

**INFORMATION TECHNOLOGY**  
400 West Fourth Street  
Davenport, Iowa 52801-1104



Ph: (563) 328-4100 Fax: (563) 326-8669  
www.scottcountyiowa.com

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October 30, 2012

To: Dee F. Bruemmer, County Administrator

From: Matt Hirst, Information Technology Director  
Barb Vance, Treasurer's Office Operations Manager

Subject: Approval of County Treasurer's Tax Software Upgrade.

Scott County has requested and received a Purchase Agreement and quote for a software upgrade from Tyler Technologies to Incode, the property tax management application, currently used by the County Treasurer's Office.

Incode was originally purchased and installed in 2003. The project was a successful conversion from an in-house developed ZIM application that had served as the tax management system for many years prior. At the time of conversion approximately 72,000 parcels were managed for taxation purposes. The current version of Incode in use at Scott County is an application that Tyler Technologies will cease to support at some point in the next several years.

The new product, Incode Version X (Ten), has been on the market since 2010 and is thoroughly tested. Incode Version X is installed and in use in several Iowa counties including Dubuque and will also be in production in Johnson prior to Scott County going live with the application in July of 2014. Incode Version X is built around current versions of Microsoft .NET and SQL technology. Incode is currently used in fifty-three (53) of the ninety-nine (99) Iowa Counties.

The Scott County Treasurer's Office currently collects \$271 million in property taxes for approximately 75,000 parcels annually. Incode Version X is designed for and better to able to handle this workload.

It is recommended that the Board approve the Purchase Agreement and quote for a software upgrade and subscription license from Tyler Technologies to InCode Version X in the amount of \$66,720 annually for five (5) years and one -time implementation services in the amount of \$38,000 as well as authorize the Information Technology Director to sign the contract for the same. The cost of software maintenance on the pertual license for the current version of Incode was \$39,486.11 in FY'12. An additional \$27,000 will need to be budgeted in the software maintenance line item beginning in FY'15 to fund this project.

NOTE: As part of the upgrade, Tyler is changing their software licensing model from a pertual license to a subscription license. Subscption licensing pays for license costs each year as opposed to a one time up front cost.

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## Systems Agreement

Local Government Division

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*Agreement between:*

**Tyler Technologies, Inc**

5519 53rd Street  
Lubbock, Texas 79414

(800) 646.2633  
(806) 797-4849 Fax

And

**Scott County**

400 West Fourth Street  
Davenport, IA 52801-1104  
(563) 328-3261

*Issued date:*

March 8, 2012



**AGREEMENT**

This agreement is entered into by and between Tyler Technologies, Inc., hereinafter referred to as COMPANY, located at 5519 53rd Street, Lubbock, Texas 79414; and Scott County, hereinafter referred to as CLIENT on, \_\_\_\_\_, 2012.

COMPANY and CLIENT agree as follows:

- 1. COMPANY shall furnish the products and services as described in this Agreement, and CLIENT shall pay the prices set forth in this Agreement.
- 2. This Agreement consists of this Cover and the following Attachments and Exhibits:
  - Section A Investment Summary (A - E)
  - Section B COMPANY Agreement Terms and Conditions
  - Section C Statement of Work
- 3. The License Fees set forth in the Investment Summary are based on defined category levels. Placement within a category is based on the size of the organization serviced and measured by such factors as operating budget, number of employees, number of utility accounts, number of sworn officers, population of the entity, etc.

IN WITNESS WHEREOF, persons having been duly authorized and empowered to enter into this Agreement hereunto executed this Agreement effective as of the date last set forth below.

**Client: Scott County**

**Tyler Technologies, Inc.:**

By: \_\_\_\_\_  
Signature

By: \_\_\_\_\_  
Signature

Printed Name

Printed Name

Title

Title

Date

3/8/12  
Issue Date

Sales Tax Certificate Number

**Investment Summary**

Matt Hirst  
Scott County



<b>Prepared for:</b> Scott County  <b>Contact Person:</b> Matt Hirst <b>Address:</b> 400 West Fourth Street  <b>Phone:</b> (563) 328-3261 <b>Fax:</b> (563) 940-5013 <b>Email:</b> <a href="mailto:mhirst@scottcountyiowa.com">mhirst@scottcountyiowa.com</a>	<b>Contract ID # :</b> 2012-0065
	<b>Issue Date:</b> 3/8/12
	<b>Salesman:</b> R. Pieracci
	<b>Tax Exempt:</b> Yes / No

Product Service & Equipment	On Installation	On Use of Software in Live Production *	Upon Installation Sign Off	As Progress Occurs	Totals	Annual Fees
<b>Total Subscription Fees</b>	33,360.00	16,680.00	16,680.00		66,720.00	66,720.00
<b>Total Professional Services</b> <i>Implementation Services</i>				38,000.00	38,000.00	
<b>Totals</b>	<b>33,360.00</b>	<b>16,680.00</b>	<b>16,680.00</b>	<b>38,000.00</b>	<b>104,720.00</b>	<b>66,720.00</b>

*Please Note: Travel expenses will be billed as incurred.*

\* Not to exceed 7/21/14 unless delayed by Tyler's action or inaction

Year 2 subscription fees are due on the anniversary of installation.

