6246

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

FROM: Assessor-County Clerk-Recorder
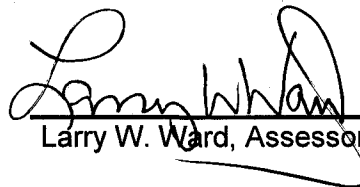
SUBMITTAL DATE:
January 4, 2010

SUBJECT: Tyler Technologies, Inc.-Eagle Division, [Previously Known as Eagle Computer Systems, Inc.] Agreement, Amendment No. 9

RECOMMENDED MOTION: That the Board of Supervisors:
1) Approve and execute the attached amendment with Tyler Technologies, Inc.-Eagle Division and
2) Authorize the Chairman of the Board to sign the amendment.

BACKGROUND: Effective July 1, 1999, the County entered a service agreement with Eagle Computer Systems, Inc., to develop, implement, and maintain the Recording, Imaging and Document Management System (Cris+Plus). Since that time, the Board has extended the term of the service agreement seven times. The Assessor-County Clerk-Recorder wants to enhance its business operations by expanding its electronic recording capabilities.
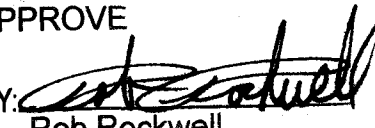
(Continued on Page 2)

Larry W. Ward, Assessor-County Clerk-Recorder

FINANCIAL DATA	Current F.Y. Total Cost:	$ 233,331	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	$ 0	Budget Adjustment:	No
	Annual Net County Cost:	$ 0	For Fiscal Year:	2009/2010

SOURCE OF FUNDS: Reserve for Electronic Recording	Positions To Be Deleted Per A-30	☐
	Requires 4/5 Vote	☐

C.E.O. RECOMMENDATION:

APPROVE

BY: _Rob Rockwell_

County Executive Office Signature

Prev. Agn. Ref.: 1/13/09, Item 3.6 | **District:** | **Agenda Number:**

3.4

ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD

(BACKGROUND Continued)

On July 29, 2008, the Board of Supervisors approved Agenda Item 3.17 for Riverside County's participation in a multi-county agreement for shared ownership in an electronic recording delivery system (ERDS). In order for Riverside County's existing Tyler recording system to work with the ERDS, the existing system requires a "bridge interface." This contract amendment serves to create the necessary "bridge interface" to allow the existing system to communicate and operate in conjunction with the new ERDS.

Price Reasonableness:

The hourly rate to perform the professional services is the same as our existing contract stipulated per Amendment No. 6, $150 per hour. This rate is similar to rates charged to our department for Information Technology services. The ongoing maintenance cost of $25,000 for maintenance is only 12% of the total cost. The general percentage for maintenance for similar contracts is 20%. While the maintenance may increase 10% over five years, it defers us from reaching 20% for 5 years.

Financial Data:

Tyler Technologies, Inc. – Eagle Division Costs, Amendment No. 9:

One Time Professional Services	$208,331
On-Going Maintenance (Included with First Year, FY 09/10)	$ 25,000

Tyler Technologies, Inc – Eagle Division FY 09/10 Costs	$233,331

Current FY 09/10 Budget Approved Ancillary Third Party Costs:

One Time Hardware	$ 50,000
One Time Software	$ 15,000
On-Going Software Maintenance	$ 5,000
On-Going Updates	$ 25,000
On-Going Computer Link	$ 26,000

Budgeted Ancillary Third Party Costs	$121,000

AMENDMENT NO. 9
TO THE AGREEMENT BY AND BETWEEN THE
COUNTY OF RIVERSIDE AND
TYLER TECHNOLOGIES – EAGLE SOLUTIONS.

