




**Douglas County Government**  
 Finance Department, Purchasing Division  
 100 Third Street, Suite 130  
 Castle Rock, Colorado 80104  
 Phone: 303-660-7430

**Date Requested:** 01/11/25      **Requested By:** Tommy Hanson  
**Department Number:** 21350      **Telephone Number:** x7028  
**Department Name:** IT      **Delivery Address:** Sheriff's Office

**Department Authorization**

I certify that the purchase listed below is necessary for the proper operation of Douglas County and to my knowledge funds are available in the current budget.



**Account Number:** 21350.444500

**Vendor**

Tyler Technologies  
 P.O. Box 203556  
 Dallas, TX 75320-3556

Qty.	Unit	Description/Specifications (please include detailed information regarding this purchase, i.e., bid number, quotes attached, etc.)	Unit Price	Amount
1	Ea.	2025 Tyler Technologies Maintenance and Support Agreement		\$324,375.42
			<b>Total Price</b>	<b>\$324,375.42</b>

**Special Instructions:**  
 Please see attached for further explanation.

**\*\* PLEASE ATTACH A COPY OF THE AGENDA ITEM FOR ALL BOCC APPROVED PURCHASES \*\***

FOR PURCHASING USE ONLY	
<b>Purchase Order No.:</b> _____	<b>Accounting Review:</b> _____
<b>Vendor Number:</b> _____	<b>Budget Review:</b> _____
<b>Date Entered:</b> _____	<b>Cty Manager Approval:</b> _____
<b>Entered By:</b> _____	<b>BOCC Approval:</b> _____
	<b>BOCC Approval:</b> _____



## Support Amendment

This Support Amendment is made, as of the date set forth below (the "Effective Date") by and between Tyler Technologies, Inc. with offices at 840 West Long Lake Road, Troy, MI 48098 ("Tyler") and Douglas County, Colorado ("Client").

WHEREAS, Tyler and Client are parties to an original agreement dated January 29, 2008 ("Agreement") under which Client licensed the software itemized therein; and

WHEREAS, Tyler and Client extended the maintenance for the Tyler software through a Software Maintenance Agreement for the period of January 1, 2019 through December 31, 2023; and

WHEREAS, Tyler and Client desire to update the applicable maintenance and support services terms.

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

1. The software Client licensed under the Agreement, and on which Client has paid maintenance and support fees through the Effective Date, shall mean the "Tyler Software" for purposes of this Support Amendment.
2. Tyler shall provide maintenance and support services on the Tyler Software according to the terms of Exhibit 1 to this Support Amendment.
3. For the term specified in the applicable invoice, Client shall remit to Tyler maintenance fees in the amount set forth therein. Payment is due within thirty (30) days of the invoice date.
4. This Support Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
5. All other terms and conditions of the Agreement shall remain in full force and effect.

DS

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

Tyler Technologies, Inc.

By: Sherry Clark  
Sherry Clark (Nov 29, 2023 11:56 CST)

Name: Sherry Clark

Title: Group General Counsel

Date: 11/29/23

Douglas County, CO

By: Abe Laydon  
2322EA0EBA06420...

Name: Abe Laydon

Title: Douglas County Commissioners

Date: 12/18/2023



DocuSigned by:

Roberto Nelson  
7DCE5DB0F8A640B...

ATTEST:

\_\_\_\_\_

DATE: \_\_\_\_\_

APPROVED AS TO FISCAL CONTENT:

DocuSigned by:  
Andrew Copland  
80C333BC1187403...

Andrew Copland, Director of Finance

Date: 12/14/2023

APPROVED AS TO LEGAL FORM:

DocuSigned by:  
Kelly Dunnaway  
1G7B1G78DD0D447...

Kelly Dunnaway, Deputy County Attorney

Date: 12/13/2023

Acknowledged by non-party,  
Douglas County Emergency Communication Authority

DocuSigned by:  
Tim Gorman  
46DD1A6EFD064AD...