## Software Licenses

Matt Hirst  
Scott County  
March 8, 2012



### Application Software

### Estimated Hours

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#### Version X INCODE Applications for Iowa Counties

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Iowa Property Tax Management System	304
-Vanquard Appraisal Interface	
- GIS Interface (1)	
- Tax Sale	
- Apportioning	
- ACH	
- Transfer Book	
Proval Appraisal Interface, Addon	
InSTAR for Iowa Property Tax Management	
Central Cash Collection System	
Cott Interface	

# COMPANY SUBSCRIPTION AGREEMENT TERMS & CONDITIONS

## 1) LICENSES

COMPANY shall grant to CLIENT and CLIENT shall accept from COMPANY, a non-exclusive, revocable, nontransferable, non-assignable license for the software products solely for CLIENT's own internal business purposes. Ownership of the software products, any modifications and enhancements to such software products and any related interfaces listed in the Investment Summary shall remain with COMPANY, and COMPANY grants limited License to the CLIENT to these products.

## 2) PRICE

a) The five-year financial obligation of the CLIENT to COMPANY for the software products and services listed in the Investment Summary herein shall be as outlined in the Agreement. The price shall be payable by the CLIENT to COMPANY as provided in Section III hereof.

b) Services utilized in excess of those specified in the Investment Summary herein and additional related services not specified in the Investment Summary will be billed at the then current rate for the service as they are incurred. Any modifications or adjustments to the financial obligation of the CLIENT shall be effective only if contained in a written Change Order or similar written instrument signed by both parties.

c) The fees and other charges set forth in the Investment Summary do not include any tax or other governmental impositions including, without limitation, sales, use or excise tax. All applicable sales tax, use tax or excise tax shall be paid by the CLIENT and shall be paid over to the proper authorities by the CLIENT or reimbursed by the CLIENT to COMPANY on demand in the event that COMPANY is responsible or demand is made on COMPANY for the payment thereof. If tax exempt, CLIENT must provide COMPANY with its tax exempt number or form.

## 3) PAYMENT

a) Upon installation of software, COMPANY will invoice CLIENT for the first year annual usage fee and in each year through the end of the Term of this Agreement CLIENT will remit to COMPANY Subscription fees in the amount shown in the Investment Summary of this Agreement with payment due within ten (10) days of the current year invoiced. COMPANY will invoice CLIENT in

accordance with the terms of the Agreement. Until notified otherwise, COMPANY shall mail invoices to the attention of CLIENT Contact at the address on the cover of the Investment Summary of this Agreement for approval in accordance with the terms of this Agreement. Unless otherwise stated in this Agreement, payment is due upon invoice. CLIENT will have a renewal option six (6) months prior to Agreement expiration.

b) Upon installation of the software, COMPANY will credit CLIENT's account any paid annual software maintenance fees from the installation date through the end of the maintenance term.

c) CLIENT ACKNOWLEDGES THAT CONTINUED ACCESS TO THE APPLICATIONS LISTED IN THE INVESTMENT SUMMARY IS CONTINGENT ON CLIENT'S PAYMENT OF SUBSCRIPTION FEES. IF CLIENT FAILS TO REMIT ANY REQUIRED SUBSCRIPTION FEES, AND THE AMOUNT IN ARREARS IS THIRTY (30) DAYS OR OLDER, COMPANY SHALL HAVE THE RIGHT TO TERMINATE THIS AGREEMENT AND DENY ACCESS TO THE APPLICATIONS FOLLOWING THIRTY (30) DAYS WRITTEN NOTICE OF ITS INTENT TO TERMINATE.

d) CLIENT agrees to pay other fees related to this Agreement as listed according to milestones within the Investment Summary.

e) CLIENT agrees to make fee payments for added Named Users during any Term of this Agreement.

f) In the event of any disputed invoice, CLIENT shall provide written notice of such disputed invoice to Attention: COMPANY Controller at the address listed on the cover of this Agreement. Such written notice shall be provided to COMPANY within fifteen (15) calendar days of CLIENT's receipt of the invoice. An additional fifteen (15) days is allowed for the CLIENT to provide written clarification and details for the disputed invoice. COMPANY shall provide a written response to CLIENT that shall include either a justification of the invoice or an explanation of an adjustment to the invoice and an action plan that will outline the reasonable steps needed to be taken by COMPANY and CLIENT to resolve any issues presented in CLIENT's notification to COMPANY. CLIENT may withhold payment of only the amount actually in dispute until COMPANY provides the required

