TYLER TURNKEY LICENSE PURCHASE ORDER

This License Purchase Order ("Purchase Order"), entered into as of the date of execution as set forth below, is by and between **TYLER TECHNOLOGIES, INC.**, with offices at 12901 Worldgate Drive, Suite 800, Herndon, VA 20170 ("Tyler") and the licensee named below ("Licensee"). The parties are referred to herein individually as Party or collectively as Parties.

Licensee (Full Legal Name):	Sauk County, WI
State of Incorporation:	Wisconsin
Licensee's Primary Place of Business:	505 Broadway Baraboo, WI 53913
Licensee's Primary Point of Contact (POC):	Tony Tyczynski
POC Phone Number:	608-355-3260
POC Email Address:	ttyczynski@co.sauk.wi.us

CONTRACT DOCUMENTS

- This Purchase Order
- Tyler's Price Quote attached hereto as Exhibit A
- Tyler Veterans' Benefits Turnkey Support attached hereto as Exhibit B
- Tyler's Case Management Development Platform Turnkey & Turnkey Solutions – End User License Agreement, Turnkey Terms | Tyler Technologies, is incorporated by reference.

CONTRACT PROVISIONS

- The Products and Services ordered herein are governed by the terms of this Purchase Order and Exhibits.
- Licensee agree that Tyler is the vendor now providing the VetraSpec software currently in use by Licensee.
- Licensee has chosen to migrate from the VetraSpec Software to the Case Management Development Platform powered by Entellitrak – Tyler Veterans Benefits formerly known as ETK-VB.
- Licensee will continue to use the VetraSpec Software until migration to Tyler Veterans Benefits is complete and formal signoff on the Tyler Veterans Benefits Software System is submitted to Tyler.
- Licensee has agreed to a 1-year commitment, period of performance is 9/15/2023 – 9/14/2024.
- This is an as-is implementation of Tyler Veterans Benefits. Tyler will coordinate Licensee's specific customizations once the Tyler Veterans Benefits application is live in production. Some customizations may involve additional implementation cost.

SAAS LICENSE PERIOD

- Subscription Commencement Date: 9/15/2023
- SaaS Licensed Period: Begins on the Subscription Commencement Date for one (1) calendar year, automatically renewing on every annual anniversary date, unless 30-days advance written notice is provided.

BILLING TERMS

- Payment received for the VetraSpec Software for the period 9/15/2022 – 9/14/2023 covers fees for Tyler Veterans Benefits Software usage prior to 9/15/2023.
- Payment for the period 9/15/2023 – 9/14/2024 is due upon receipt of a signed Purchase Order and in advance of the annual start date of the period of performance. An invoice for this period will be issued 60 days in advance of the start date. The annual subscription fee is non-refundable.
- Subsequent renewal period is subject to price escalation.

LICENSEE, HAVING READ THIS AGREEMENT AND THE REFERENCED SECTIONS CONSTITUTING A PART HEREOF, AGREES TO BE BOUND BY THE TERMS AND CONDITIONS CONTAINED HEREIN AND THEREIN, INCLUDING TYLER'S ETK TURNKEY END USER LICENSE AGREEMENT.

LICENSEE *Sauk County Veterans Service*

Signature *Tony Tyczynski*

Printed Name *Tony Tyczynski*

Title *Veterans Service Officer*

Date *4/26/2023*

EXHIBIT A – QUOTE

Tyler Technologies Price Quote

Customer:	Sauk County, WI
Description:	Case Management Development Platform powered by Entellitrak Tyler Veterans Benefits (Tyler Veterans Benefits)
Date of Quote	11/15/2022
Period of Performance	9/15/2023 – 9/14/2024
Type	Firm Fixed Price

Rate Schedule

Period of Performance	Veterans Benefits (Tyler Veterans Benefits) License Fee	New Custom Form Implementation	New Custom Report Creation
9/15/2023 – 9/14/2024	$450.00/User	$300/Form	$300/Report