Tim Gorman, President

Date: 11/29/2023



**Exhibit 1  
Maintenance and Support Agreement**

Tyler (“we”) will provide Client (“you”) with the following maintenance and support services for the Tyler Software identified in Schedule B. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Support Agreement.

1. Term. We provide maintenance and support services on an annual basis. The term for the Tyler Software is hereby extended as of the Effective Date, commencing on January 1, 2024, and remaining in effect for five (5) years.
2. Maintenance and Support Fees. Your maintenance and support fees for the term, for the Tyler Software as of the Effective Date, are listed below. For your convenience, the chart below shows the total amount due under this Agreement, as well as the contribution you expect from non-party, Douglas County Emergency Communication Authority (DCECA).

Term	Douglas County Portion	DCECA Portion	Total Amount Due Under This Agreement
January 1, 2024-December 31, 2024	\$324,375.42	\$252,026.87	\$576,402.29
January 1, 2025-December 31, 2025	\$324,375.42	\$252,026.87	\$576,402.29
January 1, 2026-December 31, 2026	\$324,375.42	\$252,026.87	\$576,402.29
January 1, 2027-December 31, 2027	\$324,375.42	\$252,026.87	\$576,402.29
January 1, 2028-December 31, 2028	\$324,375.42	\$252,026.87	\$576,402.29

We reserve the right to suspend maintenance and support services if you fail to pay undisputed maintenance and support fees within sixty (60) days of our written notice. We will reinstate maintenance and support services only if you pay all past due maintenance and support fees, including all fees for the periods during which services were suspended.

3. Maintenance and Support Services. As long as you are not using the Help Desk as a substitute for our training services on the Tyler Software, and you timely pay your maintenance and support fees, we will, consistent with our then-current Support Call Process:
  - 3.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects, as defined in the Agreement, in the Tyler Software (subject to any applicable release life cycle policy); provided, however, that if you modify the Tyler Software without our consent, our obligation to provide maintenance and support services on and warrant the Tyler Software will be void;



- 3.2 a) provide support during our established support hours, currently Monday through Friday from 8:00 a.m. to 9:00 p.m. (Eastern Time Zone).
- b) emergency 24-hour per day telephone support, for Enterprise Public Safety CAD only, seven (7) days per week for Licensed Standard Software. Normal service is available from 8:00 a.m. to 9:00 p.m. (Eastern Time Zone). After 8:00 p.m., the Enterprise Public Safety CAD phone support will be provided via pager and a support representative will respond to CAD service calls within 30 minutes of call initiation.
- 3.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and third-party software, if any, in order to provide maintenance and support services; and
- 3.4 provide you with a copy of all releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and
- 3.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with any applicable release life cycle policy.
4. Client Responsibilities. We will use all reasonable efforts to perform any maintenance and support services remotely. Currently, we use a third-party secure unattended connectivity tool called Bomgar, as well as GotoAssist by Citrix. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services. We will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain a VPN for backup connectivity purposes.
5. Hardware and Other Systems. If in the process of diagnosing a software support issue it is discovered that one of your peripheral systems or other software is the cause of the issue, we will notify you so that you may contact the support agency for that peripheral system. We cannot support or maintain third party products except as expressly set forth in the Agreement.

In order for us to provide the highest level of software support, you bear the following responsibility related to hardware and software:

- (a) All infrastructure executing Tyler Software shall be managed by you; and
- (b) You will maintain support contracts for all non-Tyler software associated with Tyler Software (including operating systems and database management systems, but excluding Third-Party Software, if any); and
- (c) You will perform daily database backups and verify that those backups are successful.
6. Other Excluded Services. Maintenance and support fees do not include fees for the following services: (a) initial installation or implementation of the Tyler Software; (b) onsite maintenance and support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (c) application design; (d)

## Exhibit 1

other consulting services; (e) maintenance and support of an operating system or hardware; (f) support outside our established support hours; or (g) installation, training services, or third party product costs related to a new release. Requested maintenance and support services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) week's advance notice.