# COMPANY SUBSCRIPTION AGREEMENT TERMS & CONDITIONS

written response, and full payment shall be remitted to COMPANY upon COMPANY's completion of all material action steps required to remedy the disputed matter. Notwithstanding the foregoing sentence, if COMPANY is unable to complete all material action steps required to remedy the disputed matter because CLIENT has not completed the action steps required of them, CLIENT shall remit full payment of the invoice.

g) Any invoice not disputed as described above shall be deemed accepted by the CLIENT. If payment of any invoice that is not disputed as described above is not made within sixty (60) calendar days, COMPANY reserves the right to suspend delivery of all services under the Investment Summary.

## 4) LIMITATION OF LIABILITY

In no event shall COMPANY be liable for special, indirect, incidental, consequential or exemplary damages, including without limitation any damages resulting from loss of use, loss of data, interruption of business activities or failure to realize savings arising out of or in connection with the use of the software or hardware products. In no event, shall COMPANY be liable for damages in excess of amounts paid by CLIENT for the Subscription fees identified in the Investment Summary. This limitation applies to all causes of action in the aggregate, including without limitation breach of warranty, negligence, strict liability and misrepresentation and other torts. The license fees herein reflect and are set in reliance upon this allocation of risk and the exclusion of such damages as set forth in this Agreement.

## 5) LIMITED WARRANTY

COMPANY warrants that the then current, unmodified version of the COMPANY Software Products will substantially conform to the then current version of its published current specifications. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES. TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW, ALL OTHER WARRANTIES, CONDITIONS AND REPRESENTATIONS, WHETHER EXPRESS, IMPLIED OR VERBAL, STATUTORY OR OTHERWISE, AND WHETHER ARISING UNDER THIS AGREEMENT OR OTHERWISE ARE HEREBY EXCLUDED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED

WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

## 6) CONFIDENTIALITY

a) To the extent allowed by law, both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take reasonable action to prevent such disclosure by its employees or agents. It is further acknowledged that complaint issues relating to the products listed in the Investment Summary of this Agreement may directly involve personnel of both parties, therefore any initial meeting to discuss complaints resulting from the performance of the products covered in this Agreement will occur in a closed session.

b) The confidentiality covenants contained herein shall survive the termination or cancellation of this Agreement.

## 7) RESOLUTION OF DISPUTES

a) In the event of disputes pertaining to performance levels, upon COMPANY's failure to meet mutually agreed upon performance levels for three consecutive months, each party shall appoint an authorized representative to cooperate in developing a mutually agreeable problem resolution plan which shall include a description of internal diagnostic procedures. COMPANY shall perform according to the problem resolution plan and shall be responsible for updating any hardware on COMPANY's site or taking additional action within COMPANY's control to reach the agreed upon performance level.

b) In the event of a dispute between the parties under this Agreement pertaining to pecuniary damages or losses, the matter shall be settled in accordance with the then prevailing rules of the American Arbitration Association.

## 8) TERMINATION, CANCELLATION OR MODIFICATION

This Agreement may not be terminated, cancelled or modified except by the written mutual consent of both parties or as otherwise provided in this Agreement. Upon termination, cancellation or non-renewal of this Agreement, any licenses for the versions of the applications that CLIENT licensed

# COMPANY SUBSCRIPTION AGREEMENT TERMS & CONDITIONS

prior to this Agreement shall remain with CLIENT under the terms of prior license Agreements. Upon termination, cancellation, or non-renewal of this Agreement, the licenses provided under this Agreement shall be automatically terminated, and CLIENT's access to the licensed applications shall be denied. In the event of termination or cancellation, CLIENT will be responsible for payments made by COMPANY, or payments due from COMPANY, to any third parties for the purchase of Systems software, other third party software or hardware delivered to CLIENT's site as of the date of termination or cancellation. In the event of termination or cancellation prior to the expiration of the term of this Agreement, CLIENT shall make a payment to COMPANY for an early exit fee and any expenses incurred by COMPANY prior to and/or during the exit process.

## 9) SEVERABILITY

If any term or provision of this Agreement or the application thereof to any person or circumstance shall, to any extent, be invalid or unenforceable, the remainder of this Agreement, or the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable shall not be affected thereby and each term and provision of this Agreement shall be valid and enforced to the fullest extent permitted by law.

## 10) NOTICES

All notices required or permitted to be given hereunder shall be in writing and shall be delivered in hand or sent by first class mail, postage prepaid, to the parties at the addresses on the cover of this Agreement.

