

18,731

Hunt County Sheriff's Office Communications

HCSO Emergency Communication Center Fire Dispatch/L3 Harris Radio Implementation

FILED FOR RECORD
at 2:00 o'clock *[Signature]* M

APR 09 2024

Project Overview

By BECKY LANDRUM
County Clerk, Hunt County, Tex.
[Signature]

Problem	This project was initiated as a proactive measure to address the concerns relating to the current fire dispatching services and the ability of the Hunt County Communications Center to seamlessly take over those services should the need arise in the future. Thus eliminating any loss of critical emergency services.
Purpose of Project	Determine the best course of action to prepare HCSO's Communication Center for future growth, to accommodate fire dispatching services and the implementation of the L3 Harris P25 Radio Project that is directly associated with the HCSO's Emergency Communication Center Project.
Justification	With the likelihood of HCSO Communications taking over HC fire dispatching services, we will need to make adjustments to accommodate the increase in calls and workload, type of dispatching (currently set up for police dispatch only) and set a solid foundation to take it all on before the current services are terminated by Hunt County or by AMR. Waiting to see what happens and taking no action to improve our current center will most certainly result in the loss of critical services, should AMR terminate their contract.
Objectives Overview	<ul style="list-style-type: none"> • Restructure the communications department personnel • Expand the dispatch center to accommodate additional workstations • Upgrade the CAD/RMS system • Make key decisions on the L3 Harris P25 Radio Project that directly affect this project

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Completed Tasks

1. Initiated talks with outside agencies about the cutover timeline for the Radio Project.
 - a. Several agencies have reached out for pricing on compatible radios.
 - b. Identified outside agencies' staffing levels and vehicle counts.
2. Completed the Factory Acceptance Testing on L3 Harris radio equipment in Lynchburg, VA the week of 2/26-3/1.
 - a. Shipping on that equipment started this week.
3. Purchased the upgrades needed for the current logging recorder to be compatible with the new radio system.
4. MOU between Hunt County and L3 IMS was completed.
5. Began discussions with stakeholders on upgrading our CAD/RMS system and identified local resources for GIS assistance.

Action Items

1. Propose an immediate departmental restructure to reflect a Communications Director, Dispatch Supervisor, Assistant TAC, and 9 dispatchers. This would add the Director position and lock in place the Assistant TAC position which is currently not an "official" position. Attached are the four job descriptions for each of these positions.
 - a. Assistant TAC will assume the role of backup radio administrator.
 - b. If/when fire comes on we would need to create three additional full-time dispatch positions at minimum to accommodate three dispatchers per shift.
2. Approve the purchase of new dispatch furniture. This will replace the existing furniture, and add additional consoles to accommodate the growth with room for future changes to dispatch. The quote (attached) comes out to \$175,730. Depending on how far out the installation is, would determine what budget year this falls into. Changing dispatch has a lot of moving parts such as:
 - a. Additional maintenance costs to run power throughout the room and replace carpet are estimated to be \$21,065.00. Quote attached.
 - i. Electrical: New 100A 3-phase, 4 wire, 42 space electrical panel. New 60A 3-phase, 4 wire, 30 space electrical panel. 18 20A circuits for 6 workstations in conduits under existing raised floor. Receptacles as directed. Other materials as required. Electric Inc. proposal amount cost \$8,260.00
 - ii. Floor covering: Remove and dispose of existing carpet tiles and base trim. Clean raised floor surface. Apply pressure-sensitive glue. Install Shaw Zing carpet tiles aligned with raised floor panels. Install 4" rubber cove base trim. Clean entire area. C & R Floors proposal amount \$9,340.00
 - b. Requesting a fourth position for 911 equipment through the NCTCOG.
 - c. Purchase of 2 24/7 chairs. (2024-2025 budget) requested quote (estimated cost \$1,700 per chair through Concept Seating)

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- d. It would be ideal and cost-effective to install the new symphony radio consoles at the same time if feasible with the timeline of the L3 Harris Radio Project.
 - i. Purchase an additional symphony console for the fourth station.
 - ii. Per the report provided by Trott in November the quote for the additional console is \$142,622.96 (attached)
- e. Dispatch would be displaced for several weeks meaning we would have to set up a temporary dispatch. This would require coordination with IT, CJIS and NCTCOG 911.
- f. IT cost estimates totaled \$12,500
 - i. Cabling: \$2,500 (labor and materials associated with cabling only)
 - ii. \$700 (materials like conduit, floor boxes, network switches)
 - iii. 3 New workstations
 - 1. Computers \$4,500
 - 2. Monitors \$4,000
 - 3. Video Cables \$200
 - 4. Miscellaneous Equipment/Unforeseen Issues \$600
- 3. Move forward with the purchase of the new CAD/RMS system.
 - a. This has an estimated 12-18 month implementation time frame with many moving parts and requires collaboration with IT and across multiple departments at the SO, Constables Office, and Homeland Security.
 - b. Attached is the finalized quote and a draft amendment to the County's original contract from Tyler for the CAD/RMS upgrade. The total cost is \$417,315 with recurring yearly fees of \$238,351.
- 4. Discuss the game plan for ordering radios for other Hunt County Departments?
 - a. Constables, Homeland Security, DA/CA Investigators
 - i. Does the SO order radios for them and issue them out or does each department need to order them under their own budget?
 - 1. I'll have to program all the radios, add them to the system, maintain warranties, and any repairs.
 - b. If we wait until October to order them they may not be ready for the radio go-live date with shipping, programming, and install times.
- 5. What are we to do with the agencies that are unable to purchase compatible radios?
 - a. One suggestion is that the county purchase a surplus of portable/mobile radios and distribute them on an as-needed basis with the understanding that these agencies have a plan in place to purchase radios over a pre-determined time frame or possibly a rent to own situation. If we did a rent to own we could divide the payments up over the 5yr warranty period so that the radio would be paid off by the time the warranty was up. We would need an MOU that outlines this.
 - i. Issues will be:
 - 1. The liability in the event of damage. However, radios would be under a 5-year warranty.

