EXETER CITY COUNCIL
REGULAR MEETING AGENDA

November 10, 2026, 7:00 PM
City Hall, 137 North F Street
Exeter, California 93221

Mayor
Jacob Johnson
Mayor Pro Tem
Jeff Wilson
Council Members
Vicki Riddle
Frankie Alves
Bobby Lentz

Notice is hereby given that the Exeter City Council will hold a Regular Meeting on Tuesday, November 10, 2026, at 7:00 p.m. in person at Exeter City Hall located at 137 N. F St. in Exeter California, 93221.

Staff Reports related to items on the agenda are available on the City's website at https://cityofexeter.ca.gov/ and available for viewing at City Hall.

7:00 p.m.

A. CALL TO ORDER CLOSED SESSION

B. PUBLIC COMMENTS REGARDING CLOSED SESSION MATTERS

Comments from the public are limited to items listed on the closed session matters (GC 54954.3a). Speakers will be allowed three (3) minutes. Please begin your comments by stating your name and providing your City of residence.

C. ADJOURN TO CLOSED SESSION PURSUANT TO GOVERNMENT CODE SECTION(S)

7:00 p.m.

D. CALL TO ORDER REGULAR SESSION

E. INVOCATION

F. PLEDGE OF ALLEGIANCE

G. PUBLIC COMMENTS

This is the time for citizens to comment on subject matters that are not on the agenda that are within the jurisdiction of the Exeter City Council. In compliance with public meeting laws, Council cannot discuss topics that are not included on the published agenda. This is also the time for citizens to comment on items listed on the Consent Calendar or to request an item from the Consent Calendar be pulled for discussion purposes. Public comments related to all pulled Consent Calendar Items and all Individual Business or Public Hearing Items that are

listed on this agenda will be heard at the time that item is discussed or at a time the Public Hearing is opened for comment.

In fairness to all who wish to speak tonight, comments shall be limited to five (5) minutes for each individual, ten (10) minutes for an individual representing a group, and thirty (30) minutes overall for the entire public comment period, unless otherwise indicated by the Mayor. Although not required, speakers are asked to begin their comments by stating their name and city of residence.

H. SPECIAL PRESENTATIONS

1. Oath of Office for Police Sergeant Mark Hatch (p. 5)
   Presented by Chief Rob Schimpf

I. CONSENT CALENDAR

Items listed under the Consent Calendar are considered routine and will be enacted by one motion. There will be no separate discussion of these matters unless a request is made and then the item will be removed from the Consent Calendar to be discussed and voted upon by a separate motion.

1. Approval of October 27, 2026, Regular Meeting Minutes (pp. 6 – 9)
2. Approval of the Payment of Bills for October 30, 2026 (pp. 10 – 15)
3. Approval of Payroll for the Period October 5, 2026, through October 18, 2026 (pp. 16 – 23)
4. Adoption of **Resolution No. 2026-45**, A Resolution of the City Council of the City of Exeter, Approving the Submittal of a Program Income Application to the California Department of Housing and Community Development HOME Program for First-Time Homebuyer and Owner-Occupied Rehabilitation Programs in an Amount of $736,537 in Current HOME Program Income Funds, along with up to $1,750,000 of Anticipated Future Program Income Receipts (pp. 24 – 31)
5. Authorization for the Finance Director to Negotiate Contract with Tyler Technologies for Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services (pp. 32 – 163)
6. Approval of a Street Closure Request for the Second Annual Santa Beer Run & Elf Run to be Held on December 19, 2026, Including the Temporary Street, Lane, Parking, and Alleyway Closures Identified on the Attached Event Map, Subject to the Recommended Conditions of Approval (pp. 164 – 174)
7. Consider Approval of a Community Beautification Project Request to Paint Five (5) Additional Fire Hydrants with Citrus and Character-Themed Designs, Including Authorization for the City Administrator to Approve One Pending Hydrant Location (pp. 175 – 190)
8. Cancellation of the November 24, 2026, and December 22, 2026, Regular City Council Meetings Due to Upcoming Holidays (pp. 191 – 194)

9. Award of a Construction Bid for the Rose Garden Park Improvement Project to Advanced Engineering USA. (pp. 195 – 198)

J. INDIVIDUAL BUSINESS ITEMS

Comments related to Individual Business and Public Hearing Items are limited to three (3) minutes per speaker, for a maximum of 30 minutes per item. The Mayor may reasonably limit or extend the public comment period to preserve the Council's interest in conducting efficient, orderly meetings.