WHEREAS, on September 1, 1998, the COUNTY of Riverside, California (hereafter referred to as "COUNTY") and Eagle Computer Systems, Inc., now a division of Tyler Technologies (hereafter referred to as "TYLER"), signed a Cashiering and Records Management and Imaging System Agreement (hereafter referred to as the "Agreement") for the TYLER *CRIS+plus* System; and,

WHEREAS the COUNTY and TYLER amended the Agreement as stated in Amendment No. 1 signed on December 21, 1999, to include implementation of ADAPTS+*plus* System software to allow for the Assessor's business units to have access to documents recorded by the COUNTY Clerk-Recorder and the ability to scan Assessor documents; as stated in Amendment No. 2 in December 2000 to expand the Assessor's system to allow for document workflow and tasks from the COUNTY Recorder to the Assessor's business divisions; as stated in Amendment No. 3 to pilot a project with the COUNTY Recorder and Treasurer Tax Collector for Electronic recording of tax liens; and as stated in Amendment No. 4 to expand electronic recording to the Department of Child Support Services and purchase additional support services for electronic recording; and, as stated in Amendment No. 5 to purchase additional software licenses in order to increase system functionality and extend the term of the Agreement; and, as stated in Amendment 6 to extend the term of the Agreement to support the existing software applications; and, as stated in Amendment 7 to perform a program for digital conversion of microfilmed COUNTY of Riverside Official Records; and,

WHEREAS, the COUNTY and TYLER desire to amend the Agreement so that TYLER can perform a program for digital conversion of microfilmed COUNTY of Riverside Official Records.

NOW THEREFORE the following terms of this Amendment are effective as of shall become effective as of the last date set forth on the signature page hereto (the "Effective Date"). All other terms and conditions of the Agreement as previously amended remaining the same and in effect unless specifically altered in this Amendment.

The parties therefore agree as follows:

This Amendment includes the following Exhibits, each of which is incorporated herein by reference. Any inconsistencies in the Agreement shall be resolved by the following order of preference:

Amendment 8 – This Document

Exhibit A – Statement of Work

SIGNATURE PAGE

TYLER TECHNOLOGIES, INC.COUNTY OF RIVERSIDE

By:_____

By:_____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

FORM APPROVED COUNTY COUNSEL

BY: _____ 11/4/10

ANNA W. WANG   DATE

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EXHIBIT A: STATEMENT OF WORK (SOW)

ELECTRONIC RECORDING DELIVERY SYSTEM (ERDS)

This SOW details Riverside County's Assessor-Clerk-Recorder's (hereinafter referred to as COUNTY) Electronic Recording Delivery System (ERDS) project, which includes the following objectives:

- COUNTY's ERDS will allow Riverside County to electronically record real-property transactions. ERDS will increase the overall efficiency and security of the recordation process. ERDS will allow for the delivery, and when applicable, return of specified digitized electronic records and digital electronic records upon system certification.
- The ERDS system will comply with the ERDS Department of Justice (DOJ) Regulations. (Go to the URL http://ag.ca.gov/erds1/index.htm and select link "Baseline Requirements & Technology Standards")

Background

On February 5, 2008 the County of Orange acquired the ownership rights to an electronic recording delivery system called the Statewide Electronic Courier Universal Recording Environment (SECURE). This system is to be shared and used by a number of counties. This Agreement is a government-to-government collaboration that will enable Los Angeles, Orange, Riverside and San Diego counties to share equally in the ownership, cost and maintenance of a multi-county electronic recording delivery system. Orange County will be the lead county and will host the SECURE multi-county electronic recording delivery.

Project Description

This COUNTY's ERDS solution will have the following new major sections.

- The ERDS section which is hosted, managed, maintained and supported by Orange County (The Lead County) including the SECURE Portal and Bridge.
- The non-ERDS SECURE Bridge Interface and the document examination application, eagleQuickdocs (Quickdocs), which is hosted, managed, maintained and supported by Riverside County.

The COUNTY is requesting TYLER to provide the following.

- Quickdocs document examination module integrated with Riverside's existing **CRIS+plus** system.
- Professional services to plan, execute and maintain the Quickdocs module in the COUNTY network.
- Professional services to plan, execute and maintain the SECURE Bridge Interface (SBI) between Quickdocs and the SECURE Bridge API.