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2. How many do we designate for each agency?
 3. Install costs for mobile radios.
- b. Another option is for the County to purchase radios and distribute them to all the agencies and charge a minimal usage fee to offset some maintenance/purchase costs. The cost to do this would be significant but it would be easier to control what radios are allowed on our system. If the radios are not configured correctly with certain feature sets it can burden the system and take up additional resources which ultimately reduces the effectiveness of our system as a whole.
- i. The way the radios are budgeted would need to be addressed. As of now each department in the County is budgeting for their own radio needs. As the radio administrator, I believe it might be easier to have a separate budget for the radio project as it continues to grow. Especially if FD is incorporated.
- c. Whatever the County decides to do we need to let them know so that they can plan accordingly for the next fiscal year.
- i. Attached are some MOU's from surrounding agencies that are on the L3 Harris radio system that outline how various counties are managing their systems with local agencies.
- d. We can maintain the legacy system until it reaches a point where it is not feasible to make repairs.
- ***Example: The tower is in such bad shape that Maltec won't send anyone up for repairs. If the tower becomes structurally unsound, are we going to pay to fix it?
- i. Problem with maintaining the legacy system:
 1. Costs: 2022-2023 Intercounty Costs roughly \$1,892 and we are at 1,241 for the current budget year.
 2. Strain on dispatcher listening to both radios and room for error when agencies that work together daily aren't able to communicate on the same talk group/channel.
 3. Agencies putting off the purchase of compatible radios for the new system if they can operate off the old one.
 4. Responder safety. The whole point of upgrading the radio system is to correct the poor coverage we currently have. There are major gaps in the coverage of the legacy system that pose a great risk to responder safety. We have multiple agencies that cannot currently get out on their radios inside their PD's and have spotty service outdoors in their cities. ISD PD's can't transmit or receive radio traffic inside their schools on the legacy system which is not only an officer safety concern but a student/faculty safety concern as well. The legacy system, if maintained, should be used only in a situation where our new system has failed for some reason.
 - ii. Benefits of maintaining the Legacy System:
 1. Redundancy. If the L3 Harris System goes down for any reason we can fall back to the Legacy System. The L3 Harris System is

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- essentially a computer that does radio things and as we all know computers can and will fail at times.
2. Provides smaller agencies a larger window of time to file for grants or obtain new radios over more than one budget year.
6. Form a radio committee to make decisions regarding the Hunt County radio network.
- a. How we implement our system and what we allow on it will play a big part in how it runs down the road. Just like the CAD/RMS system "junk in, junk out".
 - b. Examples of issues that need to be discussed and decided on:
 - i. Will we have a set standard for radios we allow on our system?
 - ii. What securities will we put in place to keep agencies from allowing access to anyone they want?
 - iii. Who will be responsible for programming/updating all the outside agency radios both PD and FD? The initial programming is a service that each agency pays for now. It costs the County roughly \$90/per mobile radio for Intercounty to upload the programming.
 - iv. We need an MOU with all the outside agencies that will be operating primarily off Hunt County's radio network.
7. All of the above will build a solid foundation to accommodate the county's future growth while also preparing our Communications Department for the potential addition of fire dispatch responsibilities. What it doesn't account for is how fire will operate. As soon as we establish that FD dispatch will be taken over by HCSO we need to create a fire committee to work out how it will operate.
- a. Will they remain on their current radio system or will they be added to the L3 Harris system? If they are added to the new system, how will that be funded? What will the funding be based on as far as what each agency is provided?
 - b. There are roughly 13 fire departments that are part of the Hunt County fire operations. This includes Commerce FD and Greenville FD. That's 13 Chiefs that will have an opinion on Hunt County fire dispatching procedures. Having a committee that votes on and creates an SOP (standard operating procedures) will be needed.

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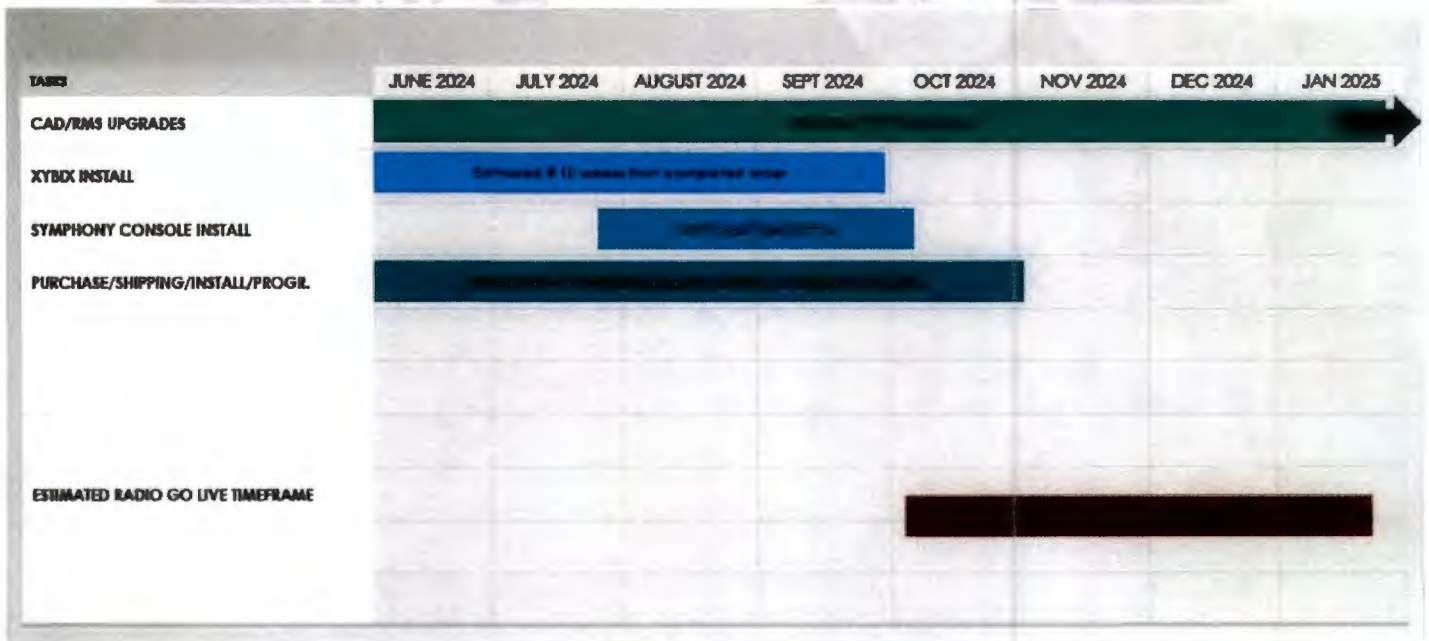
Estimated Project Timeline

The time frame is important because each of these tasks impacts the project as a whole. If we wait for the 24-25 fiscal year to start these purchases we will not be ready for the go-live date for the radios and we will be even further out from being prepared for the possibility of FD dispatch coming on.

It takes anywhere from 4-8 weeks (optimistically) for radios to be shipped and then they must be installed and programmed.

The ideal time to do the Xybix install would be at the same time the symphony consoles go in since dispatch would already be displaced. Maintenance, IT, Radio installers, NCTCOG, Xybix and anyone else involved would be able to work without causing further interruptions to dispatch services.

This is a very big project that will take a lot of planning with so many moving parts that involve multiple departments and third party companies. The more time we have to do this the smoother it will go. What we don't want is for this to all take place one after another causing increased disruptions to dispatch services and potentially having additional costs or end up with fire dispatch and not having this all in place.