1. Consider Authorizing Purchase of Well E12W Filtration Equipment from ATEC Water Systems, LLC (pp. 199 – 211)
   Presented by Zachary Boudreaux, Director of Public Works

2. Consider Acceptance of the E Street Trail Preliminary Design Concept and Authorization to Proceed with Final Design (pp. 212 – 228)
   Presented by Javier Andrade, Contract City Engineer

K. CITY COUNCIL ITEMS OF INTEREST

L. CITY ADMINISTRATOR/DEPARTMENT COMMENTS

M. REGULAR MEETING ADJOURNMENT

State of California)
County of Tulare) ss.
City of Exeter)

I declare under penalty of perjury that I am employed by the City of Exeter, in the Administrator's Office; and that I posted this Agenda on the bulletin board outside of City Hall 137 N. F St. Exeter CA 93221 on November 6, 2026, and online on the City of Exeter website.

Christina Arias
_____
Christina Arias, Deputy City Clerk

In compliance with the Americans with Disabilities Act, and the California Ralph M. Brown Act, if you need special assistance to participate in this meeting, or to be able to access this agenda and documents in the agenda packet, please contact the City Clerk (559)592-9244. Notification prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting and/or provision of an appropriate alternative format of the agenda and documents in the agenda packet. (28 CFR 35.102-35. 104 ADA Title II).

Materials related to an item on this Agenda submitted to the legislative body after distribution of the agenda packet are available for public inspection at City of Exeter, Administration Office 100 N. C St., Exeter CA 93221 during normal business hours.

Oath of Office

I, Mark Hatch, do solemnly swear that I will support and defend the Constitution of the United States and the Constitution of the State of California against all enemies, foreign and domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of the State of California; that I take this obligation freely, without any mental reservation or purpose of evasion; and that I will well and faithfully discharge the duties upon which I am about to enter.

_____

Mark Hatch, Police Sergeant

State of California)
County of Tulare) ss.
City of Exeter)

Subscribed and sworn before me this 10th day of November 2026.

_____

Francesca Nevarez, City Clerk

EXETER CITY COUNCIL
REGULAR MEETING AGENDA
ACTION MINUTES

October 27, 2026, 6:30 PM
City Hall, 137 North F Street
Exeter, California 93221

Mayor
Jacob Johnson
Mayor Pro Tem
Jeff Wilson
Council Members
Vicki Riddle
Frankie Alves
Bobby Lentz

Notice is hereby given that the Exeter City Council will hold a Regular Meeting on Tuesday, October 27, 2026, at 6:30 p.m. in person at Exeter City Hall located at 137 N. F St. in Exeter California, 93221.

Staff Reports related to items on the agenda are available on the City's website at https://cityofexeter.ca.gov/ and available for viewing at City Hall.

6:30 p.m.

A. CALL TO ORDER CLOSED SESSION

Mayor called the closed session to order at 6:30 PM.

B. PUBLIC COMMENTS REGARDING CLOSED SESSION MATTERS

No public comments were presented.

C. ADJOURN TO CLOSED SESSION PURSUANT TO GOVERNMENT CODE SECTION(S)

1. GC 54957.6 – Conference with Labor Negotiations
   Agency Negotiator: Jason Ridenour and Julia Lew
   Employee Groups: CLOCEA

2. GC 54956.9(d)(1) – Conference with Legal Counsel
   Re Existing Litigation
   City of Exeter v. Bumgarner, Tulare County Superior Court No. VCU323368
   City of Exeter v. Clark, et al., Tulare County Superior Court No. VCU292152

3. GC 54956.9 – Consideration of Liability Claims
   Claimant: Denise Monique Martinez, Antonia Griffith, and Mirna Cardenas Contreras etc.
   Claimed Against: Exeter Ambulance

7:00 p.m.

D. CALL TO ORDER REGULAR SESSION

Mayor Johnson called the regular session to order at 07:00 p.m. City Attorney reported that action was taken by the City Council on closed session item C.3; 54956.9 Consideration of Liability Claims, Claimant: Denise Monique Martinez, Antonia Griffith, and Mirna Cardenas Contreras etc. Claimed Against: Exeter Ambulance. It was moved by Mayor Pro Tem Wilson, seconded by Mayor Johnson and approved 5-0 to reject the claim from claimant Denise Monique Martinez, Antonia Griffith, and Mirna Cardenas Contreras etc.

E. INVOCATION

Led by Mayor Johnson.

F. PLEDGE OF ALLEGIANCE

Led by Council Member Alves.

G. PUBLIC COMMENTS

Cal Rossi introduced himself to the City Council, announced an upcoming Southern California Edison event, and extended an invitation to Council Members to attend.

H. SPECIAL PRESENTATIONS

None.