Billing Schedule

Case Management Development Platform - Software as a Service (SaaS)	Period of Performance	QTY	PRICE	TOTAL
Tyler Veterans Benefits	9/15/2023 – 9/14/2024	5 Users	$450.00/User	$ 2,250.00
Total Software as a Service (SaaS) Price				**$ 2,250.00**

Assumptions:

- Sauk County, WI will identify all IT personnel necessary to support this effort and will ensure that those personnel will be available during analysis, testing, and deployment.
- Sauk County, WI will additionally ensure that Tyler project personnel have reasonable access to designated personnel.
- Tyler will designate an experienced Project Manager (PM) to manage this effort and act as the principal point-of-contact (POC). Tyler requires that Sauk County, WI designate a Project Manager (PM) to act as the principal point-of-contact (POC) for this effort. .
- The Case Management Development Platform Turnkey & Turnkey Solutions – End User License Agreement, Turnkey Terms | Tyler Technologies, is incorporated by reference.
- Software licenses and services quoted herein are subject to the terms and conditions of the applicable end user license agreement.

Billing and Invoicing:

- Tyler will perform a user count prior to issuing renewal invoice for the appropriate number of SaaS licenses.
- Tyler will invoice 60-days in advance of the Period of Performance start date. The annual subscription fee is non-refundable.
- Each subsequent renewal period is subject to an annual price escalation.

Exhibit B

Veterans' Benefits Turnkey Support
Standard Support Policy and Service Level Commitments

OVERVIEW

To ensure that our clients achieve success with our solutions, Veterans' Benefits turnkey support comes standard with every maintenance contract. We have developed a 3-tier support framework that empowers your helpdesk to handle the daily operations of the system, while we provide a clear escalation path and regular updates to keep your organization on track.

STANDARD SUPPORT ROLES AND DEFINITIONS

SUPPORT TIER	SUPPORT PROVIDER	SUPPORT DESCRIPTION
Tier 1	Client's Helpdesk	Addresses basic client issues and inquiries. Includes business-related questions, general navigation, and non-technical inquiries such as restting passwords and unlocking accounts.
Tier 2	Veterans' Benefits Turnkey Support Team	Addresses system changes and incidents that prevent clients from using the system. Includes client-specific configurations and customization, bug fixes and associated configuration.[1] Includes deployment processes and remediation of hosting, performance, and maintenance tasks and issues. [2] *(See below for Tier 3 response times).*
Tier 3	Veterans' Benefits Turnkey Product Team	Addresses major system changes and issues related to the product platform or external vendors which cannot be mitigated through Tier 3 support.

1 Tier 2 support description applies only to systems configured and implemented by Tyler.
2 Hosting-related issue remediation is included for systems hosted by or through Tyler.

TIER 2 RESPONSE TIMES

The Tyler Veterans' Benefits Support Team response times depend on an incident's assigned severity.[3]

SEVERITY	DESCRIPTION	IMPACT	INITIAL RESPONSE TIME (EMAIL)
Blocker	System outage. Complete loss of service on a production system.	All users	2 Business Hours
Critical	Substantial loss of service in a production system. No workarounds available.	All users	4 Business Hours
Major	Production system is working but important component or workflow is not functional.	Majority of users	4 Business Hours
Medium	Production system is working but less-used component or workflow is not functional. Report not calculating correctly.	1–2 teams of users	8 Business Hours
Minor	Non-production system issue, or production issue that impacts few users.	Small groups or individual users	8 Business Hours

UPGRADES

In addition to technical support, maintenance contracts also include access to new Veterans' Benefits turnkey product version releases. Upgrades are scheduled during non-working hours (6pm-6am ET) and are communicated by Tyler at least one business day in advance. Tyler may require some client involvement for user acceptance testing.

CONTACT SUPPORT

HOURS: 8:00 a.m. — 6:00 p.m. ET, M — F
(Except Federal Holidays)
E-mail: FD-ETKVBAProductSupport@tylertech.com

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3 Tyler cannot be responsible for Tier 3 response times when they are managed by an organization other than Tyler.

Empowering people who serve the public

tyler
technologies