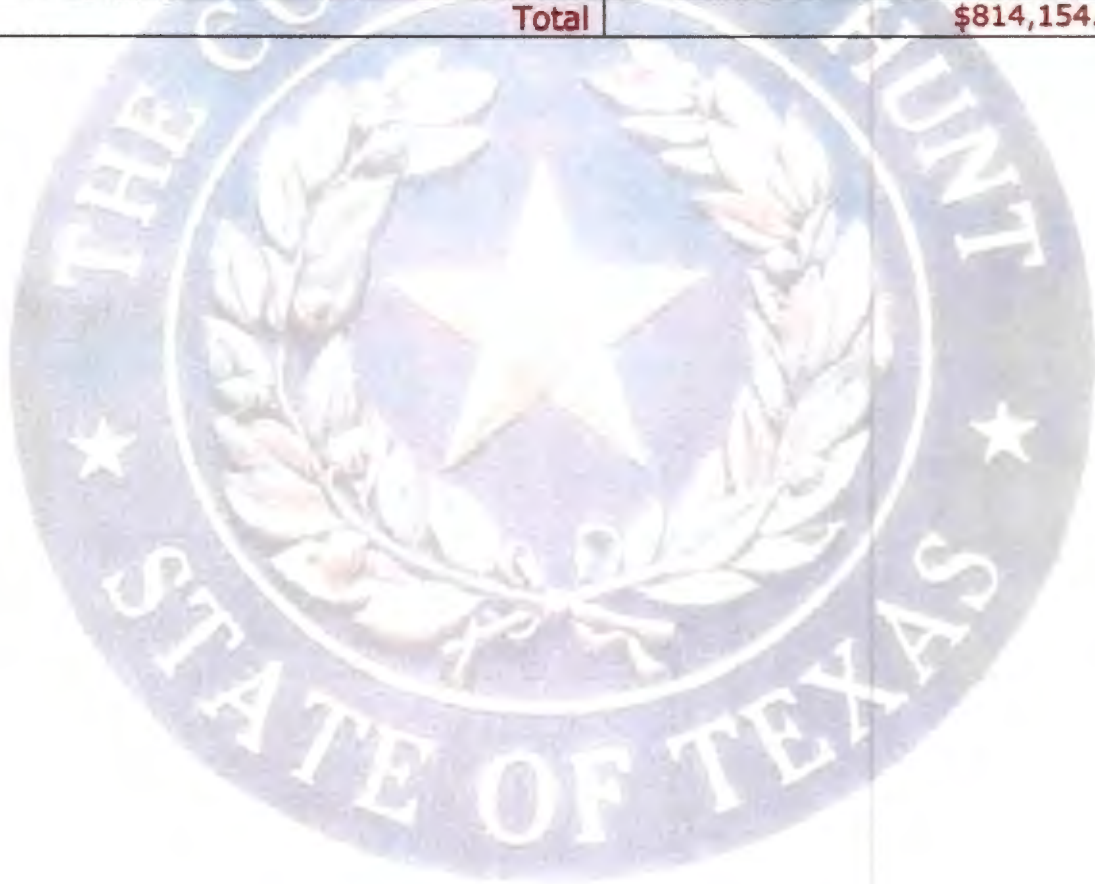


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Estimated Cost Overview

This is a basic overview of what I mentioned above. It does not account for every possible expense associated with the project.

Communications Director Position	\$82,090
Xybix Furniture	\$175,561.51
IT Estimated Costs	\$12,500
Maintenance Estimated Costs	\$21,065
Radio Equipment: Symphony Console	\$142,622.96
CAD/RMS	\$417,315
Total	\$814,154.47



Job Description

Department: Sheriff's Office

Position: Communications Director

Salary: \$82,090

General Description of Responsibilities: This position is primarily responsible for managing and maintaining the County's Mission Critical Land Mobile Radio (LMR) system to support public safety end users.

Essential Functions:

- Develop and coordinate subscriber programming files (personalities), programming of subscriber radios, generate, maintain, and load cryptographic keysets.
- Interface with public safety end users, dispatch center, and others as needed to translate radio system operational needs into solutions. Conduct end-user training as needed on the system and equipment. Interop liaison with surrounding agencies.
- Provide various types of maintenance to ensure the availability and performance of the LMR system including but not limited to:
 - Technical support for radio databases
 - Preventative maintenance schedules
 - Develop, negotiate, and secure contracts with outside vendors for specialized services related to system maintenance and related equipment
 - Perform basic maintenance and repairs for the radio system (in coordination with vendors) including dispatch consoles, computer hardware, network hardware, radio equipment, and supporting systems.
- Provides technology leadership and management. Identifying, recommending, and implementing needs for the radio system. Attend user group meetings, trainings, and other functions as required or directed. Prepares presentations to decision-makers as needed. Keep abreast of technology necessary to operate efficiently and effectively as well as oversee the evolution of the system to ensure that users' needs are met.
- Maintain appropriate FCC license requirements to remain in compliance with local, state, and federal policies/procedures

Additional Responsibilities include but are not limited to:

- First Net Administrator
 - Maintains records and databases containing information regarding deployed and in-stock inventory of all devices and equipment, including but not limited to make, model, PO numbers, Serial number, IEMI numbers, location, and device name.
 - Reviews and evaluates operating costs.
- CAD Administrator
 - Responsible for assisting in the maintenance, management, and administration of the following systems: Computer Aided Dispatch (CAD) System, Mobile Dispatch System, Records Management (RMS) Systems, and L3 Harris CAD to Radio, Coordinate with the designated PSAP points of contact to ensure 24x7x365 functionality and reliability.
 - This position is responsible, in conjunction with the IT team, for maintaining, troubleshooting, and resolving issues that may arise with all systems that we support.
 - Coordinate with the Dispatch Supervisor to provide budgetary analyses for the Communications Division to include the LMR system.
 - Attend CAD, and other system user group meetings, and relevant training
- Provides on-call/after-hours support when assigned or requested.
- As needed, will be required to work as a communication specialist in the PSAP and therefore shall maintain all required training, certifications, and proficiency required of a communications specialist.

Job Description

Department: Sheriff's Office

Position: Dispatch Supervisor

Salary: (current salary)

General Description of Responsibilities: Under general supervision, this position is responsible for the day-to-day operations of the 911 Communications Division. Provides dispatch and other communication support services for situations involving first responders. Reports to the Communications Director. Supervises dispatch personnel.

