

Implementation Assumptions

Configuration, Training, and Go-Live Assistance

This proposal includes specific time for Tyler application specialists to discuss the business processes and configuration currently in the system. It is expected that the standard configuration will be used. Some local configuration (e.g. user names / IDs) will be in scope.

A single Enterprise Custom Reports (ECR) training class is included. Client may choose either the Basic, Advanced, or Combined class.

Standard Class: Two-day course with Report Builder.

- Basic Understanding of Odyssey and business processes
- Basic understanding of report writing – like a basic understanding of Excel and using Excel Formulas

Advanced: Two-day class with Report Builder* and, a third day to cover database schema.

- Working knowledge of SQL ability to create SQL Scripts using JOIN and Cross Apply

*Standard and Advanced classes may use the same two-day Standard course, with a third day designated to the Advanced material.

8 hours consulting time added for configuring the Advanced Inmate Tracking feature and Address verification. If it is determined that the client is unable to use these features, then those 8 hours should be used for an equivalent service: up to 2 forms, ECR assistance, additional training.

This proposal includes a limited amount of training time for a specific set of users just prior to go-live. Followup training is also included after go-live.

Additional on-site training and assistance can be purchased at Tyler's then-current hourly rate.

Training will be performed in a classroom setting or remotely, using facilities and equipment provided by client such that each participant can have hands-on access to a computer workstation during training. Training will be conducted during business hours to a maximum of 15 participants per instructor.

The client will be responsible for the completion of forms after the forms workshop/sprint concludes. Tyler consultants will be available for assistance, but the client will be responsible for the delivery and execution of this item.

Tyler assumes a single Go-Live event(s) for all offices included in this proposal.

This proposal includes a specific amount of time for on-site go-live assistance and follow up training. Additional on-site training and assistance can be purchased at Tyler's then-current hourly rate.

Travel

Client will reimburse Tyler for actual and reasonable travel expenses, at least the rates specified by the US General Services Administration.