## 11) NO INTENDED THIRD PARTY BENEFICIARIES

This Agreement is entered into solely for the benefit of COMPANY and CLIENT. No third party shall be deemed a beneficiary of this Agreement, and no third party shall have the right to make any claim or assert any right under this Agreement.

## 12) NONAPPROPRIATION

CLIENT intends to remit and reasonably believes that moneys in an amount sufficient to remit all Subscription payments under this Agreement can and will lawfully be appropriated. CLIENT acknowledges that appropriation of moneys for the Subscription payments beyond the current fiscal year is a governmental function to which CLIENT

cannot contractually commit and this Agreement does not constitute (i) a multiple-fiscal year direct or indirect debt or financial obligation; or (ii) an obligation payable in any fiscal year beyond the fiscal year for which funds are lawfully appropriated; or (iii) an obligation creating a pledge of or a lien on tax or general revenues. If CLIENT's governing board does not approve an appropriation of funds for the payment of Subscription payments coming due during the following fiscal year(s), CLIENT shall have the right to terminate this Agreement on the last day of such fiscal year and return the Property without penalty or expense to CLIENT in accordance with Section 7 of this Agreement; provided, however, CLIENT shall give COMPANY at least sixty (60) days prior written notice of such non-appropriation and the resulting termination of this Agreement. CLIENT acknowledges that this non-appropriation provision is not intended to be used as a substitute for convenience termination nor for the purpose of replacing the Property with property or services intended to perform substantially similar functions. CLIENT, therefore, agrees to the extent permitted by applicable law (i) not to utilize these non-appropriation provisions for such purposes and (ii) if this Agreement is terminated because of non-appropriation of funds, not to purchase, lease, rent, or otherwise acquire property or services which are intended to perform substantially similar functions as those provided by the Property during the fiscal year following termination of this Agreement.

## 13) ENTIRE AGREEMENT

This Agreement represents the entire agreement of CLIENT and COMPANY and supersedes any prior agreements, understandings and representations, whether written, oral, expressed, implied, or statutory. CLIENT hereby acknowledges that in entering into this Agreement it did not rely on any representations or warranties other than those explicitly set forth in this Agreement.

## 14) GOVERNING LAW AND VENUE

This Agreement shall be governed by and construed in accordance with the laws of the CLIENT's State of domicile. Venue shall be in a county, state or federal court of competent jurisdiction for Scott County, Iowa.

## 15) APPROVAL OF GOVERNING BODY

CLIENT represents and warrants to COMPANY that this Agreement has been approved by its



# COMPANY SUBSCRIPTION AGREEMENT TERMS & CONDITIONS

governing body and is a binding obligation upon CLIENT. CLIENT represents and warrants that funds are appropriated and/or arrangements have been made with a third party financier. Both persons executing this Agreement have been duly authorized and empowered to enter into this Agreement.

## PROFESSIONAL SERVICES

### 1) SERVICES PROVIDED

COMPANY shall provide some or all of the following services to CLIENT, as evidenced in the attached Investment Summary:

- a) Installation as described in the Investment Summary;
- b) Conversion of CLIENT's existing data as set forth in the Investment Summary. CLIENT is responsible for reading and complying with COMPANY's Conversion Statement.
- c) Training/Implementation as set forth in the Investment Summary; and
- d) Consulting/Analysis as set forth in the Investment Summary.

### 2) VERIFICATION TESTING OF THE SOFTWARE PRODUCTS

- a) At the CLIENT's request, within thirty (30) days after the Subscription site has been setup for the CLIENT, COMPANY will test the software products in accordance with COMPANY's standard verification test procedure. Demonstration shall constitute CLIENT's verification that the software products substantially comply with COMPANY's current specifications for the most current version of the software products and functional descriptions of the software found in COMPANY's written proposal to CLIENT. Additional fees would apply to CLIENT if this option is chosen.
- b) At its option, CLIENT may perform CLIENT's own defined internal validation process to test the software to substantially comply with COMPANY's current specifications for the most current version of the software products and functional descriptions of the software found in COMPANY's written proposal to CLIENT. Such validation test shall constitute CLIENT's verification.
- c) Notwithstanding anything contrary herein, CLIENT's use of the software products for its intended purpose shall constitute CLIENT's verification of the software products, without

exception and for all purposes.

d) Verification or validation, by CLIENT, that the software products substantially comply with COMPANY's current specifications for the most current version of the software products and functional descriptions of the software found in COMPANY's written proposal to CLIENT shall be final and conclusive, except for latent defect, fraud, and such gross mistakes that amount to fraud. In the event said verification becomes other than final, or becomes inconclusive, pursuant to this paragraph, CLIENT's sole right and remedy against COMPANY shall be to require COMPANY to correct the cause thereof.

e) COMPANY shall correct any functions of the software products which failed the standard verification testing or failed to comply with COMPANY's current specifications for the most current version of the software products and functional descriptions of the software found in COMPANY's written proposal to CLIENT. If CLIENT has made modifications to the software programs, COMPANY will not make such corrections, unless such modifications were specifically authorized in writing by COMPANY.

