



The State of Nebraska (State), Department of
Administrative Services (DAS), Materiel Division, State
Purchasing Bureau (SPB)

Request for Proposal (RFP) RFP 6249 Z1
Licensure Information System (LIS)
VOL 3 – Cost Proposal

June 15, 2020

Point of Contact:

██████████ – Business Development Executive
12901 Worldgate Drive, Suite 800, Herndon, VA 20170



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June 15, 2020

State Purchasing Bureau
Attn: Teresa Fleming/Connie Heinrichs
1526 K Street, Suite 130
Lincoln, NE 68508

RFP Number: RFP 6249 Z1
For: Licensure Information System

Dear Ms. Fleming & Heinrichs,

Tyler Technologies Inc. (AKA MicroPact; hereinafter "Tyler") is pleased to provide the attached cost proposal that follows for The State of Nebraska (State), Department of Administrative Services (DAS), Materiel Division, State Purchasing Bureau (SPB) (hereinafter "State") for a Licensure Information System.

In addition to the State's required cost proposal form, Tyler has included a standard quote form with our assumptions, to provide greater clarity to the State after the State's form.

We look forward to answering any questions about this proposal. I can be reached at the contact information below, or my team member, [REDACTED], listed on the cover page, can be contacted at the information provided.

Kind regards,

[REDACTED]

[REDACTED], Vice President, Regulatory Portfolio, Tyler Technologies, Inc.

[REDACTED]

*The State of Nebraska (State), Department of Administrative Services (DAS),
Materiel Division, State Purchasing Bureau (SPB)
Licensure Information System (LIS)*

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Tyler Technologies, Inc.
Page 1*

COST PROPOSAL - REVISION ONE
RFP 6249 Z1
Licensure Information System

Bidder Name: Tyler Technologies Inc.

The percentage of deliverables prior to completion of implementation must not exceed 35%. Deliverables prior to completion of Implementation includes Project Planning, Requirements Analysis, Design, Development, Interfaces and Integration, Data Conversion, Testing, and Training (see breakdown of phase of each deliverable below). The Burn-In Period must be at least 25%. Proposals that do not meet this requirement will be considered invalid and rejected.

EXAMPLE

EXAMPLE COST PROPOSAL WITH PERCENTAGES

DELIVERABLE	% of Total Cost	Cost	
1.0 Project Planning	2%	\$20,000	The percentages for these 7 Milestones cannot total more than 35% of the Total Cost.
2.0 Requirements Analysis	3%	\$30,000	
3.0 Design	10%	\$100,000	
4.0 Development, Interfaces, and Integration	11%	\$110,000	
5.0 Data Conversion	5%	\$50,000	
6.0 Testing	2%	\$20,000	
7.0 Training	2%	\$20,000	
% Subtotal	35%		
8.0 Implementation	40%	\$400,000	
9.0 Burn-In Period	25%	\$250,000	Must be at least 25%.
Total Cost	100%	\$1,000,000	

Bidder to complete the Cost column in the yellow cells of the following table, including all costs associated with each section. All expenses must be included in cost, including software and hosting-related fees¹, travel expenses, personnel, third party applications and any custom development required as part of the proposed system.

DELIVERABLE	% of Total Cost	Cost	
1.0 Project Planning	6%	\$319,069.93	The percentages for these 7 Milestones cannot total more than 35% of the Total Cost.
2.0 Requirements Analysis	5%	\$265,891.61	
3.0 Design	3%	\$159,534.96	
4.0 Development, Interfaces, and Integration	14%	\$744,496.50	
5.0 Data Conversion	3%	\$159,534.96	
6.0 Testing	3%	\$159,534.96	
7.0 Training	1%	\$53,178.32	
% Subtotal	35%		
8.0 Implementation	40%	\$2,127,132.84	
9.0 Burn-In Period	25%	\$1,329,458.03	Must be at least 25%.
Total Cost	100%	\$5,317,832.11	

DELIVERABLES
1.0 Project Planning 1.1 Detailed Project Work Plan 1.2 Project Control Documents (Risk Management and Resolution Plans, Issue Management and Resolution Plans, and Organizational Change Management Plan, Work Management Plan, Change Control Documents) 1.3 Status Reporting Plan 1.4 Electronic Project Library 1.5 Security Plan 1.6 Business Continuity Plan/Disaster Recovery Plan
2.0 Requirements Analysis 2.1 Fit/Gap Analysis
3.0 Design 3.1 Detailed System Design Documentation 3.2 Testing Plan

