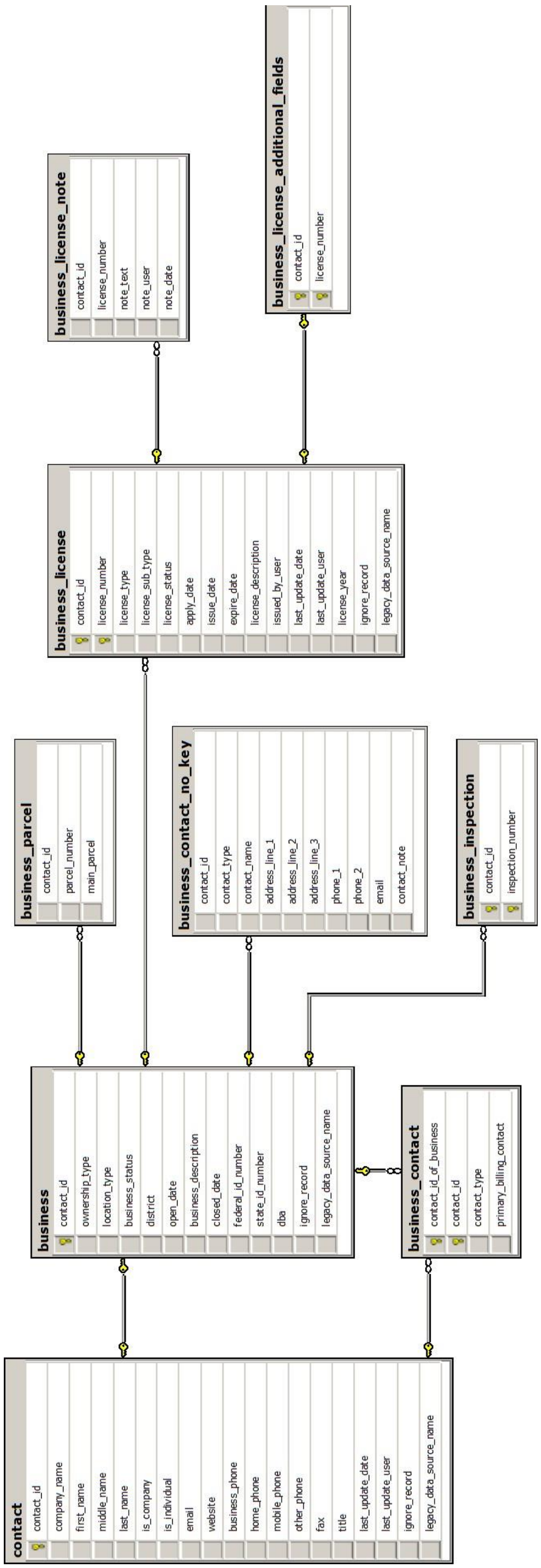
Holds licenses related to a company.

business_license_note

Simply a place for logging memos on the license.

business_license_additional_fields

Add any other fields which are not provided in the template model (at the license level).



business_license_note
contact_id
license_number
note_text
note_user
note_date
business_license_additional_fields
contact_id
license_number
business_license
contact_id
license_number
license_type
license_sub_type
license_status
apply_date
issue_date
expire_date
license_description
issued_by_user
last_update_date
last_update_user
license_year
ignore_record
legacy_data_source_name
business_parcel
contact_id
parcel_number
main_parcel
business_contact_no_key
contact_id
contact_type
contact_name
address_line_1
address_line_2
address_line_3
phone_1
phone_2
email
contact_note
business_inspection
contact_id
inspection_number
business
contact_id
ownership_type
location_type
business_status
district
open_date
business_description
closed_date
federal_id_number
state_id_number
dba
ignore_record
legacy_data_source_name
business_contact
contact_id_of_business
contact_id
contact_type
primary_billing_contact
contact
contact_id
company_name
first_name
middle_name
last_name
is_company
is_individual
email
website
business_phone
home_phone
mobile_phone
other_phone
fax
title
last_update_date
last_update_user
ignore_record
legacy_data_source_name

Code Enforcement:

code_case

Self-explanatory.

code_case_address

The various addresses associated to the case. Address_type is available to distinguish different addresses (location, owner, etc.). code_parcel - For integration with GIS, simply provide the parcel number (or PID) of the case location.

code_case_contact

For case contacts that link up to the master contact repository.

code_contact_no_key

For contacts that are not part of the master contact repository. These are usually stored as attributes of the case record in the legacy db   (Complainant, Owner, Tenant, etc.).

code_inspection

For inspections associated to code cases.

code_case_history_log

If history of updates to the case are really needed, they can be logged here.

code_case_note

Simply a place for logging memos on the case.

code_case_additional_fields

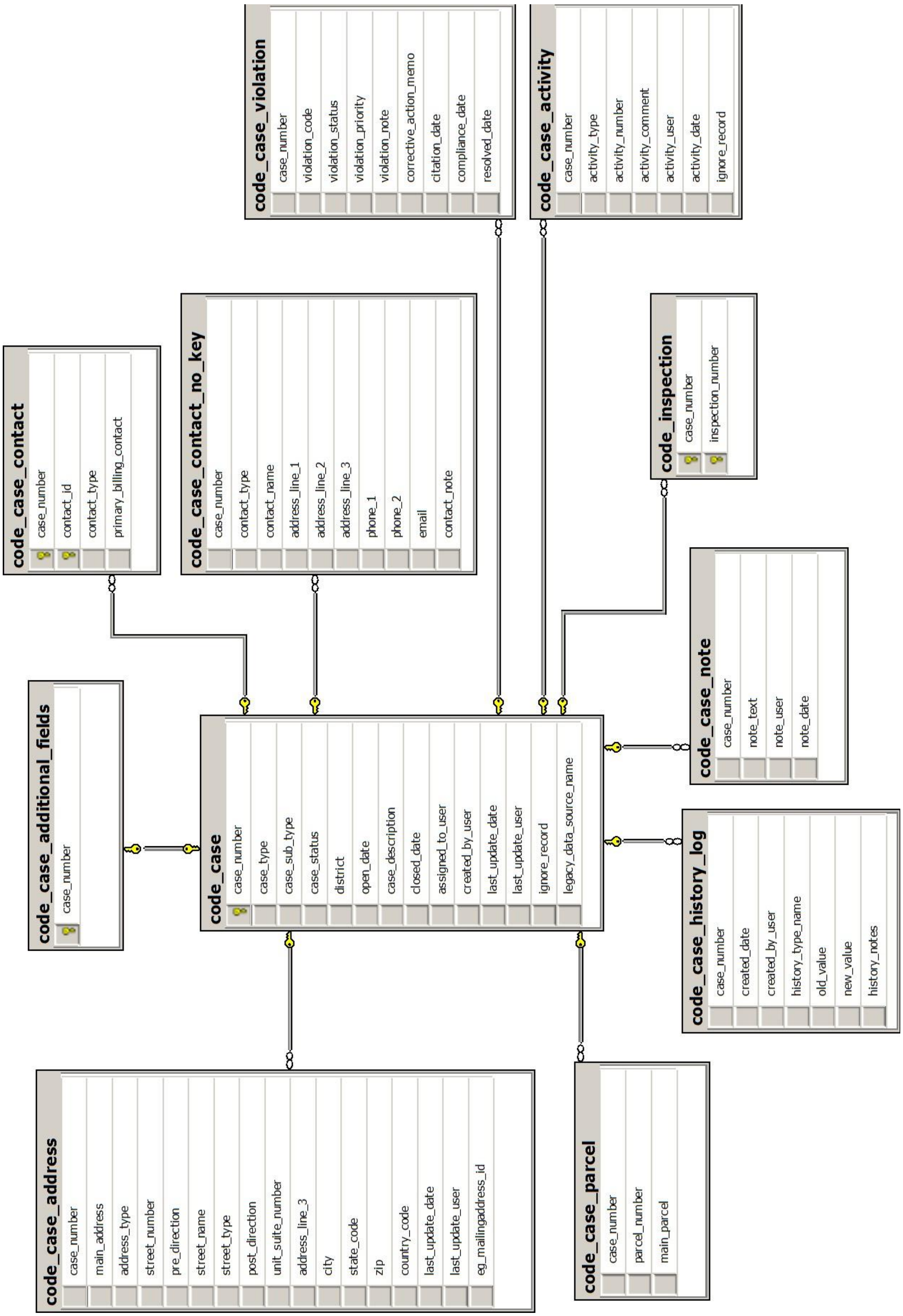
Add any other fields which are not provided in the template model (at the case level).

code_case_violation

Violations associated to the case. These usually reference city/county code numbers.

code_case_activity

A place to log various events that have occurred against the case.



code_case_violation
case_number
violation_code
violation_status
violation_priority
violation_note
corrective_action_memo
citation_date
compliance_date
resolved_date
code_case_activity
case_number
activity_type
activity_number
activity_comment
activity_user
activity_date
ignore_record
code_case_contact
case_number
contact_id
contact_type
primary_billing_contact
code_case_contact_no_key
case_number
contact_type
contact_name
address_line_1
address_line_2
address_line_3
phone_1
phone_2
email
contact_note
code_inspection
case_number
inspection_number
code_case_additional_fields
case_number
code_case
case_number
case_type
case_sub_type
case_status
district
open_date
case_description
closed_date
assigned_to_user
created_by_user
last_update_date
last_update_user
ignore_record
legacy_data_source_name
code_case_note
case_number
note_text
note_user
note_date
code_case_history_log
case_number
created_date
created_by_user
history_type_name
old_value
new_value
history_notes
code_case_address
case_number
main_address
address_type
street_number
pre_direction
street_name
street_type
post_direction
unit_suite_number
address_line_3
city
state_code
zip
country_code
last_update_date
last_update_user
eg_mailingaddress_id
code_case_parcel
case_number
parcel_number
main_parcel

Permits:

Permit

Self-explanatory. There is a parent-child relationship available within this table (for sub-permits).

permit_address

The various addresses associated to the permit. Address_type is available to distinguish different addresses.

permit_parcel

For integration with GIS, simply provide the parcel number (or PID) of the permit location.

permit_contact

For case contacts that link up to the master contact repository.

permit_contact_no_key

For contacts that are not part of the master contact repository. These are usually stored as attributes of the permit record in the   legacy db (Applicant, Owner, Contractor, etc.).