7. Current Support Call Process. Our current Support Call Process for the Tyler Software is provided as Schedule A to Exhibit 1.
8. Maximum Contract Expenditure. – Any other provision of this Contract notwithstanding and pursuant to Section 29-1-110, Colorado Revised Statutes, the amount of funds appropriated for this Contract is THREE HUNDRED TWENTY-FOUR THOUSAND THREE HUNDRED SEVENTY-FIVE DOLLARS AND FORTY-TWO CENTS (\$324,375.42) for fiscal year 2024. The County may, but is not under obligation to make, any future apportionment or allocation to this Agreement subject to the provisions of paragraph 9 of this Maintenance and Support Agreement.
9. Lack of Appropriations. If you should not appropriate or otherwise receive funds sufficient to purchase, lease, operate, or maintain the software or services set forth in this Agreement, you may unilaterally terminate this Agreement effective on the final day of the fiscal year through which you have funding. You will make every effort to give us at least thirty (30) days written notice prior to a termination for lack of appropriations. In the event of termination due to a lack of appropriations, you will pay us for all undisputed fees and expenses related to the software and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Any disputed fees and expenses must have been submitted to the Invoice Dispute process set forth below at the time of termination in order to be withheld at termination. You will not be entitled to a refund or offset of previously paid license and other fees.
10. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, and you do not rectify that failure within a commercially reasonable timeframe after we have notified you of it, then we may demand full payment of the invoice. We reserve the right to suspend delivery of all services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.
11. No Waiver of Governmental Immunity Act. The parties hereto understand and agree that the Customer, its commissioners, officials, officers, directors, agents, and employees, are relying on, and do not waive or intend to waive by any provisions of this PSMA, the monetary limitations or any other rights, immunities and protections provided by the Colorado Governmental Immunity Act, §§ 24-10-101 to 120, C.R.S., or otherwise available to them.



## Schedule A Support Call Process

If, after you have cut over to live production use of the Tyler Software, you believe that the Tyler Software is Defective, as "Defect" is defined in the Agreement, then you will notify us by phone, in writing, by email, or through the support website. Please reference the applicable Customer Support page at [www.tylertech.com/client-support](http://www.tylertech.com/client-support) for information on how to use these various means of contact.

Documented examples of the claimed Defect must accompany each notice. We will review the documented notice and when there is a Defect, we shall resolve it at no additional cost to you beyond your then-current maintenance and support fees.

In receiving and responding to Defect notices and other support calls, we will follow the priority categorizations below. These categories are assigned based on your determination of the severity of the Defect and our reasonable analysis. If you believe a priority categorization needs to be updated, you may contact us again, via the same methods outlined above, to request the change.

In each instance of a Priority 1 or 2 Defect, prior to final Defect correction, the support team may offer you workaround solutions, including patches, configuration changes, and operational adjustments, or may recommend that you revert back to the prior version the Tyler Software pending Defect correction.

- (a) **Priority 1:** *A Defect that renders the Tyler Software inoperative; or causes the Tyler Software to fail catastrophically.*

After initial assessment of the Priority 1 Defect, if required, we shall assign a qualified product technical specialist(s) within one business (1) hour. The technical specialist(s) will then work to diagnose the Defect and to correct the Defect, providing ongoing communication to you concerning the status of the correction until the Tyler Software is operational without Priority 1 defect.

The goal for correcting a Priority 1 Defect is 24 hours or less.

- (b) **Priority 2:** *A Defect that substantially degrades the performance of the Tyler Software but does not prohibit your use of the Tyler Software.*

We shall assign a qualified product technical specialist(s) within four (4) business hours of our receipt of your notice. The product technical specialist will then work to diagnose and correct the Defect. We shall work diligently to make the correction and shall provide ongoing communication to you concerning the status of the correction until the Tyler Software is operational without Priority 2 Defect.

The goal for correcting a Priority 2 event is to include a correction in the next Tyler Software release.