Scope

The scope of this project will be the implementation of TYLER's Quickdocs eRecording examination module and the delivery of the SECURE Bridge Interface.

TYLER will provide SBI and Quickdocs support to Riverside County during the DOJ certification process. TYLER is also expected to resolve any issues, related to Quickdocs and the SBI, that arise from the certification, support and re-certification efforts, if necessary, until the Riverside COUNTY ERDS is certified by the DOJ.

TYLER grants the COUNTY a perpetual, non-transferrable, non-exclusive license to use the TYLER software installed or to be installed and located in the COUNTY as part of this agreement, including but not limited to Quickdocs and the SBI. TYLER may relicense and reuse the SBI and can re-license it to other counties, if desired.

Software

The Quickdocs module will be configured to support the user's examination of the submitted document(s) for a record-ability determination and receipting of the document(s) in a package.

1. Quickdocs tools in support of the examination include:

   A) The display of any indexing data that is submitted with the document.

   B) The display of the document image(s), including associated PCORs where required.

   Note: For usability, TYLER recommends Riverside provide users, who will be examining eRecordings, a dual monitor configuration where indexing data is displayed on one monitor and the associated image(s) on a second monitor. This configuration allows the user to magnify images to much larger than hard copy paper documents to facilitate the on-line examination process.

2. If not recordable, Quickdocs will allow the user to reject the SECURE package and select a standardized rejection reason, as well as enter additional clarification to assist the submitter in resolving the issue.

   Note: Individual documents within a multi-document package cannot be rejected individually – the package must be recorded or rejected in its entirety.

3. If recordable, Quickdocs will automatically generate a Receipt reflecting the appropriate fees for all the documents in a package. On submission of the Receipt, the documents will be immediately recorded and passed to *CRIS+plus* to enter the same workflow as over-the-counter documents.

Hardware

At Riverside:

TYLER will provide a list of the hardware and third-party software that is required for the SBI and Quickdocs. The purchase and maintenance of hardware and the third-party software is outside of this contract and will be separately managed by the COUNTY. The COUNTY requires at least 6 weeks to acquire the hardware and software specified by TYLER for this project.

With Tyler guidance, Riverside shall have primary responsibility for the installation of the hardware and 3rd party software for Riverside's Test and Production environments. Tyler will have responsibility for the installation of all Tyler deliverables.

At Tyler:

TYLER will install and maintain an internal test system in the Lakewood development office. The internal test system will consist of the four systems involved with electronic recording for the COUNTY:

    a. Riverside's *CRIS+plus* system,

    b. Quickdocs

    c. SECURE Bridge API

d. SECURE Bridge Interface

The installation of the internal test system hardware and third-party software required for the SBI/Quickdocs project will be performed by TYLER. COUNTY will be billed for all third-party software such as operating systems, MS-SQL database ($900.00), VM Server software, SSL certificates ($99.00), etc., that is required to replicate a development/test environment at TYLER. Fees for third party software is included in Milestone 1. *Note: Not all third-party software costs are necessarily documented herein.*

TYLER will be responsible for maintaining the hardware

Services

1	Configuration	Quickdocs configuration to interface with COUNTY's current **CRIS+plus** system.
2	Configuration Testing	Standalone testing between Quickdocs and **CRIS+plus**
3	Training	

	Who:	Goal:
	Project Team	To be able to effect configuration testing and acceptance

4	Quickdocs Installation	Remotely install Quickdocs in Riverside test and production environments.
5	End-to-End Testing	From SECURE Bridge API to Quickdocs to **CRIS+plus** and back again.
6	Certification Support	As required on a time and materials basis.
7	Quickdocs Maintenance and Support	TYLER will provide remote maintenance and support for the Quickdocs software applications. The COUNTY will make their best efforts to assume basic support for the end users of the Quickdocs application based on the training provided by TYLER.