permit_inspection

For inspections associated to permits.

permit_history_log

If history of updates to the permit are really needed, they can be logged here.

permit_note

Simply a place for logging memos on the permit.

permit_additional_fields

Add any other fields which are not provided in the template model (at the permit level).

permit_activity

A place to log various events that have occurred against the permit.

permit_hold

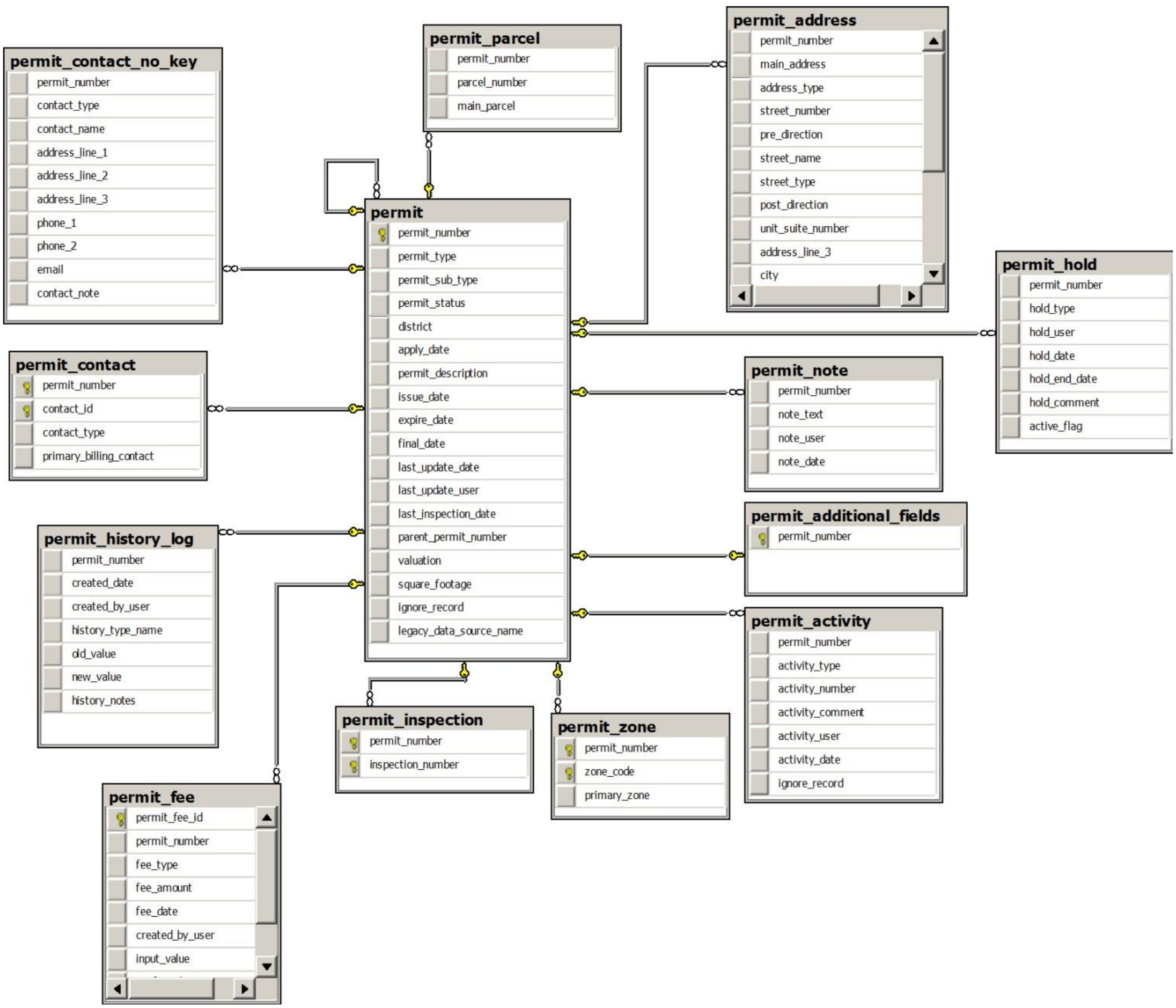
For instances where a stop work, or a hold was/is issued against a permit.

permit_zone

Simply provides a place to link zones to a permit. This is available, but is usually not used (custom fields are usually setup in EnerGov to hold zone   codes of various types).

permit_fee

Simply shown for reference here. Also see the Financial Tables section.



Plans:

plan_case

Self-explanatory.

plan_address

The various addresses associated to the case. Address_type is available to distinguish different addresses.

plan_parcel

For integration with GIS, simply provide the parcel number (or PID) of the plan location. Where multiple parcels are on a case, one should be designated as the main parcel.

plan_contact

For case contacts that link up to the master contact repository.

plan_contact_no_key

For contacts that are not part of the master contact repository. These are usually stored as attributes of the case record in the legacy db (Applicant, Owner, Contractor, etc.).

plan_inspection

For inspections associated to cases.

plan_history_log

If history of updates to the case are really needed, they can be logged here.

plan_note

Simply a place for logging memos on the case.

plan_additional_fields

Add any other fields which are not provided in the template model (at the case level).

plan_activity

A place to log various events that have occurred against the case. For conversions, reviews would likely go here.

plan_hold

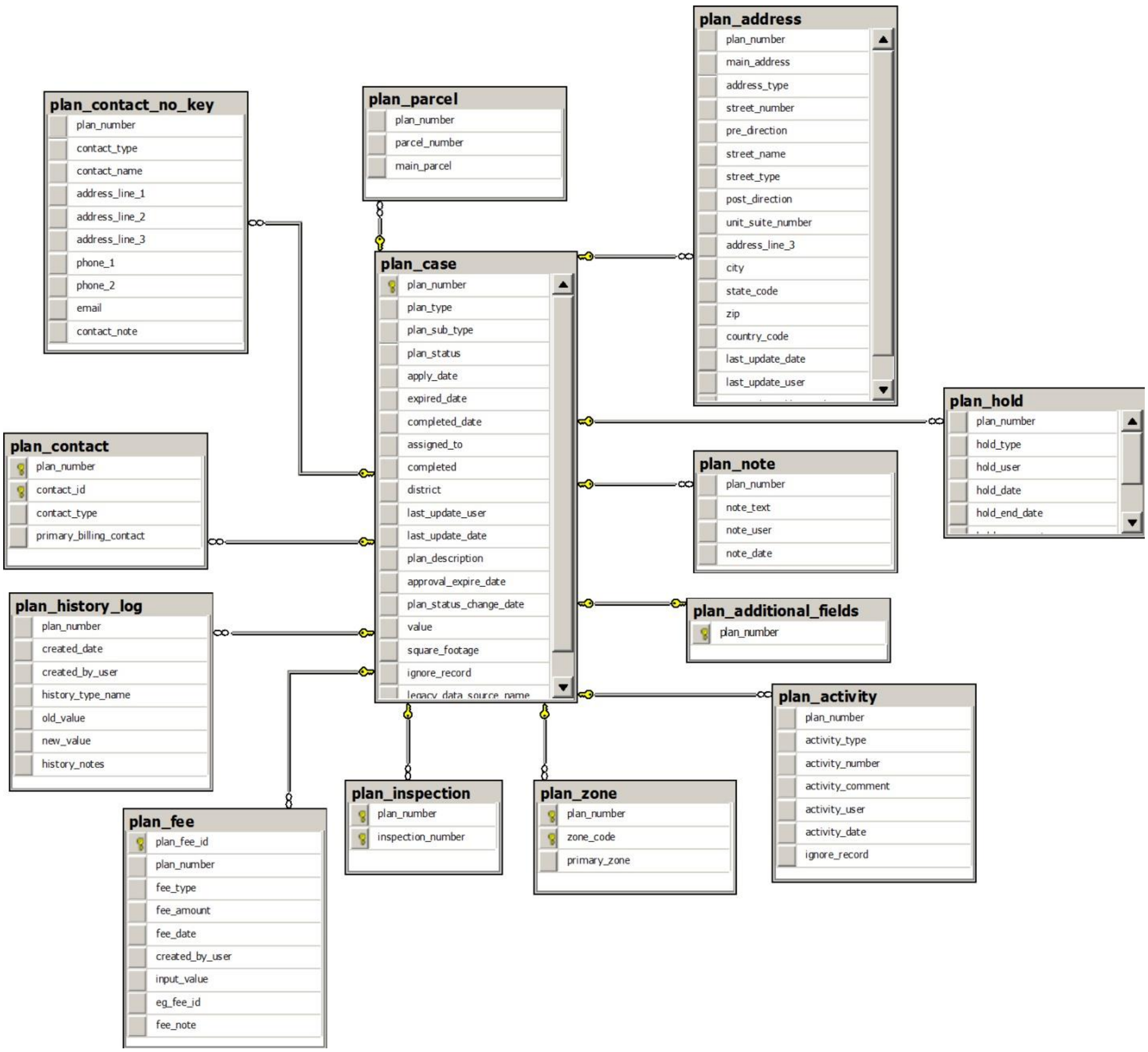
For instances where a stop work, or a hold was/is issued against a case.

plan_zone

Simply provides a place to link zones to a case. This is available, but is usually not used (custom fields are usually setup in EnerGov to hold zone codes of various types).

plan_fee

Simply shown for reference here. Also see the Financial Tables section.