### 3) PROFESSIONAL SERVICES FEES

- a) Notwithstanding specific prices to the contrary identified in the Investment Summary, all services will be invoiced in hourly increments as delivered, plus travel and other expenses, plus a 10% travel processing fee. CLIENT agrees to pay COMPANY for the actual amount of training provided. CLIENT acknowledges that the Investment Summary represents only an estimate of time required to complete all phases of this Agreement.
- b) Upon the completion of each service day, or group of days, COMPANY will present a Daily Log. CLIENT will sign the report indicating acceptance of the service day and its subsequent billing, or noting reasons for CLIENT's non-acceptance of such. This acceptance is final.
- c) CLIENT is not charged for travel time to and from the CLIENT's site. Only time spent on-site is billed as training time, with the exception of those cases in which the CLIENT requires the
- d) COMPANY trainer(s) to travel on the weekend, in which case CLIENT will be billed for weekend travel time at a rate of \$500 per weekend day.

# COMPANY SUBSCRIPTION AGREEMENT TERMS & CONDITIONS

e) If CLIENT travels to COMPANY location for training, then CLIENT agrees to pay all expenses related to transportation of CLIENT's employees.

e) All requests for supporting documentation shall be made within thirty (30) calendar days of invoice delivery. Such documentation will consist of quoted internet rates within 7 days from the date the request is received by the COMPANY and not actual receipts. Such quotes will be deemed acceptable documentation if price is within 25% of actual amounts charged to CLIENT, adjusted by unusual or seasonal travel circumstances.

f) The rates for Verification Testing shall be the same as the Training/Implementation rates set forth in the Investment Summary.

g) Payment is due within thirty (30) calendar days of invoice.

## 4) TRAINING ENVIRONMENT

If training is being conducted at the CLIENT's site, the CLIENT is responsible for providing a productive environment to conduct training. COMPANY is not responsible for its inability to conduct training or for inadequate training arising due to interruptions and/or unavailability of CLIENT personnel to be trained. Time spent on-site by COMPANY that results in non-productive training time beyond COMPANY's control will be billed as training time. COMPANY will make reasonable efforts to schedule training on dates requested by the CLIENT. Trainers will be on-site approximately noon Monday through noon Friday. This allows appropriate travel time to and from the CLIENT's site.

## 5) SITE REQUIREMENTS

a) CLIENT shall maintain a high speed internet connection (minimum 1.5mbps download AND 512kbps upload) and must be able to provide COMPANY with IP connection to CLIENT's network through Citrix GotoAssist, VPN, Citrix, or Microsoft Terminal Services. COMPANY shall use the connection to assist with problem diagnosis and resolution of software support incidents. COMPANY is not responsible for purchase of VPN client software license, client connectivity issues due to bandwidth saturation, or configuration of CLIENT's firewall settings.

b) COMPANY shall provide CLIENT with remote support through the use of secure connection over the Internet connection via Citrix GotoAssist. If CLIENT will not allow access through GotoAssist,

COMPANY cannot guarantee support standards will be met. COMPANY will make every effort to support CLIENT's operating environment but cannot guarantee compatibility with all CLIENT devices or third party software applications.

## 6) PROJECT MANAGEMENT

CLIENT agrees to designate in writing a primary contact (the "Project Manager") to represent CLIENT and help coordinate CLIENT's personnel during the design, development, installation, training and maintenance of the system. The Project Manager shall have the authority to amend delivery schedules, seek additional services hours, and authorize other changes to this Agreement.

## 7) ADDITIONAL SERVICES

Services utilized in excess of those set forth in the Investment Summary and additional related services not set forth in the Investment Summary will be billed at COMPANY's then current market rate for the service as they are incurred. Travel and other expenses, plus a 10% travel processing fee will be billed as delivered.

8) **LIMITATION OF LIABILITY** COMPANY shall not be liable for inaccurate data in COMPANY's application software which is the result of conversion of inaccurate data from the previous system. COMPANY's liability for damages arising out of this Professional Services Agreement, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to the professional service fees identified in the Investment Summary. The CLIENT shall not in any event be entitled to, and COMPANY shall not be liable for, indirect, special, incidental, consequential or exemplary damages of any nature. The professional service fees set forth in the Investment Summary reflect and are set in reliance upon this allocation of risk and the exclusion of such damages as set forth in this Professional Services Agreement.