Documentation

	Audience
Quickdocs User Reference	End Users

Software

TYLER will develop and deliver a SECURE Bridge Interface linking the Quickdocs module and the SECURE Bridge API. The SBI will allow the COUNTY to:

1. Pull electronically submitted PRIA 2.4 packages from the SECURE Bridge API
2. Create Quickdocs-compliant packages, including support of:
   a. Single and multi-document packages
   b. PCOR attachments
   c. Multi-title recordings
3. Push transformed packages into Quickdocs for examination and recording or rejection
4. Pull recorded (with appropriate endorsement information) and rejected packages (with appropriate rejection messaging) from Quickdocs
5. Push recorded or rejected packages, with appropriate rejection messaging, back to the SECURE Bridge API
   a. Automatic push
   b. Manual push
6. Administrative functions to track SECURE transactions and provide alerts for push failure

Hardware

At Riverside:

TYLER will provide a list of the hardware and third-party software that is required for the SECURE Interface and Quickdocs. The purchase and maintenance of hardware and the third-party software is outside of this contract and will be separately managed by the COUNTY. The COUNTY requires at least 6 weeks to acquire the hardware and software specified by TYLER for this project.

With Tyler guidance, Riverside shall have primary responsibility for the installation of the hardware and 3rd party software for Riverside's Test and Production environments. Tyler will have responsibility for the installation of all Tyler deliverables.

At Tyler:

TYLER will install and maintain an internal test system in the Lakewood development office. The internal test system will consist of the four systems involved with electronic recording for the COUNTY:

7. Riverside's *CRIS+plus* system,
8. Quickdocs
9. SECURE Bridge API
10. SECURE Bridge Interface (SBI)

The installation of the internal test system hardware and third-party software required for the SBI/Quickdocs project will be performed by TYLER. COUNTY will be billed for all third-party software such as operating systems, MS-SQL database ($900.00), VM Server software, SSL certificates ($99.00), etc., that is required to replicate a development/test environment at TYLER. Fees for third party software are included in Milestone 1. *Note: Not all third-party software costs are necessarily documented herein.*

TYLER will be responsible for maintaining the hardware.

Services

1	Analysis and Design	Review SECURE Bridge API and associated documentation; design SBI; review SBI design with COUNTY
2	Test System Installation	Install a development/test system in TYLER's Lakewood development facility
3	Software Development	Develop SECURE Bridge Interface (SBI)
4	Quality Assurance	Execute testing between SECURE Bridge API and Quickdocs
5	System Installation	Install the SBI on-site in COUNTY's test and production environment for on-site testing
6	System Testing	Provide assistance with on-site testing of the SBI and Quickdocs
7	ERDS Testing	Provide assistance to COUNTY with the DOJ certification testing
8	Remote SBI Training	Who: Goal: IT To be able to Administer the SBI
9	SBI Maintenance and Support	TYLER will provide remote maintenance and support for the Interface between Quickdocs and SECURE. The COUNTY will make their best efforts to assume the basic support for the SBI, when needed, based on the training provided by TYLER.

Documentation

		Audience
1	Hardware and software specification	IT
2	Technical Design Document for SECURE Bridge Interface	IT

OVERALL PROJECT ASSUMPTIONS

1. This is a Fixed Service proposal. As such, only those tasks identified in the proposal will be performed. Any changes or additions to the tasks that require additional hours will require a change order.

2. Riverside County will provide a Project Manager who is responsible for providing all of the internal project management documentation required by the County and by TYLER. Riverside assumes all project management responsibilities including, but not limited to: scheduling calls and/or meetings, defining and distributing agendas, documenting and distributing minutes, tracking decisions and action items, etc. TYLER's participation will be limited to participating in the calls/meetings that Riverside calls and reviewing/correcting minutes. This quote assumes an average of 3 hours of week of TYLER's time for all TYLER Project Management tasks.

3. TYLER will create a Technical Design Document and provide it to Riverside County. The Technical Design Document will be delivered to Riverside, but this quote does not include a formal review nor response.