Inspections:

Inspection

This holds the details of each inspection occurrence. Each inspection should be linked to the case that it relates to by using the cross reference   tables below.

plan_inspection

For inspections associated to plan cases.

permit_inspection

For inspections associated to permits.

code_inspection

For inspections associated to code cases.

business_inspection

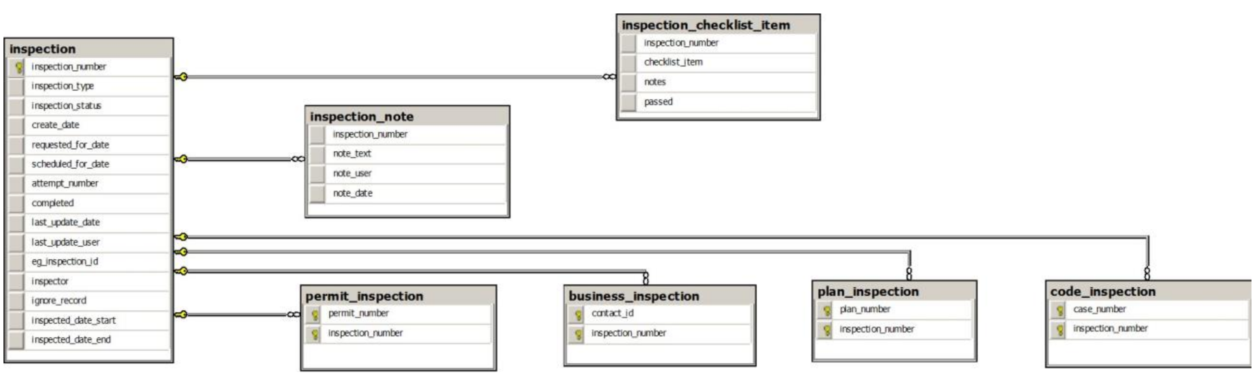
For inspections associated to businesses.

inspection_note

Simply a place for logging memos on the inspection.

inspection_checklist_item

These can be used for categorized checklist info, violations, etc.



Financial Tables:

permit fee

Holds the details for fees associated to permits.

plan fee

Holds the details for fees associated to plans.

payment

Records representing funds received.

payment_reversal

Records representing funds going back to a customer (or voided). The types of transactions here would likely be voids, NSFs, and refunds. These should be linked back to the original payment record that they are reversing.

permit_payment_detail

records the amount applied to each individual fee (line item) within a payment.

plan_payment_detail

records the amount applied to each individual fee (line item) within a payment.

permit_payment_reversal_detail

records the amount applied to each individual fee (line item) within a reversal.

plan_payment_reversal_detail

records the amount applied to each individual fee (line item) within a reversal.

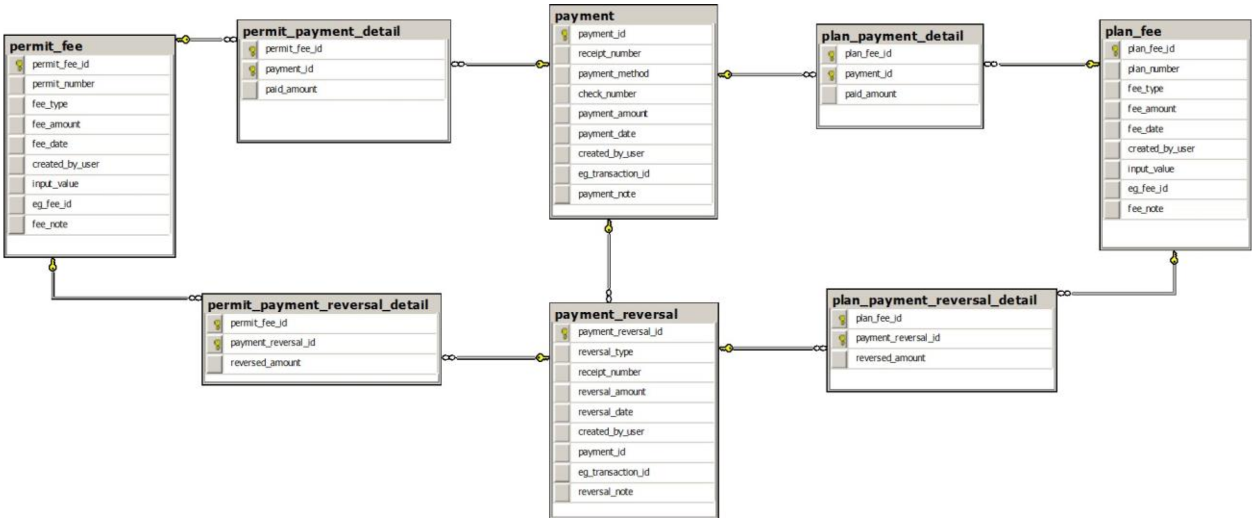

permit_fee
permit_fee_id
permit_number
fee_type
fee_amount
fee_date
created_by_user
input_value
eg_fee_id
fee_note
permit_payment_detail
permit_fee_id
payment_id
paid_amount
payment
payment_id
receipt_number
payment_method
check_number
payment_amount
payment_date
created_by_user
eg_transaction_id
payment_note
plan_payment_detail
plan_fee_id
payment_id
paid_amount
plan_fee
plan_fee_id
plan_number
fee_type
fee_amount
fee_date
created_by_user
input_value
eg_fee_id
fee_note
permit_payment_reversal_detail
permit_fee_id
payment_reversal_id
reversed_amount
payment_reversal
payment_reversal_id
reversal_type
receipt_number
reversal_amount
reversal_date
created_by_user
payment_id
eg_transaction_id
reversal_note
plan_payment_reversal_detail
plan_fee_id
payment_reversal_id
reversed_amount

Exhibit E

To Attachment A-4.1 of Project Plan - TTC

Data Conversion Process

Los Angeles County TTC Department

Data Conversion Process for EnerGov Enterprise Server (Template DB Option)

Overview:

This document is an intro to the SQL Server EG_Template database and how to populate it.

Modularized Design:

As with the EnerGov software, the EG_Template db is sectioned off into modules. Each contains one master table at the top of the chain (ex. 'permit' for the Permit module). Within each module, there will be various child tables branching out below the master table for that module (ex. 'permit_address', 'permit_note', etc.).

There are tables that cross multiple modules. The most notable of these involve inspections and payment transactions.

Database diagrams have been included in the EG_Template database. These show the tables and their relationships for each module.

Required Fields:

There are certain fields in the EnerGov software which are required fields, and we cannot write records to the EnerGov db without populating these columns. Sometimes, these required fields will not be available in the legacy source data, so a simple default value can be written to the EG_Template db to fulfill any NOT NULL constraint.

Some of these fields are drop-down lists in EnerGov, which means that we will be restricted in the values that we can write to these required fields in the EnerGov db. For drop-down fields, there is no restriction on what can be written in the EG_Template db. So, exact spelling or careful matching to the EnerGov configured values is not an issue for fields that are destined for EnerGov drop-down fields. We will run these through a separate mapping table to translate the values to the appropriate EnerGov value during conversion. These mappings will be negotiated during the development phase of the conversion.

Custom Fields (any fields not available in the master table for the module in question):

Most legacy systems will have some attribute fields that are not specified in the corresponding master table within EG_Template. In EnerGov, we will refer to these as custom fields. Within each module, there will be a child table for such custom fields. Since these are specific to the legacy system(s), you may add columns to these tables in EG_Template to accommodate any needed custom fields in the migration. For example, 'permit_additional_fields' is the table for extra fields relating to the 'permit' records.

Gap Handling (where legacy data doesn't fit anywhere within EG_Template):

There are sometimes special features of a legacy system which EnerGov does not account for in the EG_Template db. We may have to work out a custom solution to handle these special cases.

Contacts:

This is always a big topic for data migrations. These generally fall into two categories:

1. Those contacts that were managed with each person/company having one contact record, which is kept up to date over time. As this person/company is associated with records over time (getting a business license, pulling permits, being associated to a code violation), that one contact record is attached to the permit, license, code case, etc. With this model, there is generally no duplication of contact records (except when created by mistake).

2. Contacts where the user keys the contact attribute info on each permit, case, license, etc. With this model, there is no single master record representing the contact itself. So, if a contact has been associated to 10 different permits over time, there would be 10 records with the contact attributes (each one will likely have slightly different values in the various fields like name, address, phone, etc.). With this model, there is considerable duplication of contacts.

In the EnerGov model, contacts are stored as in category 1 above. Those contacts put into EG_Template without a master 'contact' record link (category 2 above) will be migrated into custom field memo boxes to avoid duplication of contacts within the EnerGov contact repository.

For example, when populating the permit contacts, those contacts for category 1 should go into the 'permit_contact' table. Those contacts for category 2 should go into the 'permit_contact_no_key' table.

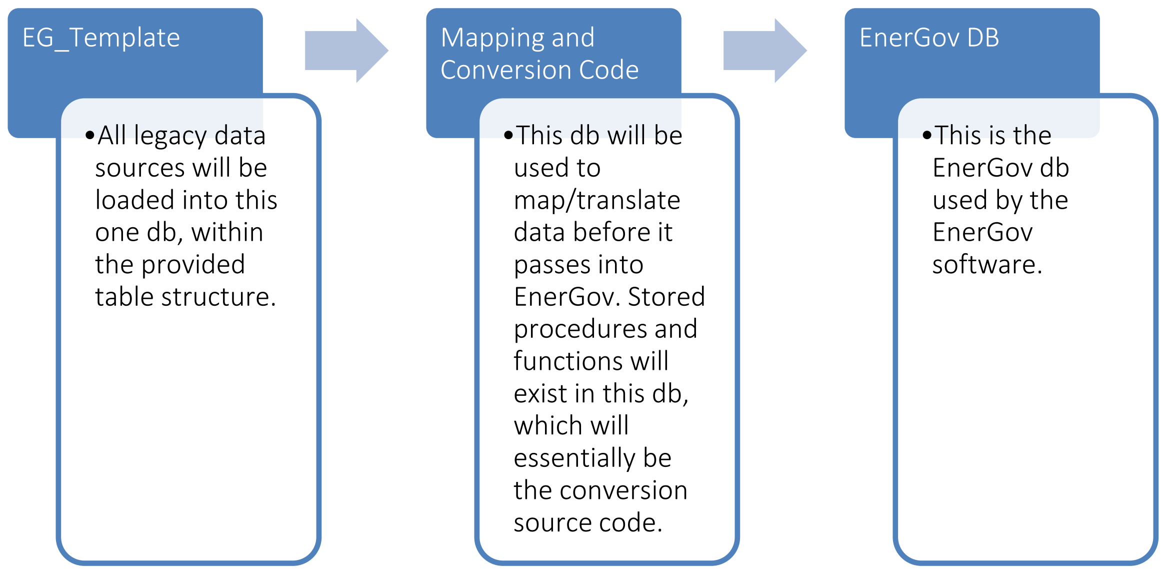
Multiple Legacy Data Sources:

There are usually multiple data sources to convert in a project. The plan is to have all data sources populated into the EG_Template db. At the main table level, there is an optional column where the legacy data source can be populated for reference. This is provided as a way to easily count up or research records originating from a particular legacy data source.

