

## 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. with offices at One Tyler Drive, Yarmouth, Maine 04096 ("Tyler") and Chatham County, with offices at 12 East Street, Pittsboro, North Carolina 27312-8635 ("Client").

WHEREAS, Tyler and Client are parties to an agreement dated July 21, 2022 ("Agreement"); and

WHEREAS, Tyler and Client desire to amend the terms of the Agreement as provided herein.

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

1. Removing SaaS Services.

- a. The following Tyler Software as a Service (SaaS) are hereby removed from the Agreement as of July 1, 2025:

Citizen Self Service  
Utility Billing Meter Interface  
Recruiting  
Contract Management

- b. As of such date, Client's right to access the above-listed software is terminated, as are Tyler's obligations to maintain, support, host and update such software.

- c. Additionally, Client's SaaS fees payment obligation for the above-listed software ends on the same date.

2. Adding View-Only SaaS Services. The items set forth in the Amendment Investment Summary attached as Exhibit 1 to this Amendment are hereby added to the Agreement as of July 1, 2025 and, notwithstanding anything to the contrary in Exhibit 1, ending coterminous with the SaaS Term as defined in the Agreement. Payment of fees and costs for such items shall conform to the following terms:

- a. The first year's annual SaaS Fees shall be invoiced on July 1, 2025. Subsequent SaaS Fees shall be invoiced in accordance with the terms of the Agreement.

3. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.

4. Except as expressly indicated in this Amendment, all other terms and conditions of the Agreement 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.

Chatham County

By: Tina Mize

By: [Signature]

Name: Tina Mize

Name: Bryant Thompson

Title: General Counsel,  
Public Administration Group

Title: County Manager

Date: July 15, 2025

Date: 7/14/25

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

Roy Lynch  
Roy Lynch, Finance Officer



**Exhibit 1**  
**Amendment Investment Summary**

The following Amendment Investment Summary details the additional software, products, and services to be delivered by us to you under the terms of the Agreement. This Amendment Investment Summary is effective as of the Effective Date, despite any expiration date in the Investment Summary that may have lapsed as of the Effective Date.

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Quoted By: Stanley John  
 Quote Expiration: 11/24/25  
 Quote Name: Chatham County - EERP - UB  
 Viewonly

Saas Term 1.00

**Sales Quotation For:**

**Shipping Address:**

Chatham County  
 12 East St  
 Pittsboro NC 27312-5761

**Tyler SaaS and Related Services**

Description	Qty	Imp. Hours	Annual Fee
Revenue Management			
Utility Billing CIS	1	0	\$ 2,500.00
<b>TOTAL</b>		<b>0</b>	<b>\$ 2,500.00</b>

**Summary**

**One Time Fees**

**Recurring Fees**

Total Tyler License Fees	\$ 0.00	\$ 0.00
Total SaaS	\$ 0.00	\$ 2,500.00

Total Tyler Services	\$ 0.00	\$ 0.00
Total Third-Party Hardware, Software, Services	\$ 0.00	\$ 0.00
<b>Summary Total</b>	<b>\$ 0.00</b>	<b>\$ 2,500.00</b>
<b>Contract Total</b>	<b>\$ 2,500.00</b>	

Client's purchase of the items listed above is subject to the Comments below  
 Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held  
 For six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
 Print Name: \_\_\_\_\_ P.O.#: \_\_\_\_\_

*All Primary values quoted in US Dollars*

**Comments**

Client agrees that items in this sales quotation are, upon Client's signature or approval of same, hereby added to the existing agreement ("Agreement") between the parties and subject to its terms. Additionally, payment for said items, as applicable but subject to any listed assumptions herein, shall conform to the following terms:

- License fees for Tyler and third party software are invoiced upon the earlier of (i) deliver of the license key or (ii) when Tyler makes such software available for download by the Client;
- Fees for hardware are invoiced upon delivery;
- Fees for year one of hardware maintenance are invoiced upon delivery of the hardware;
- Annual Maintenance and Support fees, SaaS fees, Hosting fees, and Subscription fees are first payable when Tyler makes the software available for download by the Client (for Maintenance) or on the first day of the month following the date this quotation was signed (for SaaS, Hosting, and Subscription), and any such fees are prorated to align with the applicable term under the Agreement, with renewals invoiced annually thereafter in accord with the Agreement.