I. CONSENT CALENDAR

Items listed under the Consent Calendar are considered routine and will be enacted by one motion. There will be no separate discussion of these matters unless a request is made and then the item will be removed from the Consent Calendar to be discussed and voted upon by a separate motion.

1. Approval of October 13, 2026, Regular Meeting Minutes (pp. 5 – 8)
2. Approval of the Payment of Bills for October 1, 2026, and October 16, 2026 (pp. 9 – 19)
3. Approval of Payroll for the Period September 21, 2026, through October 4, 2026 (pp. 20-27)
4. Review and Acceptance of the Monthly Investment Transactions Report for September 2026 (pp. 28 – 30)
5. Approval of a Facility Use Request, Street Closure Request, and Facility Use Fee Waiver from the Exeter Chamber of Commerce for the Downtown Exeter Christmas Open House on December 3, 10, and 17, 2026 (pp. 31 – 41)
6. Authorization to Negotiate Contract for City Planning Services with Pritchard Consultant Group (P&P) (pp. 42 – 96)
7. Award of Contract for Website Redesign, Content Management System (CMS), Hosting, and Accessibility Compliance Services (RFP No. 2026-05) to Revize Government Websites (pp. 97 – 204)

8. Authorize the Purchase of One (1) SIR 4000 Ground Penetrating Radar System from Geophysical Survey Systems, Inc. (GSSI) for Non-Invasive Subsurface Investigation in the amount of $25,751.41 (pp. 205 – 210)
9. Receive and File the City Treasurer's Report for September 2026 (pp. 211 – 214)

Approval of Consent Calendar							
1st	2nd	Result	JONHSON	WILSON	ALVES	RIDDLE	LENTZ
WILSON	ALVES	(5-0)	AYE	AYE	AYE	AYE	AYE

J. INDIVIDUAL BUSINESS ITEMS

Comments related to Individual Business and Public Hearing Items are limited to three (3) minutes per speaker, for a maximum of 30 minutes per item. The Mayor may reasonably limit or extend the public comment period to preserve the Council's interest in conducting efficient, orderly meetings.

1. Public Hearing to Conduct Second Reading and Adoption of **Ordinance No. 722**, An Ordinance of the City Council of the City of Exeter Amending Section 2.16.010 of Chapter 2.16 of the Exeter Municipal Code Relating to Planning Commission Membership Requirements (pp. 215 – 220)
   Presented by Jason Ridenour, City Administrator

   City Administrator provided a report for the Council and members of the public.

   Mayor opened the public hearing at 7:04 p.m. No public comments were presented. Mayor closed the public hearing at 7:04 p.m.

Second Reading and Adoption of Ordinance No. 722, An Ordinance of the City Council of the City of Exeter Amending Section 2.16.010 of Chapter 2.16 of the Exeter Municipal Code Relating to Planning Commission Membership Requirements.							
1st	2nd	Result	JONHSON	WILSON	ALVES	RIDDLE	LENTZ
JOHNSON	ALVES	(5-0)	AYE	AYE	AYE	AYE	AYE

2. Consider Approval of **Resolution No. 2026-44**, A Resolution of the City Council of the City of Exeter, Adopting the 2026 Local Roadway Safety Plan and Authorizing Highway Safety Improvement Program Cycle 13 Applications (pp. 221 – 252)
   Presented by Javier Andrade, Contract City Engineer

   Contract City Engineer provided a report for the Council and members of the public.

   Mayor opened the item up for public comment. No public comments were presented.

Adoption of Resolution No. 2026-42, A Resolution of the City Council of the City of Exeter, Adopting the 2026 Local Roadway Safety Plan and Authorizing Highway Safety Improvement Program Cycle 13 Applications.							
1st	2nd	Result	JONHSON	WILSON	ALVES	RIDDLE	LENTZ
JOHNSON	ALVES	(5-0)	AYE	AYE	AYE	AYE	AYE

K. CITY COUNCIL ITEMS OF INTEREST

Council Member Alves reminded the public of the upcoming election and encouraged residents to vote. He noted that assistance is available through the Tulare County Elections Office for individuals needing help with the voting process.

Mayor Pro Tem Wilson reported attending the Tooleville Water Board meeting. He expressed appreciation for the City Council's action regarding the Tooleville water supply improvement projects at the previous meeting.

Council Member Riddle reported meeting with Caltrans to discuss potential improvements along State Route 65 and Marinette Drive. Additionally, she provided updates from TCAG, TCTRA, and Water Commission meetings, including discussions regarding funding opportunities and grant application processes. She also mentioned the upcoming Measure R campaign and provided an update.

Council Member Lentz had no report.

Mayor Johnson reminded the public to exercise caution while driving on Halloween, particularly around children due to reduced visibility after dark. He also encouraged residents to participate in the upcoming election.