- (c) **Priority 3:** *A Defect which causes only a minor impact on the use of the Tyler Software.*

We may include a correction in subsequent Tyler Software releases.





## Schedule B Licensed Application Software

Description	DCECA Portion	County Portion	Total
Additional New World Enterprise Standard Maintenance for CAD - CAD	\$2,587.94		\$2,587.94
Additional New World Enterprise Standard Maintenance for CAD - CAD	\$2,587.94		\$2,587.94
New World CAD Mapping Standard Maintenance	\$2,587.94		\$2,587.94
New World Enterprise Third Party Interface Standard Maintenance - CAD Paging Interface	\$2,787.20		\$2,787.20
New World Enterprise Combined LE/Fire/EMS CAD Standard Maintenance	\$36,029.25		\$36,029.25
New World Enterprise Third Party Interface Standard Maintenance - E- 911 Interface	\$2,587.94		\$2,587.94
New World Enterprise Third Party Interface Standard Maintenance - Fire Records Interface	\$5,573.13		\$5,573.13
New World Enterprise Third Party Interface Standard Maintenance - New World CAD to New World CAD Interface	\$3,981.54		\$3,981.54
New World Enterprise Third Party Interface Standard Maintenance - On- Line CAD Interface to State/NCIC	\$3,383.73		\$3,383.73
New World Enterprise Third Party Interface Standard Maintenance - Pictometry Interface	\$2,587.94		\$2,587.94
New World Enterprise Third Party Interface Standard Maintenance Pre- Arrival Questionnaire Interface	\$3,583.00		\$3,583.00
New World Enterprise Third Party Interface Standard Maintenance - Pulsepoint Interface	\$399.81		\$399.81
New World Third Party LE Records Interface Standard Maintenance - On- Line Global Subjects Interface to State/NCIC	\$3,383.73		\$3,383.73
New World Third Party LE Records Interface Standard Maintenance - On- Line Pawn Shop Check Interface to State/NCIC	\$3,383.73		\$3,383.73
New World Third Party LE Records Interface Standard Maintenance - On- Line Property Checks Interface to State/NCIC	\$3,383.73		\$3,383.73
New World Third Party LE Records Interface Standard Maintenance - On- Line Wants and Warrants Interface to State/NCIC	\$3,383.73		\$3,383.73
New World MSP Third Party CAD Interface Standard Maintenance -New World State/NCIC Interface	\$6,569.46		\$6,569.46
New World Base CAD/NCIC/Messaging Standard Maintenance	\$0.00		\$0.00
New World AVL Interface Standard Maintenance	\$4,576.50		\$4,576.50
New World Mobile Standard Maintenance on the RS/6000 - Base Message Switch to State/NCIC(301-500 Units)	\$24,487.34		\$24,487.34