4. Riverside County has agreed to use the current Quickdocs interface "as is". There will be no software changes to the current Quickdocs GUI. The current Quickdocs documentation shall be provided to establish a baseline of the current GUI.

5. TYLER will provide limited non-development configuration of the Quickdocs review screens.

   a. Extra fees for extra names is an optional fee calculation that will be configured.

   b. Processing of Preliminary Change of Ownership Report (PCOR) and/or "No Show" forms.

   c. Multi-title documents will be handled.

6. Quickdocs currently provides the ability to reject the entire package. Riverside requires the capability to reject individual documents in an 'un-related' document package, e.g. a batch of reconveyances. TYLER will provide the ability within Quickdocs to reject an individual document within an unrelated package. All un-rejected documents in an un-related package can be recorded. The rejected document(s) must be re-submitted in a separate package.

   Riverside agrees that their MOU position will be that documents that must be recorded and numbered sequentially must be submitted in the same package. There will be no reserving of numbers for specific submitters or transactions. Riverside agrees that if, in a 'related' multi-document package, one of the documents is un-recordable, the entire package is rejected. The submitter would be required to fix the document(s) and resubmit the documents in a new package.

   The above described rejection processing is dependent upon the ability of the SECURE interface to pass information defining whether a package is 'related' or 'unrelated'.

Quickdocs does not provide the ability to track rejected documents or packages nor does it provide reports on rejected documents or packages. All tracking of rejected documents or packages must be done in the SECURE application or via a process outside of Quickdocs.

7. TYLER deliverables will include:
   a. Technical Design Document
   b. SECURE Bridge Interface (SBI) software
   c. Quickdocs configuration for:
      i. 8:00 a.m. queue*
      ii. Notes queue*
      iii. Standard eRecordings*

*It will be up to Riverside County to implement procedures so staff processes the eRecordings in the correct order.

8. Assuming the information to determine the routing is available in SECURE, Quickdocs workflow will route packages to one of three different tasks: whose processing will be managed by Riverside using process and procedure.

   a. 8:00 am Documents

   b. Notes Documents

   c. FIFO Documents

   Documents that are flagged as being both an 8 am Document *and* a Notes Document will be routed to the 8 am Document group. There will be no visual indication on the Task List that a document is both 8 am and Notes; however, the Notes field will be visible to the user when the package is opened for examination. The examination can then be cancelled and the package routed to another user if desired; however, documents will still receive an 8 am stamp and recording time regardless of when processed. The recording number they receive will reflect the next number available at the actual time of recording.

9. The enforcement for recording documents in the right order within and across these document groups will be managed by Riverside using process and procedure. The County will also create internal procedures for the proper handling of packages containing Notes to assure their desired ordering when recording.

10. Packages that SECURE identifies as 8:00 am Documents will receive an 8:00 am electronic stamp and recording time in Quickdocs and *CRIS+plus*. Packages not identified as 8:00 am will receive an electronic stamp and recording time reflecting the actual time they are recorded. Preliminary stamps for the 8 am Documents will reflect 8:00 am and will not change on recording. Preliminary stamps for non-8 am Documents will reflect the time the temporary stamp was generated, but will be updated to the actual recording time on submission of the receipt.

11. A package's document group will be displayed in the Description column on the Quickdocs Task List. There will be an indicator on the examination window indicating that the package is in the 8 am Document group. There will also be fields on the examination window for the date/time the package was accepted by SECURE (assuming SECURE captures this information) that can be used to validate the 8 am indicator, and for any Notes submitted as part of the package.

(Note: TYLER would suggest restricting use of the Notes field strictly to "tying" two separate packages "together".)