Essential Job Functions

- Assists with the division's administrative responsibilities including gathering data for statistical analysis; creating and reviewing policies and procedures; and assisting in solving operational issues and recommending changes in operational procedures
- Ensures the operational readiness of equipment related to the 911 emergency telephone system and the department's computer-aided dispatch system (CAD). In conjunction with the Communications Director, maintains and updates tables in the CAD software related to the records management system.
- Advises staff on difficult issues and makes decisions on exceptional situations to manage and implement appropriate services and assistance.
- Capable of performing the duties of an Emergency Dispatcher during relief periods, emergencies, or high-priority incidents as necessary.
- Serve as the custodian of 911 records for the Dispatch division and liaison with courts, judges, and other agencies as needed for record management.
- Conducts interviews and completes background investigations to TCOLE standards on potential applicants.
- Evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Establishes appropriate workforce assignments, and authorizes schedule changes, personal leave, sick leave, and vacation requests.

Required Knowledge/Skills

- **Communication** - Excellent ability to communicate complex ideas and proposals effectively so others will understand including preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.
- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees, representatives from various departments, and outside agencies. Effectively responds to and resolves complex inquiries and disputes.
- **Computer Skills** - Proficiency with Word, Excel, and related software with reasonable speed and accuracy.

Education and Experience

- High School Diploma and minimum 8yrs of experience in a dispatch center
- Must hold an active Master Telecommunicator License with TCOLE

Job Description

Department: Sheriff's Office

Position: Assistant Supervisor/TAC/LMR Administrator

Salary: \$55,548 (current salary)

General Description of Responsibilities: This position primarily answers to the Dispatch Supervisor and serves as the assistant TAC, supervises day-to-day activities in dispatch, and fills in when the Dispatch Supervisor is not available.

Answers to the Communications Director as the LMR Assistant.

Essential Job Functions

- Ensure all users are following the proper TCIC/NCIC policy/procedures for entries and record retention.
- Ensure that all original warrants, theft reports, protective orders, and missing person reports that support all TCIC/NCIC records are available 24 hours /7 days a week.
- Ensure TCIC/NCIC records are validated monthly per the Crime Records Division/TCIC Control Center
- Enter all warrants, protective orders, stolen property/vehicles/boats, and missing persons when on shift.
- Acts as a liaison with the courts and outside agencies to ensure the proper documentation is on file for TCIC/NCIC entries.
- Audit and maintain all warrant files including TDCJ warrants. That includes placing holds, following up on holds placed, and removing warrants that have been recalled or withdrawn by the courts or that have received bonds.
- Develop and implement a quality assurance program stipulating the proper protocols are adhered to in responding to calls for service.
- Establish, modify, and oversee the training program as directed by the Dispatch Supervisor
- Assist with CAD/RMS software updates and implementation of new practices.
- Assist as needed with reports, time sheets, record requests, background checks/hiring, and any other administrative tasks.
- Capable of performing the duties of an Emergency Dispatcher during relief periods, emergencies, or high-priority incidents as necessary.
- Works closely with the Communications Director to oversee the function of the LMR system and provides on-call/after-hours LMR support when assigned or requested.

Required Knowledge/Skills

- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand including preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.
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Xybix Systems, Inc.
 8207 SouthPark Circle
 Littleton CO 80120
 Phone: 303-683-5656
 Fax: 303-683-5454
 AvivaM



Quote Number: 33829

Quote Date: 2/20/2024
 Revision: C
 Orig Create Date: 2/19/2024
 Expires: 5/19/2024
 Opp #: 0028784

Quote

Terms: 1% 20 Days, NET 30 Days

Page: 1 of 4

<p>QUOTE TO: Acct: HUNCOUGRTX</p> <p>Hunt County Sheriff's Office North Central TX Council of Gov 2801 Stuart Street Greenville TX 75401</p> <p>Phone: Email:</p>	<p>SHIP TO: Hunt County Sheriff's Office 2801 Stuart Street Greenville, TX 75401 USA</p> <p>Salesperson: KAYLA BUTLER Phone: (214) 727-1681 Email: kaylab@xybix.com</p>
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HGAC Price List: EC07-23
 Eagle Line w/axys
 Install Type: Standard w. Live Cutover x1
 Tax Exempt

5 Year Warranty

2.19.24: Drawing R3, Added the acrylic back into the desks, so it is no longer OPTIONAL -AM
 2.6.24: Drawing R2, Replaced center lockers with cabinets at counter height, added panels to end of all workstations, added more lockers to the south wall, removed cupholders, made arc acrylic optional, and updated all workstations to have (4) 34" monitors, removed (removal & disposal) from quote. -AM
 01.15.24: Drawing R1 - AM

Line	Part Num	Desc	Qty	U/M	List Ea.	Disc. %	Disc. Price	Net Price
1.00	12343.	Panel System Priced by the Linear Foot: Grade 3 Fabric 12343-1-DS - 29-48in - 111.0 LF @ \$388.00/LF	1.00	EA	\$43,068.00	50.00 %	\$21,534.00	\$21,534.00
		Upper Tiles Fabric Color: TBD Grade 3 G2 Lower Tiles Fabric Color: TBD Grade 3 G2 Panel Trim Color: Black						
2.00	14487-3D.	Adj. Table Worksurface - Corner Dual Surface - 78L x 78R - Cable Management Included	4.00	EA	\$3,065.00	50.00 %	\$1,532.50	\$6,130.00
2.01	14498-3D.	Adj. Table Worksurface - Straight Dual Surface - 96W x 44D - Cable Management Included	2.00	EA	\$2,037.00	50.00 %	\$1,018.50	\$2,037.00
3.00	15702	L5 Table Base	6.00	EA	\$9,278.00	50.00 %	\$4,639.00	\$27,834.00
4.00	16744.	Monitor Mount 3 - Rollervision - Corner Dual Surface - 78L x 78R	4.00	EA	\$7,383.00	50.00 %	\$3,691.50	\$14,766.00
		16677 - Heavy Duty VESA Mount Qty = 3 Total: \$3,018.00 - OPEN MARKET 16765 - Heavy Duty VESA Mount 2 HI 1 Knuckle Qty = 1 Total: \$1,578.00 - OPEN MARKET						