Description	DCECA Portion	County Portion	Total
Additional New World Standard Maintenance for RS/6000 Message Switch - New World CAD Interface (301-500 units)	\$5,571.12		\$5,571.12
New World Mobile Standard Maintenance on the RS/6000 - State/NCIC(301-500 Units)	\$0.00		\$0.00
New World Fire Mobile Unit Standard Maintenance - Fire CAD via Switch	\$3,359.89		\$3,359.89
New World Mobile Standard Maintenance - Fire Dispatch/Messaging	\$1,509.14		\$1,509.14
New World Fire Mobile Unit Standard Maintenance - In-Car Mapping	\$378.20		\$378.20
New World Fire Mobile Unit Standard Maintenance - In-Car Routing	\$378.20		\$378.20
New World Law Enforcement Mobile Unit Standard Maintenance - Mobile Message - In-Car Mapping	\$13,535.22		\$13,535.22
New World AVL Mapping Server Standard Maintenance	\$491.11		\$491.11
New World Law Enforcement Mobile Unit Standard Maintenance - Mobile Message - In-Car Routing	\$7,645.46		\$7,645.46
New World Law Enforcement Mobile Unit Standard Maintenance - Mobile Message - LE CAD via Switch	\$21,202.48		\$21,202.48
New World Law Enforcement Mobile Unit Standard Maintenance - Mobile Message - Dispatch/Messaging/LE State/NCIC via Switch	\$1,316.13		\$1,316.13
New World Law Enforcement Mobile Unit Standard Maintenance - Mobile Message - LE State/NCIC via Switch	\$14,132.67		\$14,132.67
New World AVL Interface Standard Maintenance	\$7,316.47		\$7,316.47
New World Mobile on MSP Server Integration Standard Maintenance - AVL CAD Interface (201-300 units)	\$4,576.50		\$4,576.50
New World Mobile on MSP Server Integration Standard Maintenance - MDT/MCT Base CAD/RMS Interface (301-500 units)	\$6,968.49		\$6,968.49
New World Third Party Maintenance - ArcGIS Runtime CAD Desktop Workstations	\$59.63		\$59.63
New World Third Party Maintenance - ArcGIS Runtime Mobile In-Car	\$1,802.66		\$1,802.66
New World CrewForce - Fire Dispatch with Advanced Mapping Standard Maintenance	\$8,117.39		\$8,117.39
New World CrewForce - Fire Dispatch with Advanced Mapping Standard Maintenance	\$1,546.23		\$1,546.23
Mobility Hosting Fee	\$3,726.21		\$3,726.21
CrewForce - Fire Dispatch	\$2,353.94		\$2,353.94
ShieldForce - LE Dispatch with Advanced Mapping - Maintenance	\$20,433.06		\$20,433.06
CAD CFS (xml) Export Interface	\$5,961.94		\$5,961.94
Enterprise Law Enforcement Field Mobile with Advanced Mapping	\$674.81		\$674.81
Enterprise Fire Field Mobile with Advanced Mapping	\$1,124.34		\$1,124.34
Additional New World Software for LE Records Standard Maintenance - Activity Reporting and Scheduling		\$2,388.66	\$2,388.66
Additional New World Software for LE Records Standard Maintenance - Career Criminal Registry		\$2,388.66	\$2,388.66
Additional New World Software for LE Records Standard Maintenance - Case Management		\$2,388.66	\$2,388.66

Description	DCECA Portion	County Portion	Total
Additional New World Software for LE Records Standard Maintenance - Equipment Tracking		\$3,583.00	\$3,583.00
Additional New World Software for LE Records Standard Maintenance - Field Investigations		\$2,388.66	\$2,388.66
Additional New World Software for LE Records Standard Maintenance - Gun Permits and Registrations		\$2,388.66	\$2,388.66
New World Federal and State Compliance Reporting for LE Records Standard Maintenance - Federal UCR/IBR		\$4,777.32	\$4,777.32
New World Multi-Jurisdictional Base LE Records Standard Maintenance		\$27,271.66	\$27,271.66
Additional New World Software for LE Records Standard Maintenance - Pawn Shops		\$2,388.66	\$2,388.66
Additional New World Software for LE Records Standard Maintenance - Property Room Bar Coding		\$2,388.66	\$2,388.66
New World Third Party LE Records Interface Standard Maintenance - BAIR Analytics Interface		\$0.00	\$0.00
New World Third Party Corrections Interface Standard Maintenance - VINE Interface		\$2,787.20	\$2,787.20
Additional New World Standard Maintenance for Corrections Management - Commissary Interface		\$5,375.14	\$5,375.14
New World Corrections Compliance Federal & State Reporting MSP Standard Maintenance		\$5,175.86	\$5,175.86
New World Corrections Management Standard Maintenance Base Package		\$19,906.39	\$19,906.39
Additional New World Standard Maintenance for Corrections Management - Grievance Tracking		\$2,587.94	\$2,587.94
Additional New World Standard Maintenance for Corrections Management - Inmate Movement Tracking Bar Coding		\$2,587.94	\$2,587.94
New World Third Party Corrections Interface Standard Maintenance - Livescan Interface		\$2,787.20	\$2,787.20
New World Imaging Standard Maintenance - Digital Imaging MSP		\$0.00	\$0.00
New World Imaging Standard Maintenance - LE Public Safety Lineups/Mug Shots		\$9,554.66	\$9,554.66
New World Analysis Base Second Application Maintenance		\$8,360.34	\$8,360.34
Dashboards for Corrections Management Standard Maintenance		\$5,573.13	\$5,573.13
Corrections Management Data Mart Standard Maintenance - Includes 10+ users		\$5,175.84	\$5,175.84
Dashboards for Law Enforcement Standard Maintenance		\$5,573.13	\$5,573.13
Law Enforcement Management Data Mart (^CAD, RMS) Standard Maintenance - Includes 10+ users		\$2,587.98	\$2,587.98
New World Mobile Management Server Standard Maintenance (301-500 units) - Field Reporting Data Merge		\$1,494.99	\$1,494.99
New World Field Reporting Server Standard Maintenance		\$5,571.12	\$5,571.12