L. CITY ADMINISTRATOR/DEPARTMENT COMMENTS

City Administrator, Public Works Director, Chief of Police, Finance Director, City Attorney and City Clerk/Human Resources provided comments/reports.

M. REGULAR MEETING ADJOURNMENT

Mayor adjourned the meeting at 7:31 p.m.

_____

Francesca Nevarez, City Clerk

Agenda Item Staff Report

Agenda Item Number: **I.2**

Meeting Date:
November 10, 2026

Wording for Agenda:
Approval of the Payment of Bills for October 30, 2026.

Submitting Department:
Finance

Contact Name:
Janie Rodriguez, Finance Director

For action by:
☒City Council

Regular Session:
☒Consent Calendar
☐Regular Item
☐Public Hearing

Review:
City Administrator
(Initials Required)

J.R.

Department Recommendation:
Staff recommends that the City Council approve the payment of bills in the following amounts.

- $419,749.07 dated October 30, 2026, for expenditures charged to FY 2026-2027

Summary:
The Finance Department has reviewed and compiled invoices and expenses for city operations for approval by the City Council, which are summarized and attached to this report.

Background:
The payment of bills is recurring action presented to the City Council to ensure transparency and fiscal oversight of city expenditures. The item reflects payments made for various city services, supplies, utilities, and obligations incurred in the normal course of business. All bills have been reviewed by the Finance Department and are within budgeted appropriations.

Fiscal Impact:
- Total amount: $419,749.07 dated October 30, 2026
- Funding source: Various city departmental budgets
- Budget implications: All payments are within the approved Fiscal Year 2026-2027 budgets. No additional appropriations are necessary.

Prior City Council Actions:

The City Council routinely approves payment of bills during regular meetings. This item is part of the standard financial reporting and authorization process.

Attachments:

- Payments for Publication dated October 30, 2026

Recommended motion to be made by the City Council:

I move to approve the payment of bills in the amount of $419,749.07 dated October 30, 2026.

AVENU FINANCIAL SYSTEM CITY OF EXETER
10/29/2026 13:24:46 Payments for Publication GL050S-V08.23 COVERPAGE
GL335R

Report Selection:

Run Group... 103026 Comment... CHECK RUN 10/30/2026

Approval Date for Report..... 10 30 2026

Payments Through Date..... 10 30 2026

Cutoff Amount to be Used..... 0000000

RUN GROUP... 103026 COMMENT... CHECK RUN 10/30/2026

DATA-JE-ID	DATA COMMENT
D-10302026-708	CHECK RUN 10/30/2026

Run Instructions:

Jobq	Banner	Copies	Form	Printer	Hold	Space	LPI	Lines	CPI	CP	SP	RT
L		01		LASERHP4	Y	S	6	066	10			