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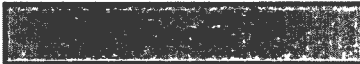
Line	Part Name - Desc	Qty	U/M	List Ea.	Disc. %	Disc. Price	Net Price
4.01	16745. Monitor Mount 3 - Rollervision - Straight Dual Surface - 96W x 44D	2.00	EA	\$7,383.00	50.00 %	\$3,691.50	\$7,383.00
	16677 - Heavy Duty VESA Mount Qty = 3 Total: \$3,018.00 - OPEN MARKET 16765 - Heavy Duty VESA Mount 2 HI 1 Knuckle Qty = 1 Total: \$1,578.00 - OPEN MARKET						
5.00	16130-8 Datadock 2 - Keyboard Snap-In Cable Organizer Includes: 8 - USB Ports 1 - RJ45 Port	6.00	EA	\$841.00	50.00 %	\$420.50	\$2,523.00
5.01	13074 Cable, TBD	24.00	EA	\$124.00	50.00 %	\$62.00	\$1,488.00
6.00	15848 Grounding Kit Full Station R56 Compliant	6.00	EA	\$1,665.00	50.00 %	\$832.50	\$4,995.00
6.01	11792-BLK Power Bar - 10 Outlet With Black Sticker	6.00	EA	\$185.00	50.00 %	\$92.50	\$555.00
6.02	11792-OR Power Bar - 10 Outlet With Orange Sticker	6.00	EA	\$185.00	50.00 %	\$92.50	\$555.00
6.03	14976 6 Outlet Power Strip 25'	3.00	EA	\$196.00	50.00 %	\$98.00	\$294.00
7.00	16708. Axs Control System with Fan Base Price: \$2,121.00 16707AXS - Heat - \$675.00 16709AXS - Task Lights - \$270.00 16711AXS - Footwell Lighting - \$259.00 16712AXS - Down Bias Lighting - \$159.00 16713AXS - Arc Lighting - \$530.00 16772AXS - Axs Status Light 4 HI - \$2,151.00	6.00	EA	\$6,165.00	50.00 %	\$3,082.50	\$18,495.00
7.01	15560 Acrylic Cleaning Kit	1.00	EA	\$159.00	50.00 %	\$79.50	\$79.50
8.00	16909 Shelf, Under Surface, With Power, 1 AC Outlet, 1 USB Charge, 1 USB-C Charge, Metal, Black	6.00	EA	\$364.00	50.00 %	\$182.00	\$1,092.00
10.00	12033-3D. Return Worksurface - 18Wx36D	1.00	EA	\$782.00	50.00 %	\$391.00	\$391.00
10.01	12033-3D. Return Worksurface - 36Wx36D	2.00	EA	\$782.00	50.00 %	\$391.00	\$782.00
10.02	12033-3D-FT. Flip Top Return Worksurface - 48Wx36D	5.00	EA	\$782.00	50.00 %	\$391.00	\$1,955.00
10.03	12035-3D. Return Worksurface - 93.25Wx36D	1.00	EA	\$1,409.00	50.00 %	\$704.50	\$704.50

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10.04	12033-3D.	Return Worksurface - 18Wx44D	»	1.00 EA	\$782.00	50.00 %	\$391.00	\$391.00
10.05	12033-3D-FT.	Flip Top Return Worksurface - 33.25Wx44D	»	1.00 EA	\$782.00	50.00 %	\$391.00	\$391.00
11.00	16209	Cable Bridge Corner Angled Left Side	»	2.00 EA	\$289.00	50.00 %	\$144.50	\$289.00
11.01	16210	Cable Bridge Corner Angled Right Side	»	2.00 EA	\$289.00	50.00 %	\$144.50	\$289.00
11.02	15709	Cable Bridge Straight Left Side	»	2.00 EA	\$289.00	50.00 %	\$144.50	\$289.00
11.03	15492-3D-FT.	CPU Cabinet - ERGO ACCESS Under Work Surface 48Wx34.5D With Flip Top Hinge	»	5.00 EA	\$2,242.00	50.00 %	\$1,121.00	\$5,605.00
11.04	15487-3D-FT.	CPU Cabinet - ERGO ACCESS Under Work Surface 33.25Wx42.5D With Flip Top Hinge	»	1.00 EA	\$1,988.00	50.00 %	\$994.00	\$994.00
12.00	11352-3D.	Drawer Pedestal - Fixed - Single - 18W - 6-6-12 Drawers 18W 22D	»	6.00 EA	\$1,548.00	50.00 %	\$774.00	\$4,644.00
16.00	13676-3D.	Storage Cabinet - UnderWS W/Toekick - 27W, 42H, 16.75D	»	1.00 EA	\$1,744.00	50.00 %	\$872.00	\$872.00
16.01	13676-3D.	Storage Cabinet - UnderWS W/Toekick - 30W, 42H, 16.75D	»	1.00 EA	\$1,744.00	50.00 %	\$872.00	\$872.00
16.02	13676-3D.	Storage Cabinet - UnderWS W/Toekick - 32.25W, 42H, 17D	»	2.00 EA	\$1,744.00	50.00 %	\$872.00	\$1,744.00
16.03	13676-3D.	Storage Cabinet - UnderWS W/Toekick - 27W, 42H, 17D	»	1.00 EA	\$1,744.00	50.00 %	\$872.00	\$872.00
16.04	13676-3D.	Storage Cabinet - UnderWS W/Toekick - 30W, 42H, 17D	»	1.00 EA	\$1,744.00	50.00 %	\$872.00	\$872.00
17.00	10908-3D.	Locker 2Hi - 18W, 84H, 17D	»	8.00 EA	\$3,086.00	50.00 %	\$1,543.00	\$12,344.00
18.00	12235	Bracket, Support, L, 18 in, Black	»	4.00 EA	\$57.00	50.00 %	\$28.50	\$114.00
18.01	14655	Wall Screw Anchor Kit	»	4.00 EA	\$17.00	50.00 %	\$8.50	\$34.00
90.00	16139	Installers Kit Eagle Line	»	6.00 EA	\$0.00	0.00 %	\$0.00	\$0.00
99.00	Other	Other Charges & Services	»	1.00 EA	\$0.00	0.00 %	\$0.00	\$0.00

Line (38) - Miscellaneous Charge -

Description	Ext. Price
1.) Freight - Full Truck	2,693.78
2.) Installation	28,658.73

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 8207 SouthPark Circle
 Littleton CO 80120
 Phone: 303-683-5656
 Fax: 303-683-5454
 AvivaM



Quote Number: 33829

Quote Date: 2/20/2024
 Revision: C
 Orig Create Date: 2/19/2024
 Expires: 5/19/2024
 Opp #: 0028784

Quote

Terms: 1% 20 Days, NET 30 Days

Page: 4 of 4

Line	Part Name	Desc	Qty	U/M	List Ea.	Disc. %	Disc. Price	Net Price
List Price Total:					\$288,418.00			\$144,209.00
			Lines Total:					\$144,209.00
			Line Miscellaneous Charges					\$31,352.51
			Total:					\$31,352.51
			Taxes Total:					\$0.00
			Quote Total:					\$175,561.51

Note 1:
 All quoted taxes are estimated. Any applicable taxes, fees, permits, etc. must be added to this quote.

Note 2:
 Where installation is listed on quote it is based in non-union labor and on one trip for installation only. Client is responsible for coordination of Technicians and other Vendors/Contractors. Waiting time will be charged at the rate of \$75 per man hour straight time and \$115 per man hour for OT plus subsistence expenses.
 Additionally, this quote is based upon a remodel in an existing space and/or new building - completely finished with a Certificate of Occupancy. Any project where the General Contractor is still on the job is subject to additional charges.