12.	Data received from the eSubmittal packages will be inserted into the *CRIS+plus* system. The specific data elements are: grantor names, grantee names, document type, document code, number of pages, recording/filing fee, transfer fee, and submitter notes. The associated image(s) will also be inserted along with the data. This includes transfer documents as well as the associated POV document. The date and time of acceptance (recording) and the instrument number will be created upon insertion into *CRIS+plus.*

The date/time that the SECURE system accepts a package will also be inserted into a *CRIS+plus* user-defined field, assuming such expansion fields are still available in Riverside's system. This field will be populated for eRecorded documents only.

13.	Recording data will be returned to the eSubmitter via the SBI.

14.	These deliverables do not include any software development enhancements for *CRIS+plus*.

15.	This project assumes the Treasurer Tax Collector eRecording documents will continue under the current Ingeo solution and are out-of-scope for this project.

16.	The success of the project requires a TYLER-approved site-to-site VPN with direct access to the *CRIS+plus* and Quickdocs servers. Access is required for the purposes of software installation, testing, maintenance, and on-going support. Riverside County requires separate VPN accounts.

17.	ERDS legislation prohibits Type 1 and Type 2 documents being combined in the same submission package (batch). It is assumed that the SECURE portal has the ability to enforce the correct submission of Type 1 and Type 2 packages. No development will be done by TYLER to address packages that have combine Type 1 and Type 2 packages.

18.	ERDS legislation requires Type 1 documents to be digitized, but allows Type 2 documents to be digital. Quickdocs and *CRIS+plus* currently accepts only digitized documents – specifically TIFs. It is assumed that the SECURE portal has the ability to enforce the submission of TIF only digitized documents to Quickdocs. No development will be done by TYLER to address Type 2 packages.

19.	The delivered solution will allow documents requiring the generation of multiple, per page workflows (Large) to be marked as Large and passed over to Riverside's custom *CRIS+plus* Large workflow.

20.	Once the document(s) in a package have been examined for recordability, receipted, accepted and released to *CRIS+plus,* the user's subsequent interaction with the document will be in Riverside's *CRIS+plus* system.

21.	TYLER has provided a discount off the SECURE to Quickdocs interface development to Riverside. TYLER may relicense and reuse the software developed by TYLER, and can re-license it to other counties, if desired.

22.	The SBI will support the submission of packages based on the PRIA 2.4 XML specification only. Updates to the PRIA XML standard, e.g. 3.X, are out of scope of

this project and will be handled by Change Order if/when SECURE moves to newer versions

23. All changes requested by Riverside to SBI or Quickdocs after the Technical Design Document has been provided that result in additional time and effort will require a Change Order detailing cost and schedule impact.

24. TYLER will remotely install all software at Riverside.

25. TYLER will conduct one three-day on-site training oriented to the project team that will cover both administrative and end user Quickdocs functions. It will be Riverside's responsibility to develop the end user training curriculum and training materials and to conduct the end user training.

26. TYLER will deliver the standard Quickdocs documentation. Riverside may customize to meet their needs as they see fit.

27. The software delivered will conform to the specifications detailed in the Technical Design Document and in the Assumptions in the Statement of Work. Changes to the scope of work or deliverables described herein will result in additional costs and delays in the project.

28. TYLER support for the COUNTY's DOJ certification process – either the initial certification, or subsequent re-certifications is outside the scope of this project. It is acknowledged that neither Quickdocs nor the SBI are considered within the bounds of the ERDS legislation and are not subject to certification. Certification support services cannot be projected at this time and are out-of-scope for this project. Any certification requirements that should result in Quickdocs re-configuration or software development, or SBI re-development will be addressed by a separate Change Order detailing cost and schedule impacts.

29. COUNTY will be billed for all third-party software such as operating systems, MS-SQL database ($900.00), VM Server software, SSL certificates ($99.00), etc., that is required to replicate a development/test environment at TYLER. Fees for third party software are included in Milestone 1. *Note: all third-party hardware/software are not necessarily documented herein.*

30. Software Support provides for on-going support of the Quickdocs software and the SECURE interface (between Quickdocs and the SECURE application). It does not include software support for **CRIS+plus** or for SECURE.