¹ Software and base-year hosting fees have been included in Implementation. Ongoing hosting fees are listed in Maintenance and Operations on page 5.
 The State of Nebraska (State), Department of Administrative Services (DAS),
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<p>4.0 Development, Interfaces, and Integration</p> <ul style="list-style-type: none"> 4.1 Software Development Plan 4.2 Construction Summary Report(s) 4.3 Code Management Plan 4.4 Master Schedule of Interface Development Efforts 4.5 Interface Design/Test Environment/Testing
<p>5.0 Data Conversion</p> <ul style="list-style-type: none"> 5.1 Data conversion Plan 5.2 Conversion Guide 5.3 Conversion Results Report
<p>6.0 Testing</p> <ul style="list-style-type: none"> 6.1 User Acceptance Testing Plan 6.2 Test Scripts, Test Conditions, Expected Results, Actual Results 6.3 Testing Results Weekly Report 6.4 System Testing Results Report, with an Updated Requirements Traceability Matrix
<p>7.0 Training</p> <ul style="list-style-type: none"> 7.1 Training Plan 7.2 On-site Train-the Trainer Session(s) 7.3 Online Training Materials 7.4 Administrative and User Reference Materials
<p>8.0 Implementation</p> <ul style="list-style-type: none"> 8.1 System Implementation Plan 8.2 Approved Final Readiness Assessment 8.3 User Documentation and Help Files 8.4 Hardware and Software Product Documentation 8.5 System Go-Live 8.6 System Error Documentation
<p>9.0 Burn-In Period</p>

Post-Implementation Support Phase and Maintenance and Operations Phase will be paid on a quarterly basis. Bidder to enter cost in the yellow cells of the following tables. All expenses must be included in cost, including software and hosting-related fees, travel expenses, personnel, third party applications, and any custom development required as part of the proposed system.

Description	Year One Initial Period	Year Two Initial Period	Year Three Initial Period	Year Four Initial Period	Year Five Initial Period
Post-Implementation Support	\$177,556.77				
Maintenance and Operations		\$218,148.18	\$222,511.14	\$226,961.37	\$231,500.60

Description	Year Six Renewal One	Year Seven Renewal One	Year Eight Renewal One
Maintenance and Operations	\$236,130.61	\$240,853.22	\$245,670.29

Description			
Maintenance and Operations	\$250,583.69	\$255,595.37	\$260,707.28

Optional Services:

Work may be needed that was not originally delineated in this RFP, but considered within the scope of work. This additional work may stem from legislative mandates, emerging technologies, and/or secondary research not otherwise addressed in this RFP or known at the time this RFP was issued. If additional work is needed, the Contractor must submit a detailed Scope of Work, Title/Role(s), number of hours, and due dates/deliverables for DHHS review and approval.

The bidder should provide the hourly rate for each Title/Role used to complete optional services.

Title/Role*	Hourly Rate
Business Analyst II	\$ 151.69
Database Analyst I	\$ 219.73
Database Analyst II	\$ 230.14
Project Manager I	\$ 197.86

*Bidder may add additional lines as needed.

Title/Role*	Hourly Rate
Project Manager II	\$ 217.75
QA Tester I	\$ 131.90
QA Tester II	\$ 152.61
Security Specialist I	\$138.12
Security Specialist II	\$169.19
Subject Matter Expert I	\$ 151.13
Subject Matter Expert II	\$ 233.32
Technical Writer I	\$ 122.48
Technical Writer II	\$169.38

*Bidder may add additional lines as needed.

DHHS has approximately 25,000 pages of board meeting minutes and associated documents that need to be digitized from 16mm microfilm. The minutes and documents for each meeting must be indexed, accessed separately, and searchable by text. Provide a price per page for optical character recognition (OCR) black-and-white images. Bidding on microfilm conversion is optional.

Microfilm Conversion per Page	\$N/A ²
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² Tyler has opted not to bid on this conversion.
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Quote and Assumptions

Please see the pages that follow for Tyler's quote and assumptions.