Overall Architecture of Conversion:

There are 3 SQL Server databases involved in the conversion process.

1. EG_Template (for legacy data)
2. EnerGov (the production EnerGov db)
3. A database containing all conversion processes and mapping tables. This is maintained by Tyler's data conversion team. This db takes the data from EG_Tempate, translates it, and populates it into the EnerGov db.



Progression of Conversion Development Process:

Step	Step Name	Responsible Party	Notes
1	Provide empty EG_Template database to client	Tyler	Database format will be SQL Server
2	Load legacy data into template database	Client	If there are multiple legacy data sources, all should be loaded into the one template SQL database.
3	Mapping process	Tyler /Client	Dependent on completed EnerGov configuration Spreadsheets will be used to communicate mapping values. Mapping questions may arise and both parties
4	Import-specific configuration changes to EnerGov	Tyler	Certain fields or values may need to exist for imported records only. These usually require some minor EnerGov configuration changes.
5	Customize conversion scripts	Tyler	Minor customization can be expected for many conversions, based on special requests from client.
6	Conversion execution	Tyler	Resulting EnerGov database will be provided to client team for review.
7	Review and either sign-off or request changes	Client	Client team will review the data and the interaction with it in the EnerGov software. If it meets the client's needs, sign-off will occur. If not, certain steps above may need to be repeated until client signs off on the

Progression of Final Conversion Cutover Process (Go-Live):

Step	Step Name	Responsible Party	Notes
1	Load legacy data into template database	Client	This should just be an up-to-date extract of the legacy data into the template db.
2	Conversion execution	Tyler	Resulting EnerGov database will be provided to client team. This will be the production EnerGov db.
3	Go Live	Tyler /Client	Verification of EnerGov db and site functionality - Data Conversion sign-off Move to production phase

Exhibit C-4

Pricing and Payment Schedule - TTC

Customized for

Los Angeles County TTC Department

PRICING AND PAYMENT SCHEDULE

All defined terms have the meaning set forth in the Base Agreement, except as otherwise defined herein or in Amendment No. 5

1.0 CONTRACT SUM

The Contract Sum shall be County's maximum payment obligation to Contractor for the Users added via Amendment No. 5 in one-time fees or annual fees payable by Contract Year (CY), for (i) the License fee, (ii) Implementation Services fees, (iii) Training Certifications, (iv) Maintenance and Support Services Fees, (v) annual subscription fees, and (v) Pool Dollars, if any, each of which is set forth below and payable on the schedule set forth in Section 2 (Payment Schedule).

The prices set forth below do not include taxes for which the County is responsible.

Fee Component	**One-Time Fee**	**CY6 6/24/19-6/23/20**	**CY7 6/24/20-6/23/21**	**CY8 6/24/21-6/23/22**	**CY9 6/24/22-6/23/23**
A. Licenses	$254,990				
B. Software					
C. Implementation Professional Services	$222,140				
D. Estimated Travel Expenses	$34,000				
E. Training	$61,200				
F. Contingency (10%)	$57,233				
G. Annual Software Maintenance and Support		**$26,099**	**$54,808**	**$57,548**	**$60,426**
H. Annual Licensing					N/A
Totals	**$629,563**	$26,099	**$54,808**	**$57,548**	**$60,426**

2.0 PAYMENT SCHEDULE

A. LICENSE FEES

License fees shall be invoiced as follows:

(1) $127,495 (50% of total License fees) invoiced upon completion of the project kick-off meeting.

(2) $127,495 (50% of total License fees) invoiced upon the earlier of software installation in production environment or 120 days from the Amendment No. 5 Effective Date.

B. IMPLEMENTATION SERVICES

Implementation Services shall be invoiced on a monthly basis for the hours delivered in the prior month, subject to a ten percent (10%) retention. Retained amounts over the course of a Stage, as defined in the Project Plan (Attachment A-4.1), shall be released upon Stage sign-off, which sign-off shall not be unreasonably withheld.

C. TRAINING CERTIFICATIONS

Training Certifications ($61,200) will be invoiced when delivered.

D. MAINTENANCE AND SUPPORT SERVICES

Maintenance and Support Services Fees will be invoiced annually in advance of the Contract Year, beginning one (1) year from the Amendment No. 5 Effective Date, and thereafter in advance of the upcoming Contract Year, at the rates set forth in Section 1 of this Exhibit. Maintenance and Support Services Fees for any Extended Term shall be invoiced on the subsequent Contract Year anniversar(y)(ies) at Tyler's then-current rates, or at such other rates to which the parties may otherwise mutually agree.

E. ANNUAL SUBSCRIPTION FEES

Annual subscription fees, if any, will be invoiced annually in advance, beginning at Contract Year 6 (June 24, 2019-June 23, 2020) and thereafter in advance of the upcoming Contract Year, at the rates set forth in Section 1 of this Exhibit. Annual subscription fees for any Extended Term shall be invoiced on the subsequent Contract Year anniversar(y)(ies) at Tyler's then-current rates, or at such other rates to which the parties may otherwise mutually agree.

F. TRAVEL EXPENSES

Contractor has estimated travel expenses to be $34,000. Contractor will invoice its actual travel expenses on a monthly basis, as incurred under Contractor's then-current Business Travel Policy, plus a 10% agency processing fee. Contractor's current Business Travel Policy is attached to Exhibit C-1 at Attachment C.1.

G. POOL DOLLARS FOR ADDITIONAL WORK/APPLICATIONS

All payments for or related to Additional Services and/or Additional Applications approved and paid by County shall correspondingly reduce the remaining Pool Dollars available. The quoted Pool Dollars is not a commitment or offer on the part of the County to spend such amounts for Additional Services, Additional Applications, or other expenses incurred or deliverables provided.

3.0 LICENSE - PRICING DETAIL

Application Software	Quantity	Per-Unit Price	Total Price	Comments
Business Management (BM) Suite	50	$2,500	$125,000	Entitles up to 50 TTC Users to a License of the BM Suite, as further defined in the Base Agreement.
Intelligent Automation Agent (IAA)	1	N/A	N/A	Included in TTC's License of the BM Suite: server-side plugin for post processing and proactive event handling automation.
Odata / Social IOE	1	N/A	N/A	Included in TTC's License of the BM Suite: Open data services / server-side plugin for enabling social media integration (Facebook/Twitter) and built-in Esri map views
Framework Enabling Products & Extensions				**Extensions to DPR Enterprise License**
EnerGov eReviews	1	N/A	N/A	Includes ePlan/Doc mgmt and external submission portal - Based on Population * Bluebeam licenses not included. An LA County wide license will be capped at $149,999 total for all departments within the County. $100,000 of this total has been split between DRP & DPW.

GIS Integration - EnerGov GIS	50	$10,000	$10,000	A County-wide license will be capped at $120,000 total for all departments within the County. All new users outside DRP & DPW will be charged $500 per user up to the $120,000 County-wide license amount.
iG Workforce App	10	$999	$9,990	An LA County wide license will be capped at $249,999 total for all departments within the County. All new users of the iG Workforce Apps will be charged the $999 per user rate up to the $249,999 cap.
VirtualPay	1	N/A	N/A	Included
Citizen Connected Products and Additional Citizen Components				***Based on Product License / Agency Population (10,000,000)**
EnerGov Citizen Access Web Portal -BM	1	$100,000	$100,000	Included
EnerGov Decision Engine	1	$10,000	$10,000	An LA County wide license will be capped at $100,000 total for all departments within the County. New departments will be charged $10,000 per department, if the business requirements leverage the EnerGov Decision Engine.
TOTAL			**$254,990**	

4.0 PROFESSIONAL SERVICES - PRICING DETAIL

Professional Services	Quantity	Blended rate	Total Price	Comments
Total Estimated Professional Services Resources	**942**	$170	**$160,140**	Quantity is quoted in hours; works out to 117 days. Hours breakdown is provided in Attachment A-4.1 ("Tyler Resources Purchased").
Estimated Travel Expenses (Based on weekly onsite trips)	**20**		**$34,000**	Actual expenses to be incurred under Tyler's then-current Business Travel Policy, plus a 10% agency processing fee.
Other	**Hours**	Hourly Rate	**Total**	
Training Certification	360	$170	$61,200	Pre-Project training & End User Training & Onsite Production Support
Data Conversion Services	100	$225	$27,000	Data conversion- 1 consolidated source
Report Writing Services	100	$170	$17,000	Up to 10 reports
Integration Services	80	$225	$18,000	Up to 3 daily export files
TOTAL			**$317,340**	
Annual Maintenance and Support			**Base Price**	
Annual Maintenance and Support Services			**$52,198**	
iG Apps Subscription			**N/A**	
TOTAL			**$52,198**	

5.0 ADDITIONAL APPLICATIONS AND ADDITIONAL SERVICES- PRICING DETAIL

Permitting and Land Management (PLM) Suite	**$2,500**/named user	County may purchase named-user Licenses for other County Departments in the event the Users exceed a cap of 800 named users (200 for DRP and 600 for DPW), as set forth in the Base Agreement.
Licensing & Regulatory (LRM) Suite	**$2,500**/named user	County may purchase named-user Licenses for other County Departments in the event the Users exceed a cap of 50 named users (0 for DRP, 50 for DPW and 0 for DPR), as set forth in the Base Agreement.
EnerGov eReviews	**$49,999**	A County-wide license to EnerGov eReviews will be capped at $149,999, with $100,000 of that total already allocated to DRP ($50,000) and DPW ($50,000).
EnerGov GIS	**$10,000** per County Department or **$500**/named user	A County-wide license to EnerGov GIS will be capped at $120,000, with $50,000 of that amount already allocated to DRP.

EnerGov Citizen Access Web Portal	**$0**	A County-wide license to the Citizen Access Web Portal will be capped at $100,000 for all County Departments, with that capped amount already met by DPW ($50,000) and DRP ($50,000)
EnerGov's Decision Engine	**$10,000** per Department	A County-wide license will be capped at $100,000, with participating Departments choosing to leverage the Decision Engine, with $20,000 of that capped amount already allocated to DPW ($10,000) and DRP ($10,000).
IG Workforce Apps	**$999** per User	A County-wide license will be capped at $249,999, with $199,999 of that amount already allocated to DPW ($149,999) and DRP ($50,000).
Additional Services	$170/hour $225/hour $250/hour	$170/hour: Implementation Consultant $225/hour: Data & Integration Services $250/hour: Custom Development

* Pricing for Additional Services shall be available at the rates set forth above for twenty-four (24) months from the Effective Date of Amendment No. 5.