Description	DCECA Portion	County Portion	Total
New World Mobile on MSP Server Integration Standard Maintenance - Mobile Upload Software (301-500 units)		\$12,838.61	\$12,838.61
New World Law Enforcement Mobile Unit Standard Maintenance - Mobile Message - Drivers Lic Mag Stripe Reader/Barcode Reader Interface		\$4,100.37	\$4,100.37
New World Law Enforcement Mobile Unit Standard Maintenance - In-Station-Based Reporting - Field Investigation Field Reporting(1 Form)		\$5,972.64	\$5,972.64
New World Law Enforcement Mobile Unit Standard Maintenance - Field-Based Reporting - LE Accident Field Reporting		\$12,938.07	\$12,938.07
New World Law Enforcement Mobile Unit Standard Maintenance - Field-Based Reporting - LE Accident Field Reporting Compliance		\$3,880.62	\$3,880.62
New World Law Enforcement Mobile Unit Standard Maintenance - Field-Based Reporting - LE Field Reporting		\$30,554.29	\$30,554.29
New World Law Enforcement Mobile Unit Standard Maintenance - Field-Based Reporting - LE Field Reporting Compliance		\$7,603.61	\$7,603.61
New World Fire Mobile Unit Standard Maintenance - Mobile Upload of Field Reports		\$16,839.41	\$16,839.41
New World Law Enforcement Mobile Unit Standard Maintenance - Mobile Message - Mugshot Image Download		\$3,980.94	\$3,980.94
New World Standard Maintenance - JL Interface Operability Engine		\$4,578.07	\$4,578.07
Additional New World Software for LE Records Standard Maintenance - Web Briefing Notes (includes BOLOs)		\$3,383.73	\$3,383.73
Additional New World Standard Maintenance for Corrections Management - Web Inmate Inquiry		\$2,986.48	\$2,986.48
New World MSP Third Party CAD Interface Standard Maintenance - Web Portal Software Base		\$14,929.80	\$14,929.80
New World Mobility Server Standard Maintenance		\$4,976.61	\$4,976.61
New World Enterprise Site License Standard Maintenance		\$19,906.39	\$19,906.39
New World Third Party Maintenance - ArcGIS Advanced Enterprise Server Integration		\$1,194.34	\$1,194.34
Socrata Online (Software as a Service) Hosting		\$22,357.28	\$22,357.28
New World Law Enforcement Mobile Unit Standard Maintenance - Field-Based Reporting - Field Investigation Field Reporting(1 Form)		\$813.80	\$813.80
New World Third Party LE Records Interface Standard Maintenance - Ticket Writer Interface		\$0.00	\$0.00
New World Law Enforcement Mobile Unit Standard Maintenance - Field-Based Reporting - LE Field Reporting		\$3,255.22	\$3,255.22
New World Law Enforcement Mobile Unit Standard Maintenance - Field-Based Reporting - LE Accident Field Reporting		\$2,441.41	\$2,441.41
New World Third Party Maintenance - Scene PD Diagramming Software		\$0.00	\$0.00
Server Hosting		\$294.72	\$294.72
Pace-05 - Training		\$4,968.29	\$4,968.29
Pace-05 - Tyler Connect Passes		\$2,129.26	\$2,129.26
<b>Grand Totals</b>	<b>\$252,026.87</b>	<b>\$324,375.42</b>	<b>\$576,402.29</b>