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Empowering people who serve the public®
MicroPact is a wholly owned subsidiary of Tyler Technologies

Contact: David Dennin
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Tyler Price Quote

Customer: Nebraska, The Department of Health and Human Services (NE DHHS)

Date of Quote: 06/11/2020

Description: NE DHHS - ETK-R Entellitrak - 200 Concurrent Users

Quote Type: Firm Fixed Price (FFP)

Schedule: State/Local Discounted

License	Price
entellitrak Professional Edition - 200 Concurrent Users	\$ 366,226.25
entellitrak Report Builder - 200 Concurrent Users	\$ 40,300.00
entellitrak Help Module - 200 Concurrent Users	\$ 20,301.13
entellitrak efile - 200 Concurrent Users	\$ 259,532.00
entellitrak Document Management Module - 200 Concurrent Users (Optional)	\$ 315,561.19
entellitrak Mobile Module - 200 Concurrent Users	\$ 201,424.44
License Price Sub Total without Optional Item(s)	\$ 887,783.82
License Price Sub Total with Optional Item(s)	\$ 1,203,345.01

Annual Support & Upgrade Subscription	Annual Price
entellitrak Professional Edition Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 73,245.25
entellitrak Report Builder Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 8,060.00
entellitrak Help Module Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 4,060.23
entellitrak efile Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 51,906.40
entellitrak Document Management Module Annual Support & Upgrade Subscription - 200 Concurrent Users (Optional)	\$ 63,112.24
entellitrak Mobile Module Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 40,284.89
Annual Support & Upgrade Subscription Price Sub Total without Optional Item(s)	\$ 177,556.77
Annual Support & Upgrade Subscription Price Sub Total with Optional Item(s)	\$ 240,669.01

Hosting Services	Annual Price
AWS Hosting	\$ 36,313.99
One Time Setup Costs	\$ 3,646.80
Hosting Services Price Sub Total	\$ 39,960.79

Professional Services	Price
Project Planning	\$ 319,069.93
Requirements Analysis	\$ 265,891.61
Design	\$ 159,534.96
Development, Interfaces, and Integration	\$ 744,496.50

Data Conversion	\$ 159,534.96
Testing	\$ 159,534.96
Training	\$ 53,178.32
Implementation	\$ 1,199,388.23
Burn-In Period	\$ 1,329,458.03
Professional Services Price Sub Total	\$ 4,390,087.50

Total Base Year Price without Optional Item(s)	\$ 5,495,388.88
Total Base Year Price with Optional Item(s)	\$ 5,874,062.31

Option Year 1	Annual Price
entellitrak Professional Edition Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 74,710.16
entellitrak Report Builder Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 8,221.20
entellitrak Help Module Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 4,141.43
entellitrak efile Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 52,944.53
entellitrak Document Management Module Annual Support & Upgrade Subscription - 200 Concurrent Users (Optional)	\$ 64,374.48
entellitrak Mobile Module Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 41,090.59
AWS Hosting	\$ 37,040.27
Total Option Year 1 Price without Optional Item(s)	\$ 218,148.18
Total Option Year 1 Price with Optional Item(s)	\$ 282,522.66

Option Year 2	Annual Price
entellitrak Professional Edition Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 76,204.36
entellitrak Report Builder Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 8,385.62
entellitrak Help Module Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 4,224.26
entellitrak efile Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 54,003.42
entellitrak Document Management Module Annual Support & Upgrade Subscription - 200 Concurrent Users (Optional)	\$ 65,661.97
entellitrak Mobile Module Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 41,912.40
AWS Hosting	\$ 37,781.08
Total Option Year 2 Price without Optional Item(s)	\$ 222,511.14
Total Option Year 2 Price with Optional Item(s)	\$ 288,173.11

Option Year 3	Annual Price
entellitrak Professional Edition Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 77,728.45
entellitrak Report Builder Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 8,553.33
entellitrak Help Module Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 4,308.75
entellitrak efile Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 55,083.49
entellitrak Document Management Module Annual Support & Upgrade Subscription - 200 Concurrent Users (Optional)	\$ 66,975.21
entellitrak Mobile Module Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 42,750.65
AWS Hosting	\$ 38,536.70
Total Option Year 3 Price without Optional Item(s)	\$ 226,961.37
Total Option Year 3 Price with Optional Item(s)	\$ 293,936.58