6.0 CONSOLIDATED FEE SCHEDULE FOR DRP, DPW DPR, FIRE & TTC

For the County's reference, the parties agree that the following chart summarizes the fees and general payment terms, individually and combined, for the DRP, DPW, DPR, FIRE and TTC, licenses and services purchases under the Base Agreement. Additional pricing details specific to DRP and DPW are set forth at Exhibits C-1 and C-2, respectively.

Consolidated Fee Schedule for DRP, DPW, DPR FiIRE & TTC

			Year 1 6/24/14 to 6/23/15	Year 2 6/24/15 to 6/23/16	Year 3 6/24/16 to 6/23/17	Year 4 6/24/17 to 6/23/18	Year 5 6/24/18 to 6/23/19	Year 6 6/24/19 to 6/23/20	Year 7 6/24/20 to 6/23/21	Year 8 6/24/21 to 6/23/22	Year 9 6/24/22 to 6/2/231	Year 10 6/24/23 to 6/23/24	Year 11 6/24/24 to 6/23/25	
DRP:	Fee Component	One Time Fee												Total
	License	$ 709,999	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 709,999
	Implementation Services	$ 656,472	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 656,472
	Training Certifications	$ 3,998	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 3,998
	Maintenance & Support Services	$ -	$ -	$ 132,000	$ 135,960	$ 140,039	$ 145,641	$ 151,467	$ 159,040	$ 166,992	$ 175,342	$ 184,109	$ 193,314	$ 1,583,903
	Annual Subscriptions	$ -	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 550,000
	Estimated Travel Expense	$ 78,540	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 78,540
	Pool Dollars	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 212,300
DRP Contract Total		$ 1,449,009	$ 50,000	$ 182,000	$ 185,960	$ 190,039	$ 195,641	$ 201,467	$ 209,040	$ 216,992	$ 225,342	$ 234,109	$ 243,314	$ 3,795,212
			Year 1 6/24/14 to 6/23/15	Year 2 6/24/15 to 6/23/16	Year 3 6/24/16 to 6/23/17	Year 4 6/24/17 to 6/23/18	Year 5 6/24/18 to 6/23/19	Year 6 6/24/19 to 6/23/20	Year 7 6/24/20 to 6/23/21	Year 8 6/24/21 to 6/23/22	Year 9 6/24/22 to 6/2/231	Year 10 6/24/23 to 6/23/24	Year 11 6/24/24 to 6/23/25	
DPW:	Fee Component	One Time Fee												Total
	License	$ 1,944,991	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 1,944,991
	Implementation Services	$ 3,755,280	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 3,755,280
	Training Certifications	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
	Maintenance & Support Services	$ -	$ -	$ -	$ 350,098	$ 360,601	$ 375,025	$ 390,026	$ 409,527	$ 430,004	$ 451,504	$ 474,079	$ 497,783	$ 3,738,647
	Annual Subscriptions	$ -	$ -	$ -	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 450,000
	Estimated Travel Expense	$ 443,700	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 443,700
	Pool Dollars	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 781,972
DPW Contract Total		$ 6,143,971	$ -	$ -	$ 400,098	$ 410,601	$ 425,025	$ 440,026	$ 459,527	$ 480,004	$ 501,504	$ 524,079	$ 547,783	$ 11,114,590
			Year 1 6/24/14 to 6/23/15	Year 2 6/24/15 to 6/23/16	Year 3 6/24/16 to 6/23/17	Year 4 6/24/17 to 6/23/18	Year 5 6/24/18 to 6/23/19	Year 6 6/24/19 to 6/23/20	Year 7 6/24/20 to 6/23/21	Year 8 6/24/21 to 6/23/22	Year 9 6/24/22 to 6/2/231	Year 10 6/24/23 to 6/23/24	Year 11 6/24/24 to 6/23/25	
DPR:	Fee Component	One Time Fee												Total
	License	$ 30,000	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 30,000
	Implementation Services	$ 175,876	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 175,876
	Training Certifications	$ 20,400	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 20,400
	Maintenance & Support Services	$ -	$ -	$ -	$ -	$ 6,930	$ 7,207	$ 7,495	$ 7,870	$ 8,264	$ 8,677	$ 9,111	$ 9,566	$ 65,121
	Annual Subscriptions	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
	Estimated Travel Expense	$ 17,000	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 17,000
	Pool Dollars		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 26,491
DPR Contract Total		$ 243,276	$ -	$ -	$ -	$ 6,930	$ 7,207	$ 7,495	$ 7,870	$ 8,264	$ 8,677	$ 9,111	$ 9,566	$ 334,887
			Year 1 6/24/14 to 6/23/15	Year 2 6/24/15 to 6/23/16	Year 3 6/24/16 to 6/23/17	Year 4 6/24/17 to 6/23/18	Year 5 6/24/18 to 6/23/19	Year 6 6/24/19 to 6/23/20	Year 7 6/24/20 to 6/23/21	Year 8 6/24/21 to 6/23/22	Year 9 6/24/22 to 6/2/231	Year 10 6/24/23 to 6/23/24	Year 11 6/24/24 to 6/23/25	
DoFire:	Fee Component	One Time Fee												Total
	License	$ 224,492	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 224,492
	Implementation Services	$ 550,150	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 550,150
	Training Certifications	$ 64,600	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 64,600
	Maintenance & Support Services	$ -	$ -	$ -	$ -	$ -	$ 40,409	$ 42,025	$ 44,127	$ 46,333	$ 48,650	$ 51,082	$ 53,636	$ 326,262
	Annual Subscriptions	$ -	$ -	$ -	$ -	$ -	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 50,000	$ 350,000
	Estimated Travel Expense	$ 50,000	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 50,000
	Pool Dollars		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 88,924
DoFire Contract Total		$ 889,242	$ -	$ -	$ -	$ -	$ 90,409	$ 92,025	$ 94,127	$ 96,333	$ 98,650	$ 101,082	$ 103,636	$ 1,654,428
			Year 1 6/24/14 to 6/23/15	Year 2 6/24/15 to 6/23/16	Year 3 6/24/16 to 6/23/17	Year 4 6/24/17 to 6/23/18	Year 5 6/24/18 to 6/23/19	Year 6 6/24/19 to 6/23/20	Year 7 6/24/20 to 6/23/21	Year 8 6/24/21 to 6/23/22	Year 9 6/24/22 to 6/2/231	Year 10 6/24/23 to 6/23/24	Year 11 6/24/24 to 6/23/25	
TTC:	Fee Component	One Time Fee												Total
	License	$ 254,990	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 254,990
	Implementation Services	$ 222,140	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 222,140
	Training Certifications	$ 61,200	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 61,200
	Maintenance & Support Services	$ -	$ -	$ -	$ -	$ -	$ -	$ 26,099	$ 54,808	$ 57,548	$ 60,426	$ 63,447	$ 66,619	$ 328,947
	Annual Subscriptions	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
	Estimated Travel Expense	$ 34,000	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 34,000
	Pool Dollars		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 57,233
TTC Contract Total		$ 572,330	$ -	$ -	$ -	$ -	$ -	$ 26,099	$ 54,808	$ 57,548	$ 60,426	$ 63,447	$ 66,619	$ 958,510
Combined DRP, DPW,DPR and DoFire Totals		$ 9,297,828	$ 50,000	$ 182,000	$ 586,058	$ 607,570	$ 718,282	$ 767,112	$ 825,372	$ 859,141	$ 894,598	$ 931,828	$ 970,919	$ 17,857,627
	3% increase													
	4% increase													
	5% increase													

7.0 PRICING DETAIL FOR INTERFACES

Tyler shall provide 80 hours for this project to write up to 3 daily export files.

Exhibit D-4

Project Schedule - TTC

Customized for

Los Angeles County TTC Department

Below is a high-level schedule estimating the duration of Project Plan Stages, as defined in Exhibit A, Attachment A-4.1 (Project Plan – TTC). Once finalized and approved by authorized representatives of both parties during Stage 1 (Initiation and Planning), the final Project Schedule shall become part of this Exhibit D-4, as if fully set forth herein

TTC

Stage 1:	1 months
Stage 2:	3 month
Stage 3a:	1 month
Stage 3b:	1 month
Stage 4:	2 months
Stage 5a:	1 months
Stage 5b:	1 months
Stage 6:	1 months
Stage 7:	1 months
Total:	**12 months**

Exhibit E-4

In accordance with Subparagraph 14 of Amendment No. 5, an Exhibit E-4 (Administration of Agreement – TTC) shall be prepared during kick-off of the TTC Implementation Services, as set forth in Paragraph 4.1 of the Agreement.

Exhibit F
Schedule 1

Acceptance Sign Off

Client:

Date:

Visit/Deliverable:

Tyler Technologies Use Only

☐ Deliverable does NOT denote a payment milestone

☐ This deliverable denotes a payable milestone.
Amount Due: $0.00

Deliverables	Performed By	Notes
Additional Signoff Notes:		

☐ I am satisfied with the work performed for this stage, and/or deliverable.

☐ I am NOT satisfied with the work performed for this stage, and/or deliverable.

In an effort to ensure quality and complete satisfaction with each phase of the project Tyler Technologies' Professional Services division has established the following rules:

1. Projects will not be allowed to move from one phase to another without a sign off indicating satisfaction with the work performed. The Tyler Technologies' project team will immediately stop all other tasks, complete the phase at hand, and obtain sign off before moving to the next phase.

2. Customer understands that any payment not received within 30 days of invoice will result in work stoppage. All related project tasks will be stopped until payment is received.