Approved on 10/30/2026 for Payments Through 10/30/2026

Vendor Name	Description	Amount
A&M CONSULTING ENGINEERS	GIS DEVEL-PLAN COMMISSIO	18,180.00
A-C ELECTRIC COMPANY	TRAFFIC LIGHT-BLMNT/VISA	3,545.25
ADVANCED CAREER INSTITUTE	TRCK DRVR PRGM-G.RAMIREZ	4,762.54
ARIAS/ CHRISTINA	OCT MILEAGE REIM-CSJVRMA	80.56
AXON ENTERPRISE, INC.	ANNUAL OFFICER SFTY PLN	48,287.00
BLUE SHIELD OF CALIFORNIA	11/1/26-11/30/26	40,717.62
BOOT BARN INC.	BOOTS & SOCKS-OROZCO	715.83
BRUMLEY/ CRAIG	PW-SERVICE GATE OPERATOR	561.16
BUZZ KILL PEST CONTROL	AUG 1907 W MEYER PEST CO	476.00
C.L.E.A.	NOV 2026 LT DISABILITY	97.50
CENTRAL VALLEY TOXICOLOGY INC	2 DRUG LEVEL IN SAMPLE	1,506.00
CITY OF VISALIA	NOV 2026 ANIMAL SERVICES	17,107.69
CONSENSUS CLOUD SOLUTIONS	EFAX OCT MAINTENANCE FEE	178.55
CORE & MAIN LP	WACKER NEUSON RAMMER	3,536.44
COUNTY OF TULARE	SEP MAIL MONTHLY BILL	8,607.93
DATA TICKET, INC	SEP CITATION PROCESSING	162.85
DAVIS/ PAMELA	UB DEPOSIT REFUND	62.46
DELTA VECTOR CONTRL	7/1/26-6/30/27 ASSESSMEN	181.88
DEPT OF TRANSPORTATION	JUL-SEP 2026 SIGNALS	260.22
ELITE CORPORATE MEDICAL SERV	*MAY MEDICAL FEES-53	1,404.50
ERMA	1Q27 BILLING PRGM YR 1	16,858.16
FERGUSON US HOLDINGS, INC	4FT CURB KEY/1 CURB ST	1,006.69
FRONTIER CALIFORNIA INC.	5139-10/14/26-11/13/26	1,740.01
FUSION CONNECT, INC	0966-10/18-11/17/26	702.26
HERR PEDERSEN & BERGLUND, LLP	SEP 26 PERSONNEL MATTER	110.00
KRC SAFETY CO INC.	NO PARKING SIGNS-FALL FE	1,670.90
LIEBERT CASSIDY WHITMORE	SEP NEGOTIATIONS 2026	612.00
MANCEBO/ MANDIE	UB DEPOSIT REFUND	77.33
MID VALLEY DISPOSAL, LLC	OCT 2026 MID VALLEY	126,167.90
MINERAL KING PUBLISHING INC	10/21 PN-PH ORDIANCE 722	418.00
MONTAG/ SHIRLEY	UB DEPOSIT REFUND	180.00
PEREZ/ HARRY	758 MEADOW-PAYMENT REFUN	1,095.11
PRINCIPAL LIFE INSURANCE CO.	NOV PREMIUM-31	4,198.53
QUAD KNOPF ENGINEERING	INVESTIGATE & DATA COLL	1,995.43
QUINTANA/ FRANCESCA	OCT MILEAGE REIM-TC GOV	17.71
SEQUOIA APPAREL, INC	ORANGE VEST-CREECH,OROZC	246.86
SISNEROS/ ANGELICA	10/30/26 EMP BBQ RENTAL	100.00
SOUTHERN CALIFORNIA EDISON	9143-9/10/26-10/8/26	39,367.36
STANDARD INSURANCE CO.	NOV 2026 LIFE INSURANCE	6,964.40
ULINE	4-DOG WASTE RECEPTACLE	2,881.40
UNIVAR SOLUTIONS USA INC	OCT SOD HYPO WELL 13	4,940.32
VALLEY EXPETEC	NOV MONTHLY BILLING	6,890.53
WARD/ DIANA	UB DEPOSIT REFUND	43.17
WARREN & BAERG MANUFACTURING	CLARIFIER GEAR BOX REPAI	50,704.76
WIZIX TECHONOLOGY GROUP INC	PD-8/9-9/8/26 BASE	328.26

** Final Totals... 419,749.07

TOTAL NUMBER OF RECORDS PRINTED 227

FUND RECAP:

FUND	DESCRIPTION	DISBURSEMENTS
104	GENERAL FUND	79,831.40
105	WATER FUND	44,588.67
106	SANITATION FUND	127,794.59
107	SEWER FUND	75,753.04
109	GAS TAX FUND	3,849.99
113	TRANSPORTATION FUND	127.56
121	INSURANCE FUND	70,143.21
131	MEASURE R	127.56
136	ROAD MAINTENANCE REHAB	127.54
141	MEASURE P	17,405.51
TOTAL ALL FUNDS		419,749.07

BANK RECAP:

BANK	NAME	DISBURSEMENTS
BANK	BANK OF THE SIERRA	419,749.07
TOTAL ALL BANKS		419,749.07

Agenda Item Staff Report

Agenda Item Number: **I.3**

Meeting Date:
November 10, 2026

Wording for Agenda:
Approval of Payroll for the Period October 5, 2026, through October 18, 2026.

Submitting Department:
Finance

Contact Name:
Janie Rodriguez, Finance Director

For action by:
☒City Council

Regular Session:
☒Consent Calendar
☐Regular Item
☐Public Hearing

Review:
City Administrator
(Initials Required)

J.R.

Department Recommendation:
Staff recommends that the City Council approve payroll for the period October 5, 2026, to October 18, 2026, in the following amounts.

- $93,260.66 for October 5, 2026, through October 18, 2026, period with a check date of October 23, 2026.

Summary:
This item requests City Council approval of payroll expenditures incurred during the pay period of October 5, 2026, through October 18, 2026, timely approval ensures the city remains compliant with labor obligations and continues uninterrupted compensation to employees.

Background:
The City of Exeter processes payroll on a biweekly basis. City Council approval is required for each payroll cycle as part of the City's fiscal oversight procedures. The current payroll covers all regular full-time, part-time, and temporary employees for the specified pay period.