## 9) TERMINATION, CANCELLATION

In the event of cancellation or termination of this Professional Services Agreement, whether for cause or non-appropriation, CLIENT will make payment to COMPANY for all services and expenses delivered or incurred prior to the termination or cancellation of this Professional Services Agreement.

Statement of Work  
INCODE V.X Property Tax Management  
Software Implementation  
  
Scott County, Iowa

## 1.1 Project Description

Scott County, IA (Client) is in negotiations with Tyler Technologies (Tyler) to provide a comprehensive, integrated solution for tax management and central cash collections software applications. The Client will be replacing their current Incode systems with the V.X (version 10) software applications in order to modernize their technology and gain new functionality.

Estimated project dates are included in this statement of work, but final project schedule dates will be established after contract signing and at an appropriate time during the implementation cycle. These dates will be confirmed or revised as the project progresses.

## 1.2 V.X Property Tax Management

With the powerful Property Tax Management system, counties gain an easy-to-use tax administration process for real estate taxes. A site-defined parameter file determines your operational environment. It also provides options such as property class codes, interest calculations for delinquent taxes, levies, taxing authorities, special assessments and other site-specific needs.

Activities and Assumptions:

- Tyler converts data applicable to the Auditor, Treasurer, and Assessor.
- Base configuration of the application includes installation of the code, usually by remote connection.
- Onsite configuration services and application training are provided for each office.
- All offices 'Go Live' immediately after conversion, with onsite consulting provided.
- Components generally provided with the base package are: Vanguard Appraisal Interface, GIS Interface, Tax Sale, Apportioning, ACH, Transfer Book, Central Cash Collection System, Live QBE Interface to data structures, and Web Plug In-Basic.

## 1.3 Central Cash Collections

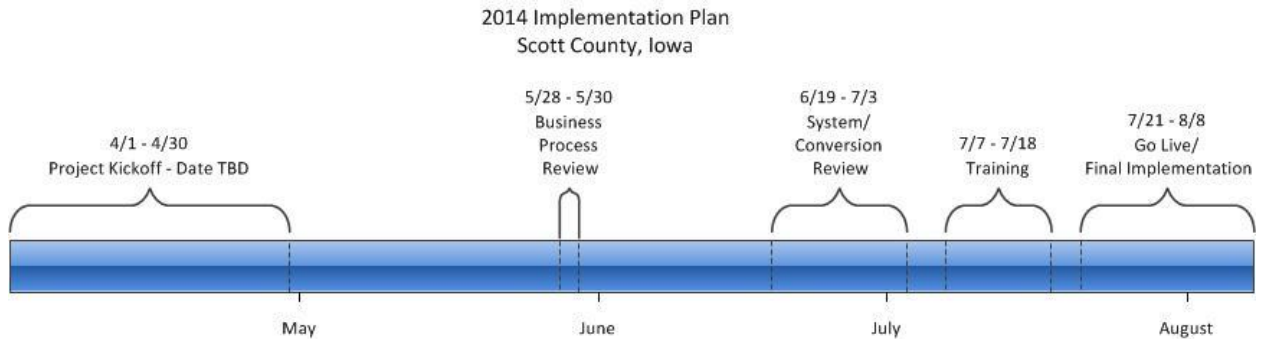
Central Cash Collections facilitates detailed tracking of all cash transactions including operator, terminal, and batch information, allowing improved cash drawer balancing and detailed audit trails. This cashing product accepts multiple payment types and offers easy-to-use reporting, auditing, and payment entry capabilities.

Activities and assumptions:

- The Client will collect the following prerequisite materials and provide them to the Implementation Consultant upon arrival on-site:
  - Current listing of payment types to be taken through Cashiering and general ledger account information for each type of payment
  - List of users who will need access and the security level for each
  - Any barcode scanners, receipt printers and mag stripe readers need to be installed prior to the consultants arrival
- Base configuration of the application includes the following – system file, terminals, departments and, operators. This configuration will usually be performed on-site by the Implementation Consultant.
- Tyler will set transaction codes with the desired General Ledger accounts. The Client will verify final listing of General Ledger accounts interfaced with the Cashiering system prior to the go-live of the application.
- Tyler will train the Client on the following business processes:
  - Payment processing
  - End of day close out\_Tyler staff will have access to client site after hours, if necessary.