Option Year 4	Annual Price
entellitrak Professional Edition Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 79,283.02
entellitrak Report Builder Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 8,724.40
entellitrak Help Module Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 4,394.93
entellitrak efile Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 56,185.16
entellitrak Document Management Module Annual Support & Upgrade Subscription - 200 Concurrent Users (Optional)	\$ 68,314.71
entellitrak Mobile Module Annual Support & Upgrade Subscription - 200 Concurrent Users	\$ 43,605.66
AWS Hosting	\$ 39,307.43
Total Option Year 4 Price without Optional Item(s)	\$ 231,500.60
Total Option Year 4 Price with Optional Item(s)	\$ 299,815.31

Total Price Including Option Years without Optional Items	\$ 6,394,510.17
Total Price Including Option Years with Optional Items	\$ 7,038,509.97

Annual Support & Upgrade Subscription

- Technical Support M-F 8am – 8pm (Eastern Time)
- Regular product upgrades
- Unscheduled product upgrades

ETK-R Assumptions

- **Project Methodology:** Tyler is proposing a Hybrid delivery approach of both Agile and Traditional (Waterfall) components which shall be an optimum approach for this project. That is, the traditional, waterfall approach, will be utilized for standard project tasks such as Software Installation, Requirements Validation, Training, UAT Support, and Warranty Support.
The Agile methodology will be utilized for Design and Development of customizations, completion of Configuration, and Data Migration. These tasks will involve development via agile sprints, which the client will have regular input as they are being developed.
- **Project Management Plans:**
 1. Detailed Project Plan
 2. Contract Closeout Plan
 3. Risk Management and Resolution Plans
 4. Issue Management and Resolution Plan
 5. Organizational Change Management Plan
 6. Work Management Plan
 7. Change Control Documents
 8. Status Reporting Plan
 9. Security Plan
 10. Business Continuity Plan/Disaster Recovery Plan
 11. Software Development Plan
 12. Code Management Plan
 13. Data Conversion Plan
 14. Training Plan
 15. System Implementation Plan
- **Duration:** 34 months.
Implementation broken down into 5 phases:
 - Phase 1: (All customizations + 50 License Types (12%))
 - Phase 2: (90 License Types (22%))
 - Phase 3: (90 License Types (22%))
 - Phase 4: (120 License Types (29%))
 - Phase 5: (Mobile Solution + 60 Mobile License Types (15%))
- **Divisions/Boards:** Up to 39 Divisions/Boards/Programs.

- License Types: Up to 410 License Types.
- Transactions: Up to 1,000 unique Transactions/Applications.
- Certificates: Up to 100 Certificates.
- Letter Templates: Up to 80 Letter Templates.
- User Acceptance Test :
 - 12-week UAT for Phase 1.
 - 12-week UAT for Phases 2 and 3.
 - 12-week UAT for Phases 4 and 5.
- Enhancements:
 1. Elavon ePay Provider (ONL-10)
 2. NCSBN
 3. Physical Therapy Compact
 4. The interstate
 5. Disciplinary Action (DIS-2)
 6. General System (GEN-*)
 7. Initial Licensure/Examination (ILA-1,2,3,6,11,18)
 8. Inspections and Mobile (MOB-4)
 9. Online Transaction and Public Interface (ONL-3,8,16,17)
 10. Online Licensure (RLA-1)
 11. Data Interface (INT-1,3)
 12. Surevey Monkey, ProProfs, and Exam Company Interfaces (ILA-19)
 13. OnBase Interface (ACT-1)
 14. Financial Interagency Transfers (ACT-8)
 15. Configurable Inactivity Period by Role (PHI-3)
- Interfaces: See Enhancements above.
- Reports: Up to 25 custom reports.
- Requirements Gathering:
 - 360 days in total to gather and document all business requirements.
 - Phase 1: 25 days to gather and 20 days to document all business requirements.
 - Phase 2: 50 days to gather and 30 days to document all business requirements.
 - Phase 3: 50 days to gather and 30 days to document all business requirements.
 - Phase 4: 60 days to gather and 40 days to document all business requirements.
 - Phase 5: 30 days to gather and 25 days to document all business requirements.
- Data Migration:
 - 340 days to migrate all data and documents.
 - No more than 13 data sources (Aspen Central Office (ACO) + twelve (12) Access/Excel databases).
- Training:
 - The following training sessions are included:
 1. 3 ETK-R Train-The-Trainer User Training sessions.
 2. 1 ETK-R Admin Training session.
 3. 1 Mobile Trainer-The-Trainer User Training session.
 4. 1 Mobile Admin Training session.
- Change Control: A strict and formal project change control process will be followed to process and adjudicate any proposed requirements changes or additions. Prior to development start all parties must agree upon the change control process.