Fiscal Impact:
- Total payroll amount: $93,260.66 (for October 5, 2026, through October 18, 2026, payroll period)
- Funding source: Approved departmental salary budgets

- Budget implications: Payroll is within the adopted Fiscal Year 2026-2027 budget; no additional funds are required.

Prior City Council Actions:

Payroll approval is a standing item brought to the City Council regularly to ensure accountability and continuity of operations.

Attachments:

- Payroll Register for the period of October 5, 2026, through October 18, 2026.

Recommended motion to be made by the City Council:

I move to approve payroll for the period October 5, 2026, through October 18, 2026, in the amount of $93,260.66

PERIOD 2 DATING 10/05/2026-10/18/2026 CHECK DATE 10/23/2026
DIRECT DEPOSIT IS TURNED ON

CHECK NUMBER	CHECK AMOUNT	EMPLOYEE/BANK/VENDOR NAME	CODE	CHECK SEQ	
1927	63.69	CA STATE DISBURSEMENT UN	2	1	VENDOR CHECK
1928	101.45	MCALLISTER/JAYDIN JAMES	783	1	
1929	740.82	FIERRO/VINCENT ROBERT	794	1	
1930	1,649.24	MELLINGER/GRANT EDWARD	790	1	

TOTALS FOR CHECK FORM: CHEK

NEGOTIABLE CHECKS		COUNTS
2,491.51	*EMPLOYEE CHECKS	3
63.69	*VENDOR CHECKS	1
0.00	*BANK CHECKS	0
2,555.20	**TOTAL NEGOTIABLE CHECKS	4

OTHER CHECKS		
0.00	*MANUAL CHECKS	0
0.00	*CANCELLED CHECKS	0
2,555.20	**TOTAL FOR CHECK FORM	

NON-NEGOTIABLE CHECKS		
0.00	*DIRECT DEPOSIT STUBS	0
0.00	*VENDOR DIR DEP STUBS	0

PERIOD 2 DATING 10/05/2026-10/18/2026 CHECK DATE 10/23/2026
DIRECT DEPOSIT IS TURNED ON

CHECK NUMBER	CHECK AMOUNT	EMPLOYEE/BANK/VENDOR NAME	CODE	CHECK SEQ	
55375	175.50	CLOCEA	4	1	VENDOR STUB ONLY
55376	308.00	EXETER POLICE OFFICER AS	3	1	VENDOR STUB ONLY
55377	192.94	EXETER POLICE OFFICER AS	3A	1	VENDOR STUB ONLY
55378	2,254.61	ARIAS/CHRISTINA	730	1	STUB ONLY
55379	2,884.59	QUINTANA FRANCESCA N	742	1	STUB ONLY
55380	4,917.74	RIDENOUR/JASON CHARLES	763	1	STUB ONLY
55381	1,511.42	CARTER/AMY JO	502	1	STUB ONLY
55382	3,090.07	HERNANDEZ/XOCHITL	306	1	STUB ONLY
55383	1,581.21	RAMOS LEON/YOSENIA	776	1	STUB ONLY
55384	3,983.24	RODRIGUEZ/JANIE	786	1	STUB ONLY
55385	1,709.40	TOBIAS/ANTHONY JORDAN	746	1	STUB ONLY
55386	1,880.82	BROWN/ANDREW EUGENE	762	1	STUB ONLY
55387	2,375.84	BRYANT/EZRA JOSEPH	752	1	STUB ONLY
55388	1,611.39	CARRETERO/VANESSA	402	1	STUB ONLY
55389	2,269.20	DONLEY/COLLIN BRENT	788	1	STUB ONLY
55390	1,898.64	DUNAGAN/MATTHEW THOMAS	787	1	STUB ONLY
55391	2,238.08	GREEN GROVE/BRAYDEN TAY	767	1	STUB ONLY
55392	311.78	GRIMSLEY/RICK WAYNE	791	1	STUB ONLY
55393	3,263.07	HEINKS/RYAN DAVID	765	1	STUB ONLY
55394	1,702.93	HERNANDEZ/ANDY	780	1	STUB ONLY
55395	3,208.93	HIFNER/CHRISTOPHER	736	1	STUB ONLY
55396	1,319.16	HILL/HANNAH GRACE	747	1	STUB ONLY
55397	1,898.95	LINARES/FRANCISCO JR	772	1	STUB ONLY
55398	2,012.17	MAGANA MARTINEZ JOEL	773	1	STUB ONLY
55399	1,766.92	MORALES/SKYLEENA ROSE	779	1	STUB ONLY
55400	4,141.14	SCHIMPF/ROBERT BRIAN	766	1	STUB ONLY
55401	2,351.87	VILLARREAL/ISIDRO	707	1	STUB ONLY
55402	1,877.22	ALDRIDGE/GARY	618	1	STUB ONLY
55403	3,757.69	BOUDREAUX/ZACHARY MICHA	756	1	STUB ONLY
55404	1,847.91	HUGGINS/KYLE AARON	621	1	STUB ONLY
55405	2,648.24	MILLAN/MARCUS	622	1	STUB ONLY
55406	1,081.82	WENDT/EDDIE	626	1	STUB ONLY
55407	78.03	ARIAS/KAYLA OLIVIA	774	1	STUB ONLY
55408	1,705.39	GARVER/ELIJAH	712	1	STUB ONLY
55409	261.43	MADRIGAL/GRACE EMMA	784	1	STUB ONLY
55410	1,533.56	QUIROZ/PATRICK P	512	1	STUB ONLY
55411	1,894.07	MCCOOL/JASPER JAX	785	1	STUB ONLY
55412	2,129.46	RAMIREZ/GABRIEL GRACILI	761	1	STUB ONLY
55413	2,425.55	RAMIREZ/JUAN	608	1	STUB ONLY
55414	1,513.14	RUIZ/JEREMIAH CHRISTOPH	793	1	STUB ONLY
55415	2,066.04	SHIELDS/ZION	708	1	STUB ONLY
55416	1,691.90	RIVERA/RYAN	733	1	STUB ONLY
55417	3,695.78	MOORE/ROBERT HARRY	764	1	STUB ONLY
55418	794.21	RUBIO/IVAN	750	1	STUB ONLY
55419	1,250.86	CREECH/JACE W	777	1	STUB ONLY
55420	1,593.55	OROZCO MAQUEDA/RAFAEL	792	1	STUB ONLY