## 1.4 Project Life Cycle

Diagram of implementation process – *dates are estimates.*



Estimated Amount	Milestone
\$3,000	5/28, 29, 30 – Business Process Review
\$2,500	Week of 06/16/14 —Midweek-Initial Conversion Review. (Client provided basic search training, reviews converted data.)
\$5,000	Week of 06/23/14—Conversion Review continues.
\$5,000	Week of 06/30/14—Conversion Review completes, some training will begin
\$5,000	Week of 07/07/14—Onsite training continues. (General and Office specific training)
\$5,000	Week of 07/14/14—Client continues 'hands on' VX training. Midweek-updates stop on old system, files extracted for conversion.
\$5000	Week of 07/21/14—Onsite Go Live (balancing and checkout of conversion, entry begins on VX)
\$5,000	Week of 07/28/14 —Onsite Go Live Follow Up
\$2,500	Week of 08/04/14—Onsite Go Live Follow Up

*\*Above estimated amounts will be billed to client approximately two weeks after milestone takes place.*

### 1.4.1 Project Kickoff

The project begins with a Project Kickoff Meeting which provides an overview of the implementation process to all of the stakeholders. This meeting initiates the whole implementation process by introducing the stakeholders to each other and laying the foundation for continuing communication and coordination. After the kickoff, initial information is collected through vehicles such as the Project Planning Survey for use in establishing the project plan.

Each aspect of the project is discussed, established, and documented.

#### 1.4.2 Business Process Review

The Business Process Review allows Scott County and Tyler to evaluate, discuss and document current processes. During training and go live, any additional unique processes that are discovered are then documented. Immediately after go live, Scott County will be provided new workflows and documented impact to processes.

This process may identify areas that require custom development of reports, interfaces, or program modifications. These customizations will be introduced as changes to the project scope so that the need for the customization can be confirmed and any associated cost can be approved by the appropriate project stakeholders.

#### 1.4.3 System and Conversion Review

The System Review provides a detailed tour of the V.X Tax configuration and functionality. In the System Review, the county and Tyler can discuss any county-specific processes and process changes to improve efficiency. It is also the kickoff of the Conversion Review phase. In the Conversion Review, the County reviews the converted data in the new system, verifying common information and also any data special to the County.

#### 1.4.4 Training

During the Training phase, the Implementation Consultant will provide comprehensive, hands on instruction on the operation and maintenance of each of the products in the Incode V.X solution.

#### 1.4.5 Go Live

The Go Live process begins with the cutoff of processing in the legacy system(s) and continues with the final conversion of data into the live production environment. From there, the Implementation Consultant will guide the initiation of live processing within Incode V.X by helping to resolve any issues that arise and providing additional training as needed.

#### 1.4.6 Conversion

The following data is included in the conversion: master parcel records, tax accounts receivable file, apportionment records, tax sale records, transfer book records, special assessment records, and drainage records.

## Scott County InVision Modification Listing

Scott County InVision Modification	V.X Response
<b>The below modifications were requested at contract signing.</b>	
Treas Taxes paid by lock box--Craig to see if bank can change format to match what we provide TransAmerica, First American, and Internet Payments	YES, will use RemitPlus format
Treas Payment History to show date, amount, batch# who, payment half, type and check number	Payment history is available from the parcel.
Treas Want to be able to see all entries for partial payments. Need to add history table that shows who paid the payment.	Functionality is not exactly the same on V.X. Payor information is stored on the payment history.
Treas Want appropriate tracking of adjustments and restrictions on who can do adjustments	User cannot change tax amounts without doing an adjustment or abatement.
Treas For each cashiering station, want totals and grand totals for MTD for each tax type. Also want to show adjustments done for each day by cashier.	This is not needed, per Barb Vance.
Treas Want suspended taxes noted and delinquent notices sent accordingly.	VX handles suspended taxes a little differently than InVision. Users can optionally include/exclude suspended taxes from delinquent notices. This is a topic that will be taken to the user group.
Treas Davenport Nuisance Assessments update from CD. Update into SA and changes to SA program. Note Re-enter on Assessment Screen	V.X will have a way to import special assessments, but the way we import will not be the same as InVision.
Treas Redemption letter printed batch for investor on the day of sale.	This is on our development backlog to be done
Treas Want system to track date to be redeemed by (One Year and 9 MO.) application date, 90 day deed date	V.X calculates when the deed process can start and when the certificate is eligible for deed.
Treas Need a random bidder number selection process	V.X has a random bidder selection routine for the Tax Sale process.

Treas	Some Bidders leave without pay for certificates. Want this information on a report to resell at the adjourned sale. Certificates should not be created or deleted on sale day. Automatically process tax paid in cash collections after paid and balanced.	Certificates are created when the investor cashes out. Functionality is available to find investors that left the sale without cashing out.
Aud	For Transfer Book- Record transfer from Recorder's System.	Interface with COTT on V.X backlog. Will be done prior to Scott implementation.
Cnty Assr	Vanguard Parcels now include exempt values with no individual exempt amounts. Interface would include exempt- active/inactive file year.	V.X interfaces with Vanguard's standard exempt file importing the exempt codes and updating exempt values.
Cnty Assr	Add a third column on the values screen that will display valuations including exempts	V.X Displays the Full, Exempt and Assessed values on the value screen.
City Assr	In-house appraisal system interface needed for high column revaluation times. Dumps data to county RE. Need layout from DP.	V.X interfaces with Vanguard. Scott will use Vanguard for residential and Universe for commercial. Universe will come through Vanguard to Tyler.
City Assr	Desire inactive parcels removed after 5 years add a purge routine	Inactive parcels are never deleted in V.X. During the year end roll over, they do not move forward to the next year. Inactive parcels can be easily accessed in the prior years.
City Assr	City Assessor wants an update from Transfer Book. County Assessor agreed to the same. City/County Assessor Access will need to be incorporated into Transfer Book.	Transfer Book updates to both City and County parcels regardless of jurisdiction.



