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Quoted By:
Quote Expiration:
Quote Name:

Christine Jandreau
7/31/23
Vitals Access

Sales Quotation For:

Navarro County
300 W 3rd Ave Ste 17
Corsicana, TX 75110-4672
Phone: +1 (903) 654-3035

Transaction Fees

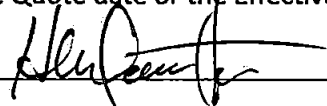
Description	Transaction Fees
Payments Core (Tyler Payments - please see below)	
Vitals Access (does not include technology fees-see below)	

Professional Services

Description	Extended Price	Maintenance
Records Management		
Project Management	8	\$ 1,200
Implementation	24	\$ 3,600
Total Hours	32	
TOTAL		\$ 4,800
		\$ 0

Summary	One Time Fees	Recurring Fees
Total Tyler Software	\$ 0	\$ 0
Total Annual	\$ 0	\$ 0
Total Tyler Services	\$ 4,800	\$ 0
Total Third-Party Hardware, Software, Services	\$ 0	\$ 0
Summary Total	\$ 4,800	\$ 0
Contract Total	\$ 4,800	

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

Customer Approval:  Date: 4-10-23

Print Name: H. M. DAVENPORT, Jr. P.O.#: _____

Comments

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

- License fees for Tyler and third party software are invoiced upon the earlier of (i) deliver of the license key or (ii) when Tyler makes such software available for download by the Client;
- Fees for hardware are invoiced upon delivery;
- Fees for year one of hardware maintenance are invoiced upon delivery of the hardware;
- Annual Maintenance and Support fees, SaaS fees, Hosting fees, and Subscription fees are first payable when Tyler makes the software available for download by the Client (for Maintenance) or on the first day of the month following the date this quotation was signed (for SaaS, Hosting, and Subscription), and any such fees are prorated to align with the applicable term under the Agreement, with renewals invoiced annually thereafter in accord with the Agreement.
- Fees for services included in this sales quotation shall be invoiced as indicated below.
 - o Implementation and other professional services fees shall be invoiced as delivered.
 - o Fixed-fee Business Process Consulting services shall be invoiced 50% upon delivery of the Best Practice Recommendations, by module, and 50% upon delivery of custom desktop procedures, by module.
 - o Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion option, and 50% upon Client acceptance to load the converted data into Live/Production environment, by conversion option. Where conversions are quoted as estimated, Tyler will invoice Client the actual services delivered on a time and materials basis.
 - o Except as otherwise provided, other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where "Project Planning Services" are provided, payment shall be invoiced upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be invoiced monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
 - o If Client has purchased any change management services, those services will be invoiced in accordance with the Agreement.
 - o Notwithstanding anything to the contrary stated above, the following payment terms shall apply to services fees specifically for migrations: Tyler will invoice Client 50% of any Migration Fees listed above upon Client approval of the product suite migration schedule. The remaining 50%, by line item, will be billed upon the go-live of the applicable product suite. Tyler will invoice Client for any Project Management Fees listed above upon the go-live of the first product suite.
- Expenses associated with onsite services are invoiced as incurred.
- Travel Expenses will be billed as incurred according to Tyler's standard business travel policy.

Vitals Access

Project Objective

Vitals Access provides a secure, easy-to-use portal for county customers to request and pay for copies of vital records online, via Self Service. Once verification of identity has taken place, customers can pay for the copies via credit card or eCheck.

Vitals Access requests flow seamlessly into the Self Service request queue for review by county staff to verify identification documentation, print requested document(s), then finish and receipt them.

Once complete, the customer will receive an email notification which informs them their document is on the way. If the request/order could not be fulfilled, the county customer would receive an email explaining the issue and instructions for correcting the issue.

Project Overview

- Add the county to the Vitals Access portal and connect with Eagle Recorder
- Create the fillable PDF forms and configure the request types
- Configure fees for each request type
- Configure shipping options offered by the county
- Obtain and configure merchant accounts in Tyler Payments (please see information on page 3)
- Create links between the county's website and the Vitals Access portal

Project Prerequisites and Requirements

- Eagle Recorder must be on version 2022.1, and have the necessary modules and web services installed and enabled.
- Self Service Actions need to be configured for the request types that will come be submitted through the Vitals Access portal.
- County will need to obtain merchant account agreements through the Tyler Payments team (please see information on page 3)
- County will need to create a fillable PDF form for each request type. This can be done using 3rd party tools such as Adobe Acrobat.

Outside of Project Scope

- Tyler staff may assist or offer guidance on creating the PDF forms, but the county is ultimately responsible for the forms they present to their customers.
- Vitals Access is intended to be used for copies of Birth, Death, Marriage, and DD214 documents. Other document types, such as marriage license applications and fictitious business names should be processed using the existing Self Service module.
- House accounts cannot be used for payment in the Vitals Access portal.

Process

Test	Owner
Project Kickoff	Tyler Project Manager
Obtain merchant account agreements	Tyler Payments Consultant
Training on Tyler Payments reports and tools	Tyler Payments Consultant
Review forms to be accepted	Tyler Implementation Consultant
Create the fillable PDF forms and send to Tyler	County Staff
Configure the connection between TEST Eagle Recorder and TEST Vitals Access portal	Tyler Implementation Consultant
Configure the forms, fees, fee parameters, and shipping methods in TEST Eagle Recorder and TEST Vitals Access	Tyler Implementation Consultant
Training on how to use Vitals Access	Tyler Implementation Consultant
Acceptance test the submission and fulfillment process in TEST	County Staff
Configure PRODUCTION Tyler Payments	Tyler Payments Consultant
Configure PRODUCTION Eagle Recorder and Vitals Access based on test systems	Tyler Implementation Consultant
Acceptance testing in PRODUCTION	County Staff
Share promotional materials with the county	Tyler Implementation Consultant
Share support information with the county	Tyler Implementation Consultant
Add links from the county web site to Vitals Access	County IT
Go Live	Tyler Implementation Consultant
Handoff to support	Tyler Implementation Consultant/Support Manager

Acceptance

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

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

Additional Notes

The enclosed scope is good-faith estimate. Any changes in scope may require an additional scope of work with additional cost. Any additional consultation from Tyler may increase scope and may require additional billable time done on a time and materials basis.

Tyler Payments

- Your use of Tyler Payments and any related items included on this order is subject to the terms found at: <https://www.tylertech.com/terms/payment-card-processing-agreement>. By signing this order or the agreement in which it is included, you agree you have read, understand, and agree to such terms.
- Fees for year one of hardware maintenance are invoiced upon delivery of the hardware, with subsequent years' fees billed annually, in advance (if required).
- Please see Tyler Payments fee schedule below.

Electronic Payment Costs	
If passing transaction costs to the payer	
<u>Technology Fee</u> – Flat fee per document, payable to Tyler Technologies. Can be passed to submitter or absorbed by County.	\$4.00
<u>ID.Me (if applicable)</u> – Fee for identification authentication (this would be in place of notarized documentation for identity authentication)	\$2.00
<u>Payer Card Cost</u> – per card transaction with Visa, MasterCard, Discover, and American Express	3.50% per transaction
<u>Payer eCheck Cost</u> – per electronic check transaction	\$1.95
Miscellaneous Costs	
<u>Credit Card Chargebacks</u> – if a card payer disputes a transaction at the card issuing bank (e.g. stolen card)	\$15.00
<u>eCheck Rejects</u> – when an eCheck transaction comes back as declined (e.g. bounced check)	\$5.00