PERIOD 2 DATING 10/05/2026-10/18/2026 CHECK DATE 10/23/2026
DIRECT DEPOSIT IS TURNED ON

CHECK NUMBER	CHECK AMOUNT	EMPLOYEE/BANK/VENDOR NAME	CODE	CHECK SEQ

TOTALS FOR CHECK FORM: STUB

NEGOTIABLE CHECKS		COUNTS
0.00	*EMPLOYEE CHECKS	0
0.00	*VENDOR CHECKS	0
0.00	*BANK CHECKS	0
0.00	**TOTAL NEGOTIABLE CHECKS	0
OTHER CHECKS		
0.00	*MANUAL CHECKS	0
0.00	*CANCELLED CHECKS	0
0.00	**TOTAL FOR CHECK FORM	
NON-NEGOTIABLE CHECKS		
90,029.02	*DIRECT DEPOSIT STUBS	43
676.44	*VENDOR DIR DEP STUBS	3

PERIOD 2 DATING 10/05/2026-10/18/2026 CHECK DATE 10/23/2026

EMPLOYER CODE	FUND CODE	HOME TOTALS	WORKED TOTALS	WORKED DIR DEP
1	104	71,816.73	49,893.09	48,945.00
1	105	9,611.46	14,993.98	14,121.68
1	106	.00	1,167.62	1,167.62
1	107	.00	10,809.53	10,138.41
1	121	.00	2,280.73	2,280.73
1	137	2,066.04	2,066.04	2,066.04
1	141	9,026.30	11,309.54	11,309.54

NOTE--"HOME TOTALS" CHECK AMOUNT CAN BE RECONCILED TO THE FIGURES OF THE FOLLOWING REPORTS:

#1 CALCULATION TOTALS BY HOME FUND (NET PAY + REIMB. EXP.)
#2 PAYROLL REGISTER (CHECK AMOUNT)

NOTE--"WORKED TOTALS" CHECK AMOUNT CAN BE RECONCILED TO THE FIGURES OF THE FOLLOWING REPORTS:

#1 CALCULATION TOTALS BY FUND WORKED (NET PAY + REIMB. EXP.)
#2 LABOR DISTRIBUTION (NET PAY + REIMB. EXP.)

PERIOD 2 DATING 10/05/2026-10/18/2026 CHECK DATE 10/23/2026

EMR CODE	FUND CODE	DEPT CODE		HOME TOTALS	FULL EMPLOYEE	PART COUNTS	TEMP	FEMALE
1	104	402	ADMINISTRATION	10,056.94	3			2
1	104	403	FINANCE	11,875.34	5			4
1	104	421	POLICE	34,250.89	15		1	3
1	104	431	STREET	11,212.88	4	1		
1	104	471	RECREATION	2,146.30	1	3		2
1	104	472	PARKS	2,274.38	1	1		
1	105	461	WATER	9,611.46	5			
1	137	421	POLICE	2,066.04	1			
1	141	405	CODE ENFORCEMENT	1,691.90	1			
1	141	421	POLICE	3,695.78	1			
1	141	471	RECREATION LEADER	794.21	1			
1	141	472	PARKS	2,844.41	2			
	TOTAL			92,520.53	40	5	1	11