We appreciate this opportunity to provide this quote. Our goal is to substantially improve working conditions for your valuable staff. We look forward to meeting with you to review this proposal in detail. In the meantime please don't hesitate to call us with any questions.



HUNT COUNTY

Facilities Department

Chris Kilmer
Facilities Director

Email ckilmer@huntcounty.net

2507 Lee Street, 5th Floor
GREENVILLE, TEXAS 75401-1097

TELEPHONE (903) 408-4279
FAX (903) 408-4286
Cell (903) 355-0403

4/4/2024

Virginia Phillips
Hunt County SO
Communications Supervisor
(903)-453-6842

Cost estimate for facilities work at your new Dispatch Area

Electrical: New 100A 3-phase, 4 wire, 42 space electrical panel.
New 60A 3-phase, 4 wire, 30 space electrical panel.
18 20A circuits for 6 workstations in conduits under existing raised floor.
Receptacles as directed.
Other materials as required.
Electric Inc. proposal amount cost **\$8,260.00**

Floor covering: Remove and dispose of existing carpet tiles and base trim.
Clean raised floor surface.
Apply pressure-sensitive glue.
Install Shaw Zing carpet tiles aligned with raised floor panels.
Install 4" rubber cove base trim.
Clean entire area.
C & R Floors proposal amount **\$9,340.00**

Total of 2 proposals \$21,065.00

These proposals were done without access under the raised floor. There may be additional, unforeseen issues once the project starts. The added costs should be less than \$3,600.00 or 20% of the 2 bid amounts.

Take care,
Chris Kilmer

**EXHIBIT A
Amendment No. 2 Equipment Order**

Symphony Consoles	
-AES Encryption	
-Licensing for Premier Package	
-Licensing for RTT/RSM	
-27" Hi-def monitor	
-Two Nano Speakers	2
-Gooseneck desktop mic	
-USB Keyboard and mouse	
-USB single footswitch	
-Six wire jack box	
-Over the head headset with wireless adapter	
XL-200M Mobile, Multi-band LTE	
-Ext Warranty 3-Yr	
-VHF band	
-UHF band	
-700/800 MHz	
-Phase 2 TDMA	
-ABR Operation	
-P25 OTAP PROFILE	
-OTAR	
-LTE	
-TDMA	
-VIDA	
-P25 PACKAGE	2
-LINK LAYER AUTHENTICATION	
-256-AES, 64-DES ENCRYPTION	
-P25 Trunking	
-Cabinet XL DESKTOP, 120V	
-Cable Power Y-SPLIT DESKTOP	
-CABLE XL-MOBILE ETHERNET 45CM	
-BRACKET MOUNTING XL CONTROL HEAD	
-CONTROL UNIT XL-CH	
-USB TO GIGABIT ETHERNET ADAPTER	
-BEON XL RADIO LICENSE	
-ANTENNA, FLEXIBLE	
-MOUNT, ANTENNA MAGNETIC	
INSTALLATION MATERIALS	1
CONSOLE AND BACKUP RADIO INSTALLATION	1
TOTAL	\$142,622.96



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., a Delaware corporation with offices at 840 West Long Lake Road, Troy, MI 48098 ("Tyler") and Hunt County, TX ("Client").

WHEREAS, Tyler and the Client are parties to an Agreement with an effective date of December 22, 2015 (the "Agreement"); and

WHEREAS, Tyler and Client now desire to amend the Agreement.

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

1. The software and/or services set forth in Exhibits 1 - 3 to this Amendment (the "Amendment investment Summary") are hereby added to the Agreement as of the first day of the first month following the Amendment Effective Date for an initial term commencing on such date and ending on the last day of the maintenance and support term under the Agreement. Thereafter, Subscription Services, at our then-current rates, shall automatically renew for additional one (1) year terms unless terminated in writing by either party according to the terms of the Agreement. Payment of fees and costs for such items shall conform to the following terms:
 - a. To align with the maintenance and support term for previously licensed software under the Agreement, Subscription Fees for the initial term, at the rates set forth in Exhibit 1, shall be invoiced on a prorated basis for the period commencing on the first day of the first month following the Amendment Effective Date and ending on the last day of the maintenance and support term under the Agreement. Subsequent Subscription Fees, at Tyler's then-current rates, are invoiced annually in advance.
 - b. *Hosting Fees*: Hosting Fees, prorated for the time period commencing on the first day of the first month following the Amendment Effective Date and ending at the same time as the end of the then-current maintenance and support term under the Agreement, are due on the first day of the first month following the Amendment Effective Date. Hosting Services will renew annually for one (1) year Terms unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term. Subsequent Hosting Services fees will be invoiced annually in advance at our then-current rates.
 - c. *Other Annual Services*: Other annual services not otherwise addressed herein shall have an initial term prorated for a time period commencing on first day of the first month following the Amendment Effective Date and ending at the same time as the end of the then-current annual maintenance and support term under the Agreement. Such prorated fees shall be invoiced on the first day of the first month following the Amendment Effective Date. To align with the maintenance and support term, Annual Services will renew automatically for additional one (1) year renewal terms unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current renewal term. Subsequent annual services fees, at Tyler's then-current rates, are invoiced annually in advance.
 - d. Implementation and other professional services as set forth in the Investment Summary will be invoiced upon complete delivery of the service.
 - e. Third Party Software License Fees: License fees for Third Party Software, if any, are invoiced when

we make it available to you for downloading.

- f. Third Party Software Maintenance (excluding Esri and Embedded Third Party Software): The first year maintenance for the Third Party Software is invoiced when we make it available to you for downloading.
 - g. Third Party SaaS: Third Party SaaS Services fees, if any, are invoiced annually, in advance, commencing with availability of the respective Third Party SaaS Services. Pricing for the first year of Third Party SaaS Services is indicated in the Investment Summary. Pricing for subsequent years will be at the respective third party's then-current rates.
 - h. Third Party Hardware: Third Party Hardware costs, if any, are invoiced upon delivery.
2. Expenses. The Investment Summary includes travel expenses. Expenses will be billed as incurred and only in accordance with our then-current Business Travel Policy. Our current Business Travel Policy is attached to this Exhibit B at Schedule 1. Copies of receipts will be provided upon request; we reserve the right to charge you an administrative fee depending on the extent of your requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.
3. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
4. All other terms and conditions 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.

Hunt County, TX

By: _____

By:  _____

Name: _____

Name: Bobby W. Stovall

Title: _____

Title: County Judge

Date: _____

Date: 4-9-2024

we make it available to you for downloading.

