



Proposal

Local Government Division

DDRS/AAS

Presented to:

Judge John Swenson, Jr.
Clay County Justice of the Peace
214 N Main St
Henrietta, TX 76365
(940) 538-6531
ccjp@claycountytx.com

Proposal date:

June 13, 2014

Submitted by:

Ryan Burns
(800) 646-2633
ryan.burns@tylertech.com

Tyler Technologies
Local Government Division
5519 53rd Street
Lubbock, Texas 79414

Investment Summary
Judge John Swenson, Jr.
Clay County Justice of the Peace
June 13, 2014



Investment Breakdown

Proposal Valid for 120 days

Tyler On-Demand	Investment	Annual Fees
Application Availability Service	1,500	1,500
	1,500	1,500
Project Total	1,500	1,500

Tyler will invoice Client for the License Fees listed above upon delivery of the software.

All payment terms are net thirty (30) days

Tyler On Demand - Disaster Recovery Service

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Service QTY Annual Fee

Tyler On Demand - Disaster Recovery Service

Tyler Disaster Recovery Service 1 1,500

Tyler Application coverage details: (2 data sets)

- Tyler Application Data sent to our DRS facility every 24 hours
- Data integrity check to make sure your data is collected properly
- 24 Hour Recovery Point Objective
- Emergency response within 2 business hours. Application Availability within 8 business hours
- We will help you establish a SaaS connection for up to 10 concurrent Users during service activation
- We will assist you in restoring data from DRS facility to file server
- 1 Annual Disaster Planning Walkthrough

Scope of Service:

Coverage includes Tyler Financial, CIS/CRM, Municipal Court, and Utility Billing Data, Report Writer, Property Tax, and Eden Financials are considered Tyler Application Data. It does not include any Operating System, Active Directory, or Non-Tyler Application Data. Tyler Content Manager requires a separate coverage agreement.

How we help you with your local removable-media backups:

- General backup/restore assistance in non-disaster circumstances
- Optional Monthly offsite backup tape storage
- Monthly backup status reports
- Daily backup monitoring for NTBackup and Backup Exec users

Notes:

Tyler DR is not to be considered a replacement for local tape backups, but as a supplemental coverage service. Entity must perform backup procedures and tape rotation as established in Tyler's recommended backup procedures documentation. Remote access to client servers must be provided through RDP, PCAnywhere or GotoAssist. Tyler requires a minimum 128 kbps upstream internet access from the Tyler Application server. 256kbps or better recommended.

Entity must utilize the following:

- Backup Software: Arcserve, Backup Exec, or NT Backup (Preferred)
- Only those Entity's who use Microsoft's NTBackup or Backup Exec are eligible for daily backup monitoring and monthly reporting
- Supported Backup Hardware: DDS3 12/24GB DAT, DDS4 20/40GB DAT, DDS5 35/70GB DAT or LTO Drives
- Optional: Entity sends tapes monthly to Tyler for off-site rotation

Non-Participation

- \$125/hr for assistance in troubleshooting non-disaster backup/restore situation
- \$150/hr for non-ASP related data recovery assistance in disaster situations.
- One time fee: \$10,000 + \$500/day for Level 1 ASP service in disaster situations

Application Availability Service Total	1,500
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