General Assumptions

- Statement of Work and Project Deliverables: NE DHHS and Tyler will agree to a Statement of Work that outlines the Tyler project deliverables, and the NE DHHS and Tyler responsibilities.
- Award Instruction: Tyler respectfully requests that our proposal be incorporated by reference into any resultant award by including the following statement in the order "The Task Order award incorporates Tyler's proposal/price submission dated 11 Jun 2020 as an intrinsic part of this contract".

- Statement of Work and Project Deliverables: The scope of all deliverables contained within this quote are defined in the SOW and the subsequent Q&A clarifications. Changes or expansions of this scope will be quoted separately.
- Statement of Work and Project Deliverables: Upon delivery of each deliverable, NE DHHS will have up to three (3) business days to provide feedback. If no feedback is received, the deliverable will be considered accepted and complete. Any feedback provided within those business days will be reviewed and incorporated in as appropriate agreed upon by both parties. This cycle of review/acceptance will occur no more than two (2) times for each deliverable.
- Staffing: NE DHHS will identify all IT personnel necessary to support this effort and will ensure that those personnel will be available during analysis, testing, and deployment. NE DHHS will additionally ensure that Tyler project personnel have reasonable access to designated personnel.
- Staffing: Tyler will designate an experienced Project Manager (PM) to manage this effort and to act as the principal point-of-contact (POC). Tyler requires that NE DHHS designate a PM to act as the principal POC for this effort.
- Project Kickoff and Process: Tyler will schedule an initial kickoff meeting between Tyler and NE DHHS. Tyler will provide an Installation Project Plan, which will outline deliverables and deadlines for both Tyler and NE DHHS. The Installation Project Plan must be accepted and signed by both Tyler and NE DHHS before Tyler performs any migration, installation, or configuration services.
- Sprints: The project will be conducted using Tyler's standard agile methodology and two (2) week sprints.
- JIRA : Tyler will utilize JIRA for requirement/issue tracking during the development effort to monitor project progress.
- Requirement Acceptance: Requirements must be approved before the development sprints can begin.
- Requirement Acceptance: After requirements acceptance, addition of new requirements to this baseline will only occur as a result of the formal project change control process and may have cost or schedule impacts.
- Change Control: A strict and formal project change control process will be followed to process and adjudicate any proposed requirements changes or additions. Prior to development start all parties must agree upon the change control process.
- Sprint Demo Meeting: NE DHHS and Tyler will meet bi-weekly, via sprint demonstration meeting not lasting more than two (2) hours. Tyler will demonstrate work completed during the sprint.
- System Demos: Tyler will provide no more than eight (8) customer facing demonstrations of the system while it is under development. The nature of these demos will be for the customer to provide feedback. Tyler will coordinate with NE DHHS on scheduling these demos. Tyler will require no less than two (2) weeks' notice prior to scheduling a system demo.
- Backlog Refinement Meeting: NE DHHS and Tyler will meet bi-weekly, via backlog refinement meeting not lasting more than two (2) hours to review, refine and approve requirements in the backlog for the next sprint. Approval must be provided prior to the next sprint starting.
- PM Meetings: It is assumed during the Project's Development Cycle that the Tyler Project Manager (PM) and the NE DHHS Project Manager will meet on a weekly basis. Timing and agenda will be coordinated between the two (2) PMs.
- Timeliness: Project delays that are the result of missed meetings, delayed meetings and/or added scope and tasks that Tyler is directed to do that is out of Tyler's scope, may result in Tyler requesting an equitable schedule adjustment.
- Place of Performance: Place of Performance for all Tyler activities will be at Tyler facilities or any of its satellite offices. Meetings, demonstrations etc. will be performed remotely unless otherwise agreed upon by Tyler and NE DHHS.
- Documentation Terminology: All project documentation will be written using technical and entellitrak-specific terminology. The targeted audience should have a technical background and entellitrak development training.
- Use Case: Use Cases will not be created for core entellitrak functionality as part of any documentation.
- COTS solution: Tyler will adhere to the design patterns inherent in the entellitrak COTS product and implement requirements in such a way as to best leverage those capabilities. Advanced configuration will be incorporated at Tyler's discretion.
- Assumption is that 508 and WCAG2 compliant web design will meet this need in conjunction with browser compatibility settings and accessibility tools.
- After UAT: After UAT approval from NE DHHS, all bugs/issues/defect/failures with any requirement will be treated as a Project Change Request (PCR).
- UAT Test Cases: NE DHHS will be responsible for developing and providing User Acceptance Test Cases/Scripts. UAT test cases/scripts will be furnished to Tyler three weeks prior to scheduled UAT.
- Custom Pages: The system implementation will leverage the existing entellitrak forms and views architecture, excepting dashboard and public-facing pages.