Print Name: ____

Signature: ____

Date: ____

(Please return signed copy to the Tyler Technologies project team)

Customer Notes:

Exhibit F
Schedule 2

Change Order Form

Client: ______________________ Date: ______________________

Generated By: ______________________

Authorized By: ______________________

Change Overview:

Narrative Description of Change:

Impact of Change:

Schedule Impact: Delay of milestone & sub-tasks on Tyler Technologies Implementation Project Plan including:

Task	Proposed Date Changes

Cost Impact:

Change Detail	Credit	Debit	Total

Revision No.: ______________________

No changes may be made to this project without the agreement of the Project Manager(s), and must be approved by the Project Director. Submit endorsed Change Order to the Tyler Technologies' Project Manager

Date Approved	Comments	Approved By	Signature

Exhibit F
Schedule 3

Custom Programming Request Form

Client:	
Date of Request:	
Contact Name:	
Expiration Date:	(Quote is valid for 30 days)

Feature Request

[Short Narrative Here]

Option 1 – [Custom Programming Item Name], [Hour Estimate]

[Details here]

Tyler Technologies Use Only

		Impact Fee:	$0
Development Hours:	0	Development:	$0
Estimated Release Date:	See Dates Below	Implementation Cost:	$0
Estimated Release Version:	See Dates Below	Training Cost:	$0
		Documentation Cost:	$0
		Total Cost:	$0

R&D Authorization: ____________________

Sales Rep Authorization: ____________________ Total Cost: $0

Authorized: ____________________

Release Schedule

Release Schedule	Estimated Date
[EnerGov Software Beta Release date]	DATE
[EnerGov Software RC Release date]	DATE
[EnerGov Software Gold Release date]	DATE
* Release dates are subject to change	

Accepted and Ordered by Customer:

Signature:	
Name (print):	
Title:	
Date:	

Please sign, date and return by fax:

Tyler Technologies, Inc.

Attachment A-4.2

BUSINESS LICENSE FEE CHART

CODE	FEE CODE	CLASSIFICATION	Animal Control	Beaches and Harbor	CEO Risk Management	Building & Safety (PW)	Fire	Fire CUPA	EMS	Health	Health - Tobacco Control	Treasurer & Tax Collector	Business License Commission	Regional Planning	Weights & Measure	Publishing	Environmental Health (PW)	Sheriff
7.92.070	7002 W/G	ADULT CABARET				X	X			X		X	X	X		X		X
7.16.040	1013 TO	AIR AMBULANCE (AIRCRAFT)							X									
7.16.058	1012 W/G	AIR AMBULANCE OPERATOR							X									
8.04.810	1014 TO	AMBULANCE TRANSFER LIC FEE							X									
7.16.170	1000 W/G	AMBULETTE DRIVER							X									
7.16.170	1011 W/G	AMBULETTE DRIVER W/CITY							X									
7.17.071	1001 W/G	AMBULETTE VEHICLE							X									
7.16.040	1002 W/G	AMBULANCE VEHICLE							X									
7.16.030	1003 W/G	AMBULANCE OPERATOR							X									
7.17.020	1004 W/G	AMBULETTE OPERATOR							X									
7.16.170	1009 W/G	AMBULETTE ATTENDANT							X									
7.16.170	1010 W/G	AMBULETTE ATT. W/CITY							X									
7.50.030	5721 TO	APARTMENT HOUSE 5-10					X							X				
7.50.030	5722 TO	APARTMENT HOUSE 11-15					X							X				
7.50.030	5723 TO	APARTMENT HOUSE 16+					X							X				
7.18.020	0441 W/G	BILLIARD ROOM				X	X						X	X		X		X
7.20.180	3531 W/G	BINGO MANAGER											X					X
7.20.530	3581 W/G	BINGO SUPPLIER											X					X
7.20.040	3802 W/G	BINGO OPERATOR			X	X	X			X			X	X				X
7.50.010	0571 TO	BOARDING HOUSE (7+ TENANTS)					X			X				X				
7.50.010	0572 TO	BOARDING HOUSE (1-6 TENANTS)					X							X				
7.94.050	6500 W/G	BODY ART ESTABLISHMENT			X	X	X			X		X	X	X				X

BUSINESS LICENSE FEE CHART

CODE	FEE CODE	CLASSIFICATION	Animal Control	Beaches and Harbor	CEO Risk Management	Building & Safety (PW)	Fire	Fire CUPA	EMS	Health	Health - Tobacco Control	Treasurer & Tax Collector	Business License Commission	Regional Planning	Weights & Measure	Publishing	Environmental Health (PW)	Sheriff
7.94.050	6550 W/G	BODY ART ESTAB. MOBILE			X	X	X			X		X	X	X				X
7.94.090	6560 W/G	BODY ART TECHNICIAN								X		X						X
7.94.090	6561 W/G	BODY ART TECH. MOBILE			X					X		X						X
7.90.030	0322 W/G	BOOKSTORE (ADULT)				X	X						X	X		X		X
7.90.030	0321 W/G	BOOKSTORE (GENERAL)				X	X						X	X		X		X
7.90.070	0324 TO	BOTTLE WASHING						X		X				X				
7.90.080	0325 TO	BOTTLE WORKS						X						X				
7.90.340	0326 W/G	BOWLING ALLEY				X	X			X		X	X	X		X		X
7.22.030	0841 W/G	CARD/GAME CLUB				X	X			X			X	X		X		X
7.25.010	0331 W/G	CARNIVAL			X							X	X				X	X
7.25.020	0374 W/G	CARNIVAL GAME BOOTH										X						
7.06.160	0048 W/G	CHARITABLE INSTITUTION										X	X					
7.25.010	0375 W/G	CIRCUS - 1ST DAY	X		X							X	X	X			X	X
7.25.010	9375 W/G	CIRCUS - EA. ADD’L DAY	X									X						
7.40.030	2422 W/G	CLOSE-OUT SALE 60 DAYS										X						
7.40.030	2423 W/G	CLOSE-OUT 30 DAY REN.										X						
7.90.360	0327 TO	COIN PHONOGRAPH										X		X				
7.90.370	0328 TO	COIN GAME										X		X				
7.26.020	0505 TO	COLD STORAGE					X			X				X				
7.08.050	7288 W/G	DIRECTOR’S CHG. W/HEARS.										X	X					
7.08.050	7290 TO	DIRECTOR’S CHG. WO/HEAR.										X						

BUSINESS LICENSE FEE CHART

CODE	FEE CODE	CLASSIFICATION	Animal Control	Beaches and Harbor	CEO Risk Management	Building & Safety (PW)	Fire	Fire CUPA	EMS	Health	Health - Tobacco Control	Treasurer & Tax Collector	Business License Commission	Regional Planning	Weights & Measure	Publishing	Environmental Health (PW)	Sheriff
7.30.110	2020 W/G	DANCE				X	X			X		X	X	X		X		X
7.30.180	2021 W/G	DANCE (SPECIAL)				X	X			X		X	X	X		X		X
7.30.130	2022 W/G	DANCE YOUTH/CHARITY				X	X			X		X	X	X		X		X
7.32.010	0751 TO	DEMONSTRATOR										X						
7.06.190	0075 TO	DUPLICATE LICENSE																
7.36.040	2809 W/G	ENTERTAINMENT W/DANCE				X	X					X	X	X		X		X
7.36.040	2811 W/G	ENTERTAINMENT WO/DANCE				X	X					X	X	X		X		X
7.36.130	2812 W/G	ENTERTAINMENT CHARITY				X	X					X	X	X		X		X
7.38.020	0533 W/G	ESCORT BUREAU					X			X			X	X				X
7.90.380	0329 W/G	EXHIBITION				X	X			X		X	X	X			X	X
7.90.090	0330 W/G	EXPLOSIVES					X	X		X				X				X
7.90.110	0332 TO	FERTILIZER PLANT					X	X						X				
7.90.120	0333 TO	FILLING STATION					X	X						X			X	
7.72.030	0654 TO	FOOD ESTABLISHMENT					X			X				X				
7.76.170	1325 TO	FOUNDRY					X	X				X		X				
7.42.010	1251 TO	FUNERAL ESCORT SERVICE										X						
7.42.030	1252 TO	FUNERAL ESCORT RIDER										X						
7.90.440	3281 W/G	GAME ARCADE				X	X					X	X	X				X
7.28.040	0710 TO	GAS & OIL TANKER					X	X										
7.46.020	0760 TO	GUN DEALER					X							X				X
7.90.130	0335 TO	HAY, GRAIN AND FEED					X							X				

BUSINESS LICENSE FEE CHART

CODE	FEE CODE	CLASSIFICATION	Animal Control	Beaches and Harbor	CEO Risk Management	Building & Safety (PW)	Fire	Fire CUPA	EMS	Health	Health - Tobacco Control	Treasurer & Tax Collector	Business License Commission	Regional Planning	Weights & Measure	Publishing	Environmental Health (PW)	Sheriff
7.47.020	5912 W/G	HEALTH CLUB/SPA			X	X	X	X		X		X	X	X				X
7.48.010	5611 TO	HOG RANCH	X				X			X				X				
7.90.140	0336 TO	HORSEMEAT UNCOOKED								X				X				
7.50.030	5731 TO	HOTEL 5-10					X			X				X				
7.50.030	5732 TO	HOTEL 11-15					X			X				X				
7.50.030	5733 TO	HOTEL 16+					X			X				X				
7.52.020	0581 W/G	IDENTIFICATION CARD										X						X
7.90.160	0339 TO	LAUNDERETTE					X			X				X				
7.90.170	0340 TO	LIVERY STABLE	X				X			X				X				
7.90.190	0341 W/G	LOCKSMITH										X		X				X
7.90.190	0342 W/G	LOCKSMITH ITINERANT										X						X
7.90.280	0364 TO	LUMBERYARD					X	X						X				
7.36.270	2732 W/G	MANAGER										X						X
7.54.020	5910 W/G	MASSAGE ESTABLISHMENT				X	X			X		X	X	X		X		X
7.54.020	5911 W/G	MASSAGE ESTABLISHMENT (RENEWAL)								X		X	X			X		X
7.54.210	0594 W/G	MASSAGE TECHNICIAN										X						
7.54.210	0595 W/G	MASSAGE TECHNICIAN (RENEWAL)										X						
7.55.040	9500 W/G	MEDICAL MARIJUANA DISPENSARY			X	X	X	X		X		X	X	X				X
7.55.080	5911 W/G	MEDICAL MARIJUANA MANAGER										X						X
7.56.020	2615 W/G	MODEL STUDIO					X			X			X	X		X		X
7.50.040	0573 TO	MOTEL					X			X				X				

