



AMENDMENT

This amendment ("Amendment") is effective as of the date of signature of the last party to sign as indicated below ("Amendment Effective Date"), by and between Tyler Technologies, Inc. with offices at One Tyler Drive, Yarmouth, Maine 04096 ("Tyler") and the City of Pflugerville, Texas, with a mailing address of PO Box 589, Pflugerville, Texas 78691 ("Client").

WHEREAS, Tyler and Client are parties to an agreement dated February 12, 2022 ("Agreement"); and

WHEREAS, Tyler and Client desire to amend the terms of the Agreement as provided herein.

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

1. Exhibit E (Statement of Work), Section 11.1, is hereby amended as follows:
 - a. Phase 1, Financials
Start Date – 2/2022
Go-Live Date – 10/2023
 - b. Phase 2, HCM
Start Date – 6/2022
Go-Live Date – 1/2024
2. The following unused services are hereby removed from the Agreement:
 - a. 416 Remote Implementation Hours – FIN, at a contract price of \$76,960
3. The services set forth in the Investment Summary attached hereto as Exhibit 1 are hereby added to the Agreement. Payment of fees and costs for such items shall conform to the following terms:
 - a. Implementation Services Fees & Expenses. Implementation services added to the Agreement pursuant to this Amendment, along with applicable expenses, shall be invoiced as provided and/or incurred.
 - b. Project Management Services Fees. Dedicated Project Management services will be billed monthly in arrears, beginning in April 2024.
4. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
5. Except as expressly indicated in this Amendment, all other terms and conditions of the Agreement shall remain in full force and effect.



IN WITNESS WHEREOF, the parties hereto have executed this Amendment as of the dates set forth below.

Tyler Technologies, Inc.

City of Pflugerville, Texas

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____



Exhibit 1 Investment Summary

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

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Quoted By: David Carll
 Quote Expiration: 11/21/23
 Quote Name: City of Pflugerville-EERP-ADD PM
 6 368 Remote Service
 Quote Description: City of Pflugerville PM 25 6 Imp
 Hours 368 R, 416 OS Quote v4
 062823

Sales Quotation For:

City of Pflugerville
 1611 E Pfening Ln
 Pflugerville TX 78691-0589
 Phone: +1 (512) 251-3076

Professional Services

| Description | Quantity | Unit Price | Ext Discount | Extended Price | Maintenance |
|--|----------|-------------|--------------|----------------------|----------------|
| 25% of Dedicated Project Manager (Monthly) | 6 | \$ 8,800.00 | \$ 0.00 | \$ 52,800.00 | \$ 0.00 |
| Implementation Services Onsite | 416 | \$ 210.00 | \$ 0.00 | \$ 87,360.00 | \$ 0.00 |
| Implementation Services Remote | 368 | \$ 185.00 | \$ 0.00 | \$ 68,080.00 | \$ 0.00 |
| TOTAL | | | | \$ 208,240.00 | \$ 0.00 |

Summary

Total Tyler License Fees

One Time Fees

\$ 0.00

Recurring Fees

\$ 0.00

| | | |
|---|----------------------|----------------|
| Total SaaS | \$ 0.00 | \$ 0.00 |
| Total Tyler Services | \$ 208,240.00 | \$ 0.00 |
| Total Third-Party Hardware, Software, Services | \$ 0.00 | \$ 0.00 |
| Summary Total | \$ 208,240.00 | \$ 0.00 |
| Contract Total | \$ 208,240.00 | |
| Estimated Travel Expenses excl in Contract Total | \$ 35,840.00 | |

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

Customer Approval: _____ Date: _____

Print Name: _____ P.O.#: _____

All Primary values quoted in US Dollars

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.
 - Implementation and other professional services fees shall be invoiced as delivered.
 - Fixed-fee Business Process Consulting services shall be invoiced 50% upon delivery of the Best Practice Recommendations, by module, and 50% upon delivery of custom desktop procedures, by module.
 - Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion module, and 50% upon Client acceptance to load the converted data into Live/Production environment, by conversion module.
 - Except as otherwise provided, other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where "Project Planning Services" are provided, payment shall be invoiced upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be invoiced monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
 - If Client has purchased any change management services, those services will be invoiced in accordance with the Agreement.
 - Notwithstanding anything to the contrary stated above, the following payment terms shall apply to 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. Unless otherwise indicated on this Sales quotation, annual services will be invoiced in advance, for annual terms commencing on the date this sales quotation is signed by the Client. If listed annual service(s) is an addition to the same service presently existing under the Agreement, the first term of the added annual service will be prorated to expire coterminous with the existing annual term for the service, with renewals to occur as indicated in the Agreement.
- Expenses associated with onsite services are invoiced as incurred.

Tyler's quote contains estimates of the amount of services needed, based on our preliminary understanding of the scope, level of engagement, and timeline as defined in the Statement of Work (SOW) for your project. The actual amount of services required may vary, based on these factors.

Tyler's pricing is based on the scope of proposed products and services contracted from Tyler. Should portions of the scope of products or services be altered by the Client, Tyler reserves the right to adjust prices for the remaining scope accordingly.

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

Tyler's prices do not include applicable local, city or federal sales, use excise, personal property or other similar taxes or duties, which you are responsible for determining and remitting. Installations are completed remotely but can be done onsite upon request at an additional cost.

In the event Client cancels services less than two (2) weeks in advance, Client is liable to Tyler for (i) all non-refundable expenses incurred by Tyler on Client's behalf; and (ii) daily fees associated with the cancelled services if Tyler is unable to re-assign its personnel.

The Implementation Hours included in this quote assume a work split effort of 70% Client and 30% Tyler.

Implementation Hours are scheduled and delivered in four (4) or eight (8) hour increments.

Tyler provides onsite training for a maximum of 12 people per class. In the event that more than 12 users wish to participate in a training class or more than one occurrence of a class is needed, Tyler will either provide additional days at then-current rates for training or Tyler will utilize a Train-the-Trainer approach whereby the client designated attendees of the initial training can thereafter train the remaining users.