- Hosting: Tyler will supply and host all hardware and software needed to maintain entellitrak software. Production environment is a shared environment.
- Database Management System: Tyler assumes the use of SQL Server as the target Database Management System for this solution.
- Standard Security Provisions: Tyler will provide Monthly Vulnerability Server Scans (12 hours annually).
- Standard Security Provisions: Tyler will conduct Web Application Vulnerability Scans prior to go live.
- Standard Security Provisions: Tyler will leverage their FedRAMP package to address required hosting security artifacts.
- C&A/A&A: It is assumed that NE DHHS will be able to leverage Tyler's FedRAMP certification for the C&A/A&A process. Any additional security certification support from Tyler beyond what is contractually procured will be priced separately.

Training Assumptions

- All training occurs in-person at Tyler facilities or through online video/virtual conference. Additional travel fees may be incurred if other arrangements are mutually agreed upon.
- Training is provided in conjunction with system Go-Live. If follow-on training is to be repeated for each phase, it must be priced separately and per user.
- NE DHHS may reschedule a training date without penalty by providing written notification up to five (5) days prior to the class. If written notification is not received five (5) days prior to the scheduled class, Tyler will invoice on the day of the class.
- Minimum of three (3) trainees are required per session.
- Standard training does not include any deliverables besides standard user manual and classroom training.
- Training materials over 150 pages will be provided in soft copy format only. Requests for printed copies will require quote from printing company.
- Deliverables will be provided in Microsoft Word or PDF format.
- One (1) trainer is required for every 25 attendees.
- Interactive hands-on training is only recommended for 50 users or less per session.
- Tyler does not authorize the audio or video recording of its training sessions.
- NE DHHS is responsible under the ADA for providing reasonable accommodations for its employees and agents attending electronic or in-person training.

Billing and Invoicing Assumptions

- Tyler will invoice NE DHHS \$1,065,340.59 (for base year license and maintenance) once the entellitrak software and installation instructions have been delivered to NE DHHS.
- Tyler will email login credentials to NE DHHS's designated POC for an SFTP site, where the license and software may be downloaded by NE DHHS. Upon email delivery to NE DHHS, Tyler considers licenses and software delivery to be complete, regardless of when NE DHHS login to SFTP site and download. Tyler will select "Request a Delivery Receipt" when emailing so as to provide proof of delivery upon request.
- Annual support and upgrade subscription (maintenance) shall begin on contract award date. After the expiration of the base year maintenance period, Tyler will annually invoice NE DHHS for maintenance, to be paid in full by NE DHHS at the inception of each maintenance period. Annual support and upgrade escalates at 2% per year.
- Tyler will invoice NE DHHS \$39,960.79 for base year hosting services. The first option year hosting invoice to NE DHHS will be for \$37,040.27. Each subsequent maintenance period will be subject to a two percent (2%) price escalation.
- Tyler will invoice NE DHHS for professional services on a monthly basis. Changes in scope or requirements will require a change request and/or contract modification.
- Payment is due within 30 days of the invoice date.

The Tyler End User License and Services Agreement, www.micropact.com/terms, is incorporated by reference.

Quote valid for 30 days

Proprietary and Confidential Information of Tyler