The below modifications were made after the program was installed.	
RE-NAME created a workset file with all name changes so the Treasurer could print demand tax statements	Functionality is different. RE-Name is no longer necessary because names are kept up to date in all years.
Vanguard interface	VX interfaces with Vanguard with values, exemptions and optionally Reconciliation
Year and Sequence number used on application instead of book and page	VX prints the book and page on applications
Homestead and Military Application will not print application date or date occupied	VX prints both dates
Homestead and Military Applications, site address will print in the upper portion of the application	Standard in V.X
Homestead and Military Applications, added underlines for the applicant to print mailing address at the bottom of the form	V.X does not print extra lines at the bottom of the form
Assessor Roll - format C	
Acres printed will include exempt	Standard
Exempt values will be included in land, building, dwelling	Standard
Total assessed will include exempt	Standard
Exempt information will only print with Print Exemption format	V.X Assessor roll always prints exemption information
Family Farm Credit Application - acres include exempt	VX prints the assessed acres on the family farm credit application.
Property Card Headings - modifications were made	V.X does not print property card labels at this time. Katrina's office does not use but Pam needs to be consulted.
Assr Roll - plain paper format - Changes made to how exempt acres print.	V.X does not support the plain paper format. Assessor Rolls can be archived in VX with the state standard format.

Assr Roll - Form 1 - Changes made to Assessor roll format 1

V.X only supports 2 Assessor roll formats: single parcel or multi-parcel

City Appraisal Interface - added more information to the errors only report.

V.X interfaces with Vanguard. Scott will use Vanguard for residential and Universe for commercial. Universe will come through Vanguard to Tyler.

Special Assessments SA-BETTENDORF, Import from Excel for City of Bettendorf city specials

We will have a way to import special assessments, but the way we import will not be the same as InVision. Tenant Name may be an issue. Julie will follow up with Barb.

Cash Collections - custom laser receipt, Receipt to include Scott County logo

VX has a standard laser cashing receipt that includes the county's logo.

Mail Payments - F8 key will flag parcels in the pay 1 file to create a workset to reprint tax statements

We have equivalent functionality, but the process is not exactly the same. Scott County not using anymore anyway.

THE COUNTY AUDITOR'S SIGNATURE CERTIFIES  
THAT THIS RESOLUTION HAS BEEN FORMALLY  
APPROVED BY THE BOARD OF SUPERVISORS ON  
\_\_\_\_\_  
DATE  
\_\_\_\_\_  
SCOTT COUNTY AUDITOR

R E S O L U T I O N

SCOTT COUNTY BOARD OF SUPERVISORS

November 8, 2012

APPROVING TREASURER'S OFFICE TAX APPLICATION UPGRADE PROJECT  
WITH TYLER TECHNOLOGY

BE IT RESOLVED BY the Scott County Board of Supervisors as follows:

- Section 1. The purchase of an upgrade to the Treasurer's Office tax management application, Incode, from Tyler Technology in the amount of \$66,720 annually for five (5) years and a one-time cost of \$38,000 for implementation services is hereby approved.
- Section 2. The Information Technology Director is hereby authorized to sign the contract document on the behalf of the Board of Supervisors.
- Section 3. This resolution shall take effect immediately.

## Subscription Summary

Matt Hirst  
 Scott County  
 March 8, 2012



### Cost Summary

Professional Services & Hardware	Estimated Hours	Estimated Services
Implementation Services - Estimated		
<b>Includes:</b>		
Business Process Review	24	3,000
Conversion Assistance/Consulting	60	7,500
System Configuration/Set up	40	5,000
Training/Go Live for County and City Assessors County Auditor County Treasurer	150	18,750
Project Management	30	3,750
<i>** Note: Actual hours used are billed as incurred and will be defined upon scope</i>		
<b>Services</b>		<b>38,000</b>

On Premise Subscription and Perpetual License		Annual Fees
Length of Agreement	5 Years - 60 Months	
Estimated Fee		66,720
<b>Summary</b>		<b>66,720</b>

#### Description

- Maintenance and Support
- On Premise Subscription & Perpetual License