BUSINESS LICENSE FEE CHART

CODE	FEE CODE	CLASSIFICATION	Animal Control	Beaches and Harbor	CEO Risk Management	Building & Safety (PW)	Fire	Fire CUPA	EMS	Health	Health - Tobacco Control	Treasurer & Tax Collector	Business License Commission	Regional Planning	Weights & Measure	Publishing	Environmental Health (PW)	Sheriff
7.90.510	0343 TO	MOTORCYCLE CONTEST					X					X		X				
7.90.510	0943 TO	MTRCYCLE CONTEST @ DAY										X						
7.58.040	4039 TO	MOTOR VEH. REPAIR ITIN.						X				X						
7.58.040	4040 TO	MOTOR VEHICLE REPAIR					X	X				X		X			X	
7.58.020	4041 TO	MOTOR VEH. BODY/FENDER					X	X				X		X				
7.58.030	4042 TO	MOTOR VEHICLE PAINT					X	X				X		X				
7.88.010	0721 TO	MOTOR VEHICLE RENTAL					X	X				X		X				
7.90.570	0354 W/G	OFF-ROAD VEHICLE					X	X				X	X	X		X		X
7.76.190	1333 TO	OIL TOOL EXCHANGE						X				X		X				
7.60.030	3172 W/G	OUTDOOR FESTIVAL RELIG.			X		X			X		X	X	X		X	X	X
7.60.030	3202 W/G	OUTDOOR FEST. 1ST DAY			X		X			X		X	X	X		X	X	X
7.60.030	3203 W/G	OUTDOOR FEST. ADD’L DAY										X						
7.06.300	7287 W/G	PARTNERSHIP CHG W/HEAR										X	X					X
7.06.300	7289 TO	PARTNERSHIP CHG WO/HEAR										X						
7.76.220	1343 W/G	PAWNBROKER										X		X				X
7.62.030	0605 W/G	PEDDLER (COMM MOTOR VEH)								X		X						
7.62.040	0606 TO	PEDDLER (MDSE-SPEC. EVENT)										X						
7.14.010	9000 TO	PEDDLER VETERAN										X						
7.90.550	0350 TO	PICNIC PARK					X			X				X				
7.64.020	2714 W/G	PICTURE ARCADE (GENERAL)				X	X			X		X	X	X		X		X
7.64.020	2715 W/G	PICTURE ARCADE (ADULT)				X	X			X		X	X	X		X		X

BUSINESS LICENSE FEE CHART

Attachment A-4.2

CODE	FEE CODE	CLASSIFICATION	Animal Control	Beaches and Harbor	CEO Risk Management	Building & Safety (PW)	Fire	Fire CUPA	EMS	Health	Health - Tobacco Control	Treasurer & Tax Collector	Business License Commission	Regional Planning	Weights & Measure	Publishing	Environmental Health (PW)	Sheriff
7.90.210	0347 TO	PLANT NURSERY												X				
7.90.560	0351 TO	PONY RIDE	X							X								
7.90.220	0352 TO	POULTRY DEALER (LIVE)	X							X				X				
7.24.410	3171 W/G	PROMOTOR			X							X	X					X
7.72.020	0652 W/G	PUBLIC EATING					X			X		X		X				
7.74.020	1111 TO	REBOUND TUMBLING			X	X	X			X		X		X				
7.90.240	0358 TO	RENDERING PLANT												X				
7.25.060	1112 TO	RIDES MECHANICAL				X						X						
7.90.250	0360 W/G	RIFLE RANGE				X	X	X		X		X	X	X				X
7.90.590	3614 W/G	RODEO - 1ST DAY	X									X	X	X			X	X
7.90.590	3615 W/G	RODEO EA. ADD'L DAY										X						
7.76.260	1354 W/G	SALVAGE DEALER					X					X		X			X	X
7.76.250	1356 TO	SALVAGE COLLECTOR										X						X
7.76.280	1357 TO	SALVAGE COLL. CHARITY										X						X
7.76.280	1355 W/G	SALVAGE DEALER CHARITY					X					X		X			X	X
7.90.280	0365 TO	SAWMILL					X							X				
7.70.020	0622 W/G	SCHOOL PRIVATE				X	X			X		X	X	X				X
7.06.170	0051 TO	SEASONAL LICENSE																
7.76.270	1352 W/G	SECONDHAND DEALER					X					X		X			X	X
7.76.270	1351 W/G	SECONDHAND DEALER ITIN.										X						X
7.76.280	1353 W/G	SECONDHAND DEALER CHAR					X					X		X			X	X

BUSINESS LICENSE FEE CHART

CODE	FEE CODE	CLASSIFICATION	Animal Control	Beaches and Harbor	CEO Risk Management	Building & Safety (PW)	Fire	Fire CUPA	EMS	Health	Health - Tobacco Control	Treasurer & Tax Collector	Business License Commission	Regional Planning	Weights & Measure	Publishing	Environmental Health (PW)	Sheriff
7.06.280	0766 W/G	SITE TRANSFER																
7.30.670	2171 W/G	SKATING RINK					X	X		X		X	X	X		X		X
7.04.050		SEPARATE ACTIVITY																
7.90.610	0366 W/G	SHOOTING GALLERY					X	X				X		X				
7.62.080	0611 W/G	SOLICITOR COMPANY										X						X
7.62.090	0612 W/G	SOLICITOR INDIVIDUAL										X						X
7.62.080	0049 W/G	SOLICITOR CHARITY										X						
7.78.070	2501 TO	SOUND TRUCK										X						
7.90.290	0372 TO	SWIMMING POOL PUBLIC						X		X				X				
7.80.450	1501 W/G	TAXICAB DRIVER										X						X
7.80.450	1500 W/G	TAXICAB DRIVER W/CITY										X						X
7.80.030	1502 W/G	TAXICAB OPERATOR			X							X	X					X
7.80.040	1503 W/G	TAXICAB 1ST VEHICLE										X			X			
7.80.040	1504 W/G	ADD'L TAXICAB VEHICLE										X			X			
7.80.190	9001 W/G	TAXICAB MODIFY WO/HEAR.										X						
7.80.190	9002 W/G	TAXICAB MODIFY W/HEAR.										X	X					
7.30.070	2011 W/G	TAXI DANCE HALL				X	X			X		X	X	X				X
7.30.690	2191 TO	TAXI DANCE INSTRUCTOR										X						
7.82.090	3342 W/G	THEATRE (ADULT)				X	X			X		X	X	X		X		X
7.82.090	3341 W/G	THEATRE (GENERAL)				X	X			X		X	X	X		X		X
7.83.030	9050 W/G	TOBACCO SHOP*				X	X				X	X		X				

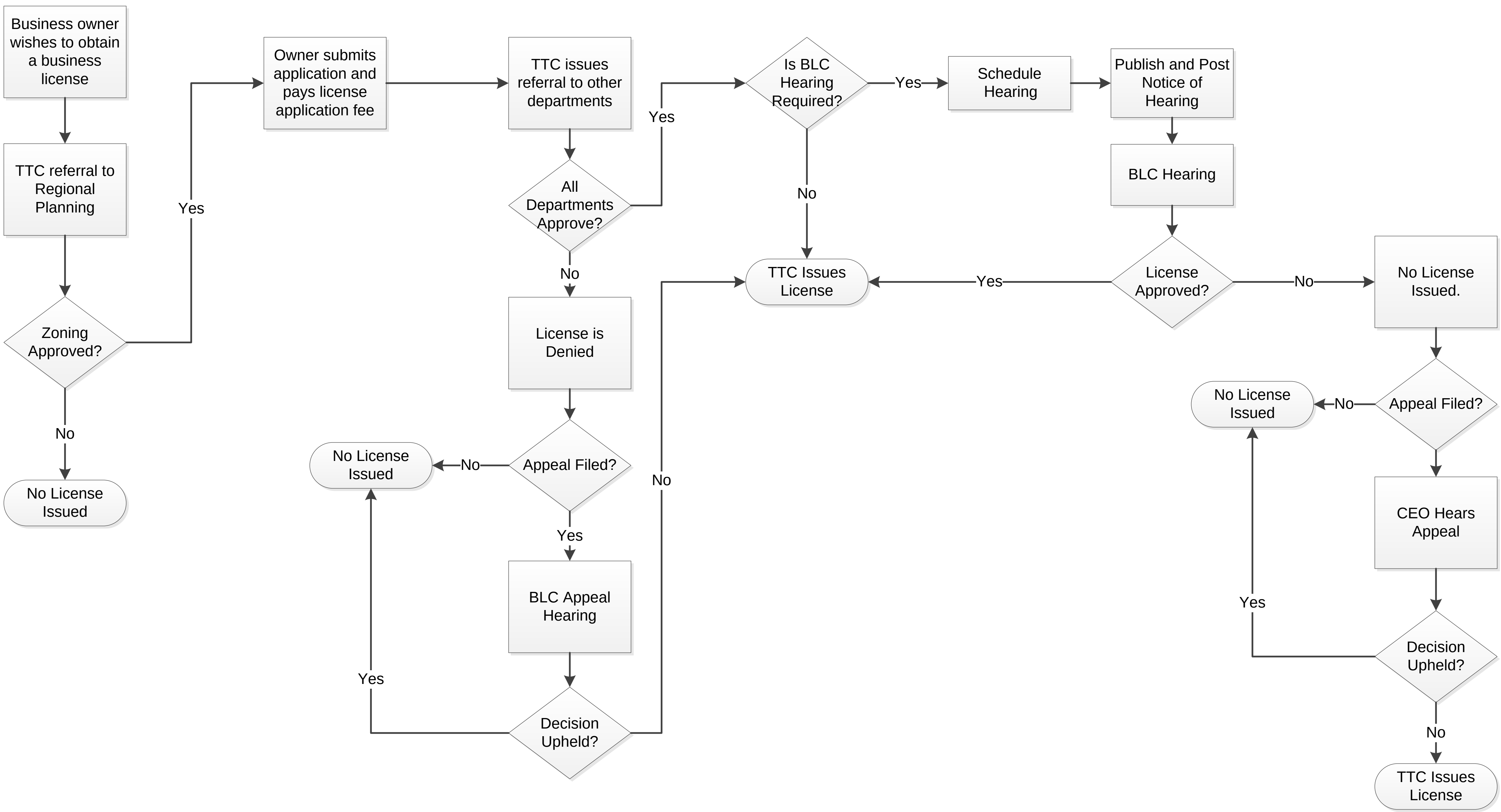
BUSINESS LICENSE FEE CHART

CODE	FEE CODE	CLASSIFICATION	Animal Control	Beaches and Harbor	CEO Risk Management	Building & Safety (PW)	Fire	Fire CUPA	EMS	Health	Health - Tobacco Control	Treasurer & Tax Collector	Business License Commission	Regional Planning	Weights & Measure	Publishing	Environmental Health (PW)	Sheriff
7.83.030	9051 W/G	TOBACCO SHOP (RENEWAL ONLY)*									X	X						
7.28.030	0706 TO	TOW TRUCK										X						
7.28.030	0707 TO	TOW TRUCK W/CITY										X						
7.84.020	2311 W/G	TRADE-IN-DEALER					X					X		X			X	
7.90.620	0375 W/G	TRAVELING SHOW 1ST DAY			X							X	X	X			X	X
7.90.620	9375 W/G	TRAVELING SHOW ADD'L DAY										X						
7.85.020	0785 W/G	VACATION CERTIFICATES			X							X	X					X
7.86.020	0732 TO	VALET PARKING			X							X						
7.90.310	0376 TO	WEED ERADICATOR					X											
7.80.680	1573 W/G	WATER TAXI OPERATOR		X	X							X	X					X
7.80.680	1574 W/G	WATER TAXI BOAT		X	X							X						
7.80.680	1575 W/G	EACH ADD'L BOAT		X	X							X						