31. Future functionality or changes requested to the Quickdocs application or the SECURE Interface are considered custom development and a work order will be required. Software support does not include changes to Quickdocs or the SECURE Interface.

32. Tyler will configure Quickdocs to transfer all the receipting information into **CRIS+plus** and to pull back basic receipt information into Quickdocs such as the date, time and receipt number. Tyler will provide 40 hours of configuration services for receipting transactions. Bugs that are discovered during testing will be fixed by Tyler. Issues other than bugs that are discovered during testing will be reviewed and prioritized by Riverside and Tyler. Tyler will provide another 20 hours of services related to the transfer of receipting information between the two systems. Some functionality, such as receipting changes made in **CRIS+plus** after the initial acceptance, may not be reflected in Quickdocs. Should additional work be required

beyond these 60 hours, a work order and time estimate will be provided. Alternative options will also be discussed and reviewed if additional work is required. For the purpose of this item, bugs are defined as a software function that create an application error.

COSTS AND PAYMENT MILESTONES

Milestone 1 - Design (90 days from Start Date)

Preliminary Analysis
Weekly Meetings - All Project Management to be done by Riverside
Research and Document Hardware/Software Specification
Design Interface: SBI
Development User Stories
Write Technical Design Document (TDD)
Provide TDD to Riverside
<u>SQL Server and SSL License for Tyler Development/Testing System</u>

	Payment 1	**$21,425**

Milestone 2 - Quickdocs / *CRIS+plus* Integration (120 days from Start Date)

Weekly Meetings - All Project Management to be done by Riverside
Install Riverside ***CRIS+plus*** configuration in Tyler dev/test environment
Install Quickdocs over Riverside ***CRIS+plus*** dev/test configuration
Configure Quickdocs based on Riverside's current functionality
Test QDx/***CRIS+plus*** configuration including Writeback
Review of QDx/***CRIS+plus*** configuration by Tyler Legacy Staff
Prepare for and demo vanilla configuration to Riverside

	Payment 2	**$51,417**

Milestone 3 - Installation of Custom Deliverables @ Riverside (TBD)

Weekly Meetings - All Project Management to be done by Riverside
Development Team Review
Interface development QDx / SECURE
Customize QDx for Large Document Processing
Interface testing/QA
SECURE Bridge Interface documentation (internal)
SECURE Bridge Interface documentation (support)
SECURE Bridge Interface documentation (Riverside)
Prepare Installation Package
Internal Testing in Lakewood - SECURE to QDx to ***CRIS+plus*** and back
Internal Testing in Riverside - SECURE to QDx to ***CRIS+plus*** and back
Installation & Config of Hardware & Software @ Riverside
<u>Quickdocs Software License ($50,000)</u>
SECURE testing: SECURE to QDx to ***CRIS+plus*** and back
Standard Quickdocs Documentation for Riverside Customization

	Payment 3	**$105,437**

Milestone 4 - Pre-Certification Acceptance (TBD)

Weekly Meetings - All Project Management to be done by Riverside
Prepare Custom Training Materials
Admin Team Training for User Acceptance Testing
Supporting Riverside's User Acceptance Testing

	Payment 4	**$21,686**

Milestone 5 - Post-Certification Acceptance (TBD)

Weekly Meetings - All Project Management to be done by Riverside
Train-the-Trainer Training
Support Riverside's Trainers
Develop 'Roll Back' Plan
Transfer from development to support
<u>Annual SBI and Quickdocs Support ($25,000 for the first year)*</u>

	Payment 5	**$33,366**
	Total	**$233,331**

* The annual support and maintenance fees for Quickdocs and the SECURE Bridge Interface shall start at go live and continue for 12 months. Tyler will not increase the Quickdocs and SBI annual support and maintenance fees by more than 3% or the CPI, whichever is greater, each year for the next five years. Changes, enhancements, or modifications to Quickdocs or the SECURE Bridge Interface unique to Riverside County will not be covered under the maintenance agreement and would be addressed by separate work orders.