# Douglas County CO 5-year Maintenance Agreement Updated FINAL Non-Redlined 112823

Final Audit Report

2023-11-29

Created:	2023-11-29
By:	Ruth Ann Hines (ruthann.hines@tylertech.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAA4vyLLuR1TmijdUfuXiJXBba7KelufPt

## "Douglas County CO 5-year Maintenance Agreement Updated FINAL Non-Redlined 112823" History

-  Document created by Ruth Ann Hines (ruthann.hines@tylertech.com)  
2023-11-29 - 3:32:56 PM GMT
-  Document emailed to sherry.clark@tylertech.com for signature  
2023-11-29 - 3:33:37 PM GMT
-  Email viewed by sherry.clark@tylertech.com  
2023-11-29 - 5:56:43 PM GMT
-  Signer sherry.clark@tylertech.com entered name at signing as Sherry Clark  
2023-11-29 - 5:56:54 PM GMT
-  Document e-signed by Sherry Clark (sherry.clark@tylertech.com)  
Signature Date: 2023-11-29 - 5:56:56 PM GMT - Time Source: server
-  Agreement completed.  
2023-11-29 - 5:56:56 PM GMT





For the Twelve Months Ending December 31, 2025

Description	Prior Year Actual	Prior Year Budget	Current Year Actual	Current Year Encumbrance	Adopted Budget	Amended Budget	Current Year Available	% Remaining
446300 Prof. Membership & Licenses	28.93	.00	.00	.00	.00	.00	.00	.0
446400 Books & Subscription	48.01	.00	.00	.00	.00	.00	.00	.0
446500 Other Training Services	.00	6,300.00	.00	.00	.00	.00	.00	.0
<b>439000 PURCHASED SERVICES</b>	<b>1,772,858.78</b>	<b>2,126,200.00</b>	<b>9,335.18</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>(9,335.18)</b>	<b>(100.0)</b>
<b>449000 FIXED CHARGES</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.0</b>
449055 Fuel Charges	7,931.84	11,842.00	.00	.00	.00	.00	.00	.0
449056 Fleet Maintenance	7,428.72	2,798.00	.00	.00	.00	.00	.00	.0
449057 Fleet Outside Repairs	215.00	340.00	.00	.00	.00	.00	.00	.0
449058 Fleet Internal Labor	2,903.50	2,920.00	.00	.00	.00	.00	.00	.0
<b>449000 FIXED CHARGES</b>	<b>18,479.06</b>	<b>17,900.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.0</b>
<b>454000 DEBT SERVICE</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.0</b>
<b>454000 DEBT SERVICE</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.0</b>
<b>455000 GRANTS, CONTRIBUTIONS, INDEM</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.0</b>
<b>455000 GRANTS, CONTRIBUTIONS, INDEM</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.0</b>
<b>469000 INTERDEPARTMENTAL CHARGES</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.0</b>
<b>469000 INTERDEPARTMENTAL CHARGES</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.0</b>
<b>471000 CAPITAL OUTLAY</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.0</b>
<b>471000 CAPITAL OUTLAY</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.0</b>
<b>400000 EXPENDITURES</b>	<b>3,363,193.79</b>	<b>3,650,747.00</b>	<b>9,335.18</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>(9,335.18)</b>	<b>(100.0)</b>
<b>21350 TECHNOLOGY SECTION</b>	<b>845,858.81</b>	<b>1,297,961.00</b>	<b>9,335.18</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>(9,335.18)</b>	<b>(100.0)</b>