- f. **Third Party Software Maintenance (excluding Esri and Embedded Third Party Software):** The first year maintenance for the Third Party Software is invoiced when we make it available to you for downloading.
 - g. **Third Party SaaS:** Third Party SaaS Services fees, if any, are invoiced annually, in advance, commencing with availability of the respective Third Party SaaS Services. Pricing for the first year of Third Party SaaS Services is indicated in the Investment Summary. Pricing for subsequent years will be at the respective third party's then-current rates.
 - h. **Third Party Hardware:** Third Party Hardware costs, if any, are invoiced upon delivery.
2. **Expenses.** The Investment Summary includes travel expenses. Expenses will be billed as incurred and only in accordance with our then-current Business Travel Policy. Our current Business Travel Policy is attached to this Exhibit B at Schedule 1. Copies of receipts will be provided upon request; we reserve the right to charge you an administrative fee depending on the extent of your requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.
3. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
4. All other terms and conditions 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.

Hunt County, TX

By: Sherry Clark
Name: Sherry Clark
Title: Group General Counsel
Date: 04/26/24

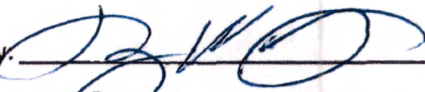
By: 
Name: Bobby W. Stouall
Title: County Judge
Date: 4-9-2024



Exhibit 1
Amendment Investment Summary

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Sales Quotation For:
Quote Number:

Hunt County Sheriff
2024-462591-N0Q4J6

ANNUAL/SAAS COSTS INCLUDED

Computer Aided Dispatch

- Radio Location Interface (supports Harris)
- Enterprise CAD Combined LE/Fire/EMS
- CAD AVL
- CAD Auto Routing
- Web CAD Monitor
- CAD CFS (xml) Export Interface
- E-911 Interface
- CAD NCIC Interface
- CAD Paging Interface
- CAD Data Mart / Includes 2 users

Law Enforcement Records Management System

- Public Safety Analytics (Performance Dashboard, Citizen Connect, Explorer, Analytics)
- Equipment and Inventory
- Enterprise Law Enforcement Records
- Law Enforcement Records Management Data Mart / Includes 2 users
- Content Manager Core

Mobile

- Enterprise Mobile Server Software
- Law Enforcement Mobile Site License
- Fire/EMS Mobile Site License

Other Software

- Enterprise Public Safety - SaaS
- Report Writing
- Workstation License

Hosting

- Mobility Hosting Annual Fee

Subscription Fees

- Link Analysis
- Data Archive

SERVICES INCLUDED

- Professional Services
- Implementation
- Conversions

THIRD PARTY PRODUCTS INCLUDED

- Embedded Third Party Software
- Geo-File Maintenance Software (ArcGIS for Desktop Standard) / per Workstation
- Lantronix UDS-1100
- Redundant VPN Appliance Bundle

SUMMARY COSTS		
	One-Time Fees	Recurring Fees
Software License Fees	\$ 0.00	\$ 0.00
SaaS Fees	\$ 0.00	\$ 235,351.00
Annual Services	\$ 0.00	\$ 3,000.00
Professional Services	\$ 351,115.00	\$ 0.00
Third-Party Hardware, Software, Services	\$ 14,200.00	\$ 0.00
Estimated Travel Expenses	\$ 52,000.00	\$ 0.00
Total	\$ 417,315.00	\$ 238,351.00



Exhibit 2

Support Call Process for Public Safety Software

Support Channels

Tyler Technologies, Inc. provides the following channels of software support for authorized users*:

- (1) On-line submission (portal) – for less urgent and functionality-based questions, users may create support incidents through the Tyler Customer Portal available at the Tyler Technologies website. A built-in Answer Panel provides users with resolutions to most “how-to” and configuration-based questions through a simplified search interface with machine learning, potentially eliminating the need to submit the support case.
- (2) Email – for less urgent situations, users may submit emails directly to the software support group.
- (3) Telephone – for urgent or complex questions, users receive toll-free, telephone software support.

** Channel availability may be limited for certain applications.*

Support Resources

A number of additional resources are available to provide a comprehensive and complete support experience:

- (1) Tyler Website – www.tylertech.com – for accessing client tools, documentation, and other information including support contact information.
- (2) Tyler Search -a knowledge based search engine that lets you search multiple sources simultaneously to find the answers you need, 24x7.
- (3) Tyler Community –provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
- (4) Tyler University – online training courses on Tyler products.

Support Availability

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central and Eastern). Tyler’s holiday schedule is outlined below. There will be no support coverage on these days.

New Year’s Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day

Emergency 24-hours per day, 7 days per week, telephone support is available for reporting Priority Level 1 Defects for Enterprise CAD only. After 9:00 p.m., the Enterprise CAD phone support will be provided via pager and a support representative will respond to CAD service calls within 30 minutes of call initiation to assist the customer in triaging the incident. The incident will be escalated throughout our support apparatus until service is restored.

Incident Handling

Incident Tracking

Every support incident is logged into Tyler's Customer Relationship Management System and given a unique case number. This system tracks the history of each incident. The case number is used to track and reference open issues when clients contact support. Clients may track incidents, using the case number, through Tyler's Customer Portal or by calling software support directly.

Incident Priority

Each incident is assigned a priority level, which corresponds to the Client's needs. Tyler and the Client will reasonably set the priority of the incident per the chart below. This chart is not intended to address every type of support incident, and certain "characteristics" may or may not apply depending on whether the Tyler software has been deployed on customer infrastructure or the Tyler cloud. The goal is to help guide the Client towards clearly understanding and communicating the importance of the issue and to describe generally expected response and resolution targets in the production environment only.

References to a "confirmed support incident" mean that Tyler and the Client have successfully validated the reported Defect/support incident.

Priority Level	Characteristics of Support Incident	Resolution Targets*
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client's remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the Client in restoring its last available database.
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. For non-hosted customers, Tyler's responsibility for loss or corrupted data is limited to assisting the Client in restoring its last available database.
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack, which shall occur at least quarterly. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the Client in restoring its last available database.

Priority Level	Characteristics of Support Incident	Resolution Targets*
4 Non-critical	Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

*1 *Response and Resolution Targets may differ by product or business need*

Incident Escalation

If Tyler is unable to resolve any priority level 1 or 2 defect as listed above or the priority of an issue has elevated since initiation, you may escalate the incident to the appropriate resource, as outlined by each product support team. The corresponding resource will meet with you and any Tyler staff to establish a mutually agreeable plan for addressing the defect.

Remote Support Tool

Some support calls may require further analysis of the Client's database, processes or setup to diagnose a problem or to assist with a question. Tyler will, at its discretion, use an industry-standard remote support tool. Tyler's support team must have the ability to quickly connect to the Client's system and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool Tyler uses is available upon request.



Exhibit 3 Service Level Agreement for Public Safety Software

I. Agreement Overview

This SLA operates in conjunction with, and does not supersede or replace any part of, the Agreement. It outlines the information technology service levels that we will provide to you to ensure the availability of the application services that you have requested us to provide. This SLA does not apply to any Third Party SaaS Services. All other support services are documented in the Support Call Process.