Last Edited: 10/16/2019
* = 2 year
license
duration

Attachment A-4.3

TTC Business License Application Process within the System



Revised 4/30/19

LA COUNTY TREASURER AND TAX COLLECTOR
BUSINESS LICENSE SYSTEM
APPLICATION REFERRAL TTC AGING DETAIL
RUN DATE: xx-xx-20xx

RUN DATE: xx-xx-20xx
RUN TIME: 08:20:16AM

	BUS CODE	ACCOUNT NUMBER	PROCESS DATE	PENDING BY DAYS			BUSINESS NAME	BUSINESS ADDRESS	BUSINESS CITY
				<30	30-60	>60			
TOTAL									

Pending Referral Summary				
DATE				
	30	30-60	60+	Total
Animal Care & Control				
Building & Safety				
Fire CUPA				
Fire				
Public Health				
Public Works				
Regional Planning				
Risk Management				
Sheriff				
TTC				
Totals	**0**	**0**	**0**	**0**

NOTICE OF VIOLATIONS

Business Name (DBA)	Business ID	Business Location	Activity	FIR Date	Public Health Permit Issuance Date	Other Violation Departments	Warning Letter Date	NOV Date	NOV Reason	Last Inspection	Inspector assigned	Bus Contact	Phone #	Comments	In Compliance*	Reason for Not Applying

Scanline Specification

^ - Space
9 - Numeric
V – Decimal
X - Alphanumeric

Z - Zero Suppress

Field No.	Field Name	Length of Field	Instructions
1	Delinquent Year	2	Renewal Bill: ‘00’ NOV: year of today
2	Check Digit of Delinquent Year and Instruction Code	1	See Check Digit Calculation
3	Billing Year	2	Year of Due Date
4	Sequence	3	Always ‘999’
5	Check Digit for Billing Year and Sequence	1	See Check Digit Calculation
6	Business Code	4	
7	Account Number	6	
8	Fee Due	9	
9	Fee Due with Penalties	9	
10	Check Digit for Business Code and Account Number	1	See Check Digit Calculation
11	Check Digit for Fee Due and Installment Key	1	See Check Digit Calculation
12	Check Digit for Fee Due w/Penalty and Installment Key	1	See Check Digit Calculation
13	Installment Key	1	Always ‘3’
14	Instruction Code	4	Renewal Bill: ‘0000’ NOV: MMdd of today

Scanline Specification

Detail Line

^ - Space
9 - Numeric
V – Decimal
X - Alphanumeric

Z - Zero Suppress

Field No.	Field Name	Length of Field	Format	Instructions
1.	Business Code	4	9(4)	
2.	Account Number	6	9(6)	
3.	Year-Sequence	5	9(5)	Billing Year +'999'
4.	Filler	1	X(1)	Space
5.	File Number	11	9(11)	a unique number from payment process
6.	Pay Type (PT)	1	9(1)	Always '3'
7.	Payment Amount	9	9(9)	
8.	Penalty Indicator (PI)	1	X(1)	space
9.	Payment Date	6	9(6)	YYMMDD
10.	Batch Id	4	9(4)	'9999'

Attachment III

William S. Kehoe
CHIEF INFORMATION OFFICER

Office of the CIO

CIO Analysis

DATE:

2/11/2020

SUBJECT:

APPROVE AMENDMENT TO AGREEMENT NO. 78227 FOR THE ELECTRONIC PERMITTING AND INSPECTION COUNTY OF LOS ANGELES SYSTEM

CONTRACT TYPE:

☐ New Contract ☐ Sole Source ☒ Amendment to Contract #: 78227

SUMMARY:

Description: This Board Letter requests the Board of Supervisors (Board) to approve Amendment No. 5 to Agreement Number 78227 with Tyler Technologies, Inc. (Tyler) to expand the scope of the Electronic Permitting and Inspections County of Los Angeles (EPIC-LA) system to include the data collection and workflows related to the Treasurer and Tax Collector's (TTC) business licensing and registration functions.

The Board Letter also recommends an extension of the term of the Agreement by three years. Combined with two optional one-year extensions previously approved by the Board, the maximum contract term would be through June 23, 2025. By extending the base term by three years, the maximum contract sum will need to be increased to account for the additional maintenance and support costs during the extended period, in addition to the one-time implementation costs for the TTC's Scope of Work. Regional Planning has confirmed the respective obligations with each of the EPIC-LA departments, who will plan for the amended costs in their operating budgets.

On February 13, 2018, the Board directed that this Amendment to expand this existing Agreement with Tyler include the TTC's business licensing, registration, and data collection function as part of the EPIC-LA system. Additionally, the Department of Consumer Affairs (DCBA) and the TTC reported back to the Board on October 25, 2018 that this Amendment was being prepared to provide online registration and data collection for the Business Registration Program.

Amendment Amount: **$3,565,362**

Term Extension: **3 years**

FINANCIAL ANALYSIS:

Contract Costs:

Amendment No. 5, One-Time Costs to the TTC

Licenses	$	254,990
Implementation Services	$	222,140
Training Certifications	$	61,200

Tyler Estimated Travel Expense	$	34,000
Pool Dollars	$	57,233
Total Amend. No. 5, One-Time Costs to the TTC:.	**$**	**629,563**

Amendment No. 5, Maintenance & Support (M&S) Costs for TTC through June 23, 2025 [1]

TTC	$	328,947
Total Amend. No. 5, M&S Cost, TTC, to 6/2025:..	**$**	**328,947**

Amendment No. 5, Additional Maintenance & Support (M&S) Costs for through June 23, 2025 [2]

Regional Planning	$	702,764
Public Works	$	1,573,366
Parks and Recreation	$	27,355
Fire District	$	303,368
Total Amend. No. 5, Add'l M&S Cost to 6/2025:..	**$**	**2,606,853**
TOTAL AMENDMENT NO. 5:	**$**	**3,565,362**
MAXIMUM CONTRACT SUM:	**$**	**17,857,627**

Annual Non-Contract Costs:

Estimated ISD Hosting [3]	$	262,554

Notes:

[1] M&S costs to TTC for both base and optional terms. The M&S costs include a 5.0 percent increase year over year through the base and optional terms.

[2] Additional costs to the EPIC-LA departments due to the increase of the base term by 3 years. The M&S costs include a 5.0 percent increase year over year through the base and optional terms.

[3] These costs are apportioned to the EPIC-LA participating departments by a percentage share of the Tyler licenses that each department holds. In the TTC's case, its share is estimated at $14,285 per year. This amount will vary depending on computing resources needed to support EPIC-LA, ISD's current rates, and the number of licenses departments hold compared to the County's aggregate licenses. If the ISD hosting costs were to remain constant, the other EPIC-LA departments would see a slight decrease in their cost share due to the addition of the TTC.

RISKS:

1. This is not a fixed fee engagement, which introduces cost, quality, acceptance and schedule risks. These risks have mitigation measures, including time and cost estimates for each stage of the estimated 12-month project. This is especially true because the Scope of Work includes assessment of business processes to ensure that all required business functionality is addressed, which could require additional work beyond what is currently expected. The

project includes Pool Dollars of 10 percent ($57,233) to account for any unanticipated work. OCIO recommends that the TTC's project manager provide a monthly written report to the Department's executive sponsor, identifying any project cost, quality, or schedule issues. Finally, the TTC will keep the Board of Supervisors informed as to the progress of the implementation via the on-going EPIC-LA 120-day report backs.

2. Due to the complexity of the implementation project, OCIO recommends a strong project governance and a dedicated County project manager to ensure adherence to schedule and budget, to manage change requests, to manage the Contractor's performance, and to represent the needs and acceptance of the business users of the TTC. Should the TTC not assign a dedicated County project manager, OCIO recommends that the TTC's project governance team closely monitor and provide any needed assistance to the non-dedicated project manager.
3. OCIO understands that there is the possibility that the business licensing function may be transferred to DCBA in the future. Although there are no immediate plans or approval to do so, it would be advantageous for DBCA staff to observe the implementation of the system to be knowledgeable of the TTC EPIC-LA software if the business licensing operations are transferred before the termination of the Agreement.
4. While no security risks associated with the Amendment have been identified, the TTC implementation will take advantage of the established EPIC-LA architecture, including the use of the County-approved payment processor and the ISD private cloud service for hosting. The County has extensively vetted these environments and designs.
5. While no contract risks with the Amendment have been identified, County Counsel participated in its negotiation and has approved the Amendment as to form. The Amendment specifically allows the TTC's software licenses to be transferred to another County department should operations be transferred at some point during the term.

PREPARED BY:

Greg Melendez 1/28/2020

GREG MELENDEZ, DEPUTY CHIEF INFORMATION OFFICER — DATE

APPROVED:

William S. Kehoe 1/28/2020

WILLIAM S. KEHOE, COUNTY CHIEF INFORMATION OFFICER — DATE