- Fees for services included in this sales quotation shall be invoiced as indicated below.
  - Implementation and other professional services fees shall be invoiced as delivered.
  - Fixed-fee Business Process Consulting services shall be invoiced 50% upon delivery of the Best Practice Recommendations, by module, and 50% upon delivery of custom desktop procedures, by module.
  - Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion module, and 50% upon Client acceptance to load the converted data into Live/Production environment, by conversion module.
  - Except as otherwise provided, other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where "Project Planning Services" are provided, payment shall be invoiced upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be invoiced monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
  - If Client has purchased any change management services, those services will be invoiced in accordance with the Agreement.
  - Notwithstanding anything to the contrary stated above, the following payment terms shall apply to services fees specifically for migrations: Tyler will invoice Client 50% of any Migration Fees listed above upon Client approval of the product suite migration schedule. The remaining 50%, by line item, will be billed upon the go-live of the applicable product suite. Tyler will invoice Client for any Project Management Fees listed above upon the go-live of the first product suite. Unless otherwise indicated on this Sales quotation, annual services will be invoiced in advance, for annual terms commencing on the date this sales quotation is signed by the Client. If listed annual service(s) is an addition to the same service presently existing under the Agreement, the first term of the added annual service will be prorated to expire coterminous with the existing annual term for the service, with renewals to occur as indicated in the Agreement.
- Expenses associated with onsite services are invoiced as incurred.  
 Tyler's quote contains estimates of the amount of services needed, based on our preliminary understanding of the scope, level of engagement, and timeline as defined in the Statement of Work (SOW) for your project. The actual amount of services required may vary, based on these factors.

Tyler's pricing is based on the scope of proposed products and services contracted from Tyler. Should portions of the scope of products or services be altered by the Client, Tyler reserves the right to adjust prices for the remaining scope accordingly.

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

Tyler's prices do not include applicable local, city or federal sales, use excise, personal property or other similar taxes or duties, which you are responsible for determining and remitting. Installations are completed remotely but can be done onsite upon request at an additional cost.

In the event Client cancels services less than four (4) weeks in advance, Client is liable to Tyler for (i) all non-refundable expenses incurred by Tyler on Client's behalf; and (ii) daily fees associated with the cancelled services if Tyler is unable to re-assign its personnel.

The Implementation Hours included in this quote assume a work split effort of 70% Client and 30% Tyler.

Implementation Hours are scheduled and delivered in four (4) or eight (8) hour increments.

Tyler provides onsite training for a maximum of 12 people per class. In the event that more than 12 users wish to participate in a training class or more than one occurrence of a class is needed, Tyler will either provide additional days at then-current rates for training or Tyler will utilize a Train-the-Trainer approach whereby the client designated attendees of the initial training can thereafter train the remaining users.

Utility billing library includes: standard Utility bill, standard UB receipt, standard UB delinquent notice, standard door hanger and standard final utility bill.






# Tyler 7-15-2025

Final Audit Report

2025-07-15

Created:	2025-07-15
By:	Stacey Gerard (stacey.gerard@tylertech.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAMiM-8I5yG4x7zGY0TaR4ZX9BaKW3QK-c

## "Tyler 7-15-2025" History

-  Document created by Stacey Gerard (stacey.gerard@tylertech.com)  
2025-07-15 - 6:48:28 PM GMT- IP address: 163.116.144.104
-  Document emailed to Tina Mize (tina.mize@tylertech.com) for signature  
2025-07-15 - 6:49:01 PM GMT
-  Email viewed by Tina Mize (tina.mize@tylertech.com)  
2025-07-15 - 6:51:21 PM GMT- IP address: 163.116.251.114
-  Document e-signed by Tina Mize (tina.mize@tylertech.com)  
Signature Date: 2025-07-15 - 6:52:27 PM GMT - Time Source: server- IP address: 163.116.251.114
-  Agreement completed.  
2025-07-15 - 6:52:27 PM GMT