II. **Definitions.** Except as defined below, all defined terms have the meaning set forth in the Agreement.

Actual Attainment: The percentage of time the Tyler Software is available during a calendar quarter, calculated as follows: $(\text{Service Availability} - \text{Downtime}) \div \text{Service Availability}$.

Client Error Incident: Any service unavailability resulting from your applications, content or equipment, or the acts or omissions of any of your service users or third-party providers over whom we exercise no control.

Downtime: Those minutes during Service Availability, as defined below, when all users cannot launch, login, search or save primary data in the Tyler Software. Downtime does not include those instances in which only a Defect is present.

Emergency Maintenance: (1) maintenance that is required to patch a critical security vulnerability; (2) maintenance that is required to prevent an imminent outage of Service Availability; or (3) maintenance that is mutually agreed upon in writing by Tyler and the Client.

Planned Downtime: Downtime that occurs during a Standard or Emergency Maintenance window.

Service Availability: The total number of minutes in a calendar quarter that the Tyler Software is capable of receiving, processing, and responding to requests, excluding Planned Downtime, Client Error Incidents, denial of service attacks and Force Majeure.

Standard Maintenance: Routine maintenance to the Tyler Software and infrastructure. Standard Maintenance is limited to five (5) hours per week.

III. **Service Availability**

a. Your Responsibilities

Whenever you experience Downtime, you must make a support call according to the procedures outlined in the Support Call Process. You will receive a support case number.

b. Our Responsibilities

When our support team receives a call from you that Downtime has occurred or is occurring, we will work with you to identify the cause of the Downtime (including whether it may be the result of Planned Downtime, a Client

Error Incident, Denial of Service attack or Force Majeure). We will also work with you to resume normal operations.

c. Client Relief

Our targeted Attainment Goal is 100%. You may be entitled to credits as indicated in the Client Relief Schedule found below. Your relief credit is calculated as a percentage of the SaaS fees paid for the calendar quarter.

In order to receive relief credits, you must submit a request through one of the channels listed in our Support Call Process within fifteen days (15) of the end of the applicable quarter. We will respond to your relief request within thirty (30) day(s) of receipt.

The total credits confirmed by us will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

Client Relief Schedule	
Actual Attainment	Client Relief
99.99% - 99.50%	Remedial action will be taken
99.49% - 98.50%	2%
98.49% - 97.50%	4%
97.49% - 96.50%	6%
96.49% - 95.50%	8%
Below 95.50%	10%

IV. Maintenance Notifications

We perform Standard Maintenance during limited windows that are historically known to be reliably low-traffic times. If and when maintenance is predicted to occur during periods of higher traffic, we will provide advance notice of those windows and will coordinate to the greatest extent possible with you.

Not all maintenance activities will cause application unavailability. However, if Tyler anticipates that activities during a Standard or Emergency Maintenance window may make the Tyler Software unavailable, we will provide advance notice, as reasonably practicable that the Tyler Software will be unavailable during the maintenance window.

P U R C H A S E O R D E R

HUNT COUNTY
PURCHASING DEPARTMENT
2507 LEE ST., RM. 104
GREENVILLE, TX 75403
PH: (903) 408-4292
FAX: (903) 408-4242

PURCHASE 24-26030
REQ # 2000101

DATE: 04/25/2024

ISSUED TO: VEND #: 01-3512
TYLER TECHNOLOGIES, INC
P.O. BOX 203556
DALLAS, TX 75320-3556

SHIP TO:
HUNT COUNTY SHERIFF'S DPT
2801 STUART ST.
GREENVILLE, TX 75401
CHERYL TATE

QUANTITY DESCRIPTION G/L ACCOUNT PRICE AMOUNT

1 CAD/RMS ENTERPRISE 45 -631-6500-4100 RADIO TOWER PROJECT 417,315.0000 417,315.00
TYLER CAD/RMS ENTERPRISE
COMPUTER AIDED DISPATCH
LAW ENFORCEMENT RECORDS MANAGEMENT SYSTEM
MOBILE OTHER SOFTWARE HOSTING SUBSCRIPTION FEES
PRICING PER HUNT COUNTY SHERIFF_QUOTE NUMBER:
2024-462591-N0Q4J6
CONFIRMING ORDER TO ERIC BURRELL BY TAMMY HIMES

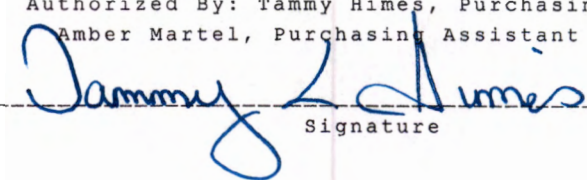
*APPROVED IN COMMISSIONERS COURT ON 04.09.24 (18,731)

*** TOTAL *** 417,315.00

Requested By: CHERYL TATE

Approved By: TERRY JONES

Authorized By: Tammy Himes, Purchasing Agent
Amber Martel, Purchasing Assistant



Signature

1. This Purchase is Tax Exempt: Tax ID# 75-6001017.
2. Original invoice must be sent to: Hunt County Auditor, P.O. Box 1097, Greenville, TX 75403.
3. C.O.D. Shipments will not be accepted.
4. Purchase Order numbers must appear on all shipping containers, packing lists and invoices.
5. All goods are to be shipped F.O.B. Destination unless otherwise stated.
6. All materials and services are subject to approval based on the description on the face of this purchase order or attachments thereof. Substitutions are not permitted without approval of the Purchasing Department.
7. All goods and equipment must meet or exceed all county, state and federal regulations.
8. Seller acknowledges that buyer is an equal opportunity employer.
9. All Purchases are subject to the Standard Terms and Conditions of Hunt County - Copy available upon request.
10. HB 89- Verification form MUST be completed by Vendor and submitted to Hunt County before purchase.






Hunt County SaaS Amendment

Final Audit Report

2024-04-26

Created:	2024-04-25
By:	Ruth Ann Hines (ruthann.hines@tylertech.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAsB0MIwWb_FR0Vqf4qvZSve3SAEktg9nk

"Hunt County SaaS Amendment" History

-  Document created by Ruth Ann Hines (ruthann.hines@tylertech.com)
2024-04-25 - 5:32:14 PM GMT
-  Document emailed to Sherry Clark (sherry.clark@tylertech.com) for signature
2024-04-25 - 5:33:17 PM GMT
-  Email viewed by Sherry Clark (sherry.clark@tylertech.com)
2024-04-26 - 11:20:45 PM GMT- IP address: 163.116.253.75
-  Document e-signed by Sherry Clark (sherry.clark@tylertech.com)
Signature Date: 2024-04-26 - 11:21:48 PM GMT - Time Source: server- IP address: 163.116.253.75
-  Agreement completed.
2024-04-26 - 11:21:48 PM GMT