PERIOD 2 DATING 10/05/2026-10/18/2026 CHECK DATE 10/23/2026

EMPLOYER CODE	FUND CODE	HOME TOTALS	WORKED TOTALS	WORKED DIR DEP

GRAND TOTALS

NEGOTIABLE CHECKS		COUNTS
2,491.51	*EMPLOYEE CHECKS	3
63.69	*VENDOR CHECKS	1
0.00	*BANK CHECKS	0
2,555.20	**TOTAL NEGOTIABLE CHECKS	4

OTHER CHECKS		
0.00	*MANUAL CHECKS	0
0.00	*CANCELLED CHECKS	0
2,555.20	***GRAND TOTAL	

NON-NEGOTIABLE CHECKS		
90,029.02	*DIRECT DEPOSIT STUBS	43
676.44	*VENDOR DIR DEP STUBS	3
90,705.46	**TOTAL NON-NEGOTIABLE CHECKS	46

NEGOTIABLE CHECKS/NON-NEGOTIABLE CHECKS		
2,491.51	*EMPLOYEE CHECKS	3
63.69	*VENDOR CHECKS	1
0.00	*BANK CHECKS	0
90,029.02	*DIRECT DEPOSIT STUBS	43
676.44	*VENDOR DIR DEP STUBS	3
93,260.66	***TOTAL NEGOTIABLE & NON-NEGOT	50
0.00	*OTHER CHECKS	0
93,260.66	***TOTAL NEG, NON-NEG, OTHER CHECKS	
	TOTAL SEQ 1 FEMALES	11

Agenda Item Staff Report

Agenda Item Number: **I.4**

For action by:
☒City Council

Regular Session:
☒Consent Calendar
☐Regular Item
☐Public Hearing

Review:
City Administrator
(Initials Required)

J.R.

Meeting Date:
November 10, 2026

Wording for Agenda:
Adoption of Resolution No. 2026-45, A Resolution of the City Council of the City of Exeter, Approving the Submittal of a Program Income Application to the California Department of Housing and Community Development HOME Program for First-Time Homebuyer and Owner-Occupied Rehabilitation Programs in an Amount of $736,537 in Current HOME Program Income Funds, along with up to $1,750,000 of Anticipated Future Program Income Receipts.

Submitting Department:
Finance

Contact Name:
Janie Rodriguez, Finance Director

Department Recommendation:
Staff recommend that City Council adopt Resolution No. 2026-45, approving the submittal of a Program Income application to the California Department of Housing and Community Development (HCD) HOME Program (HOME) in an amount of $736,537 in current Program Income funds along with along with up to $1,750,000 of anticipated future Program Income receipts.

Background & Summary:
On March 30, 2026, the City of Exeter (City) had a balance of $736,537 in HOME Program Income (PI) available. This balance is generated from repayments of housing program loans previously provided by the City and is eligible to use for eligible HOME housing activities.

In order to expend Program Income on eligible housing activities, California Department of Housing and Community Development (HCD) policies require that a jurisdiction submit a HOME PI application describing the intended use of its PI funds. In early April 2026, Self-Help Enterprises submitted to HCD, on behalf of the City, a HOME PI application to utilize the funds

for First-Time Homebuyer (FTHB) and Owner-Occupied Rehabilitation (OOR) programs in the City.

At the time of application submission, the resolution template provided by HCD included language committing "any additional future program income" to the FTHB and OOR programs.

HCD has since updated department policies, requiring that jurisdictions provide a specific dollar amount of anticipated future program income over the next four years, and provided an updated resolution that now includes language requiring this information.

HCD awarded the City its HOME PI application in August 2026. However, HCD is now requiring an updated resolution in order to proceed with issuing the City a Standard Agreement. The funding amount in the resolution now includes the following:

- $736,537 (the City's PI balance at the time of application submission, March 30, 2026)
- $1,750,000 (anticipated future PI receipts in the next four years; It is unlikely that the City will receive this amount of PI in the next four years, but HCD has recommended inputting the entire approximate amount HOME loan receivables as this amount so as to prevent the need for future budget amendments with HCD, which can delay program activity)
- Total: $2,486,537

Fiscal Impact:

There is no fiscal impact to the City's General Fund. All program administration and implementation activities carried out by the City's program administrator, Self-Help Enterprises, will be covered by the City's HOME PI funds.

Prior City Council Actions:

On January 27, 2026, the City Council approved Resolution 2026-03 adopting the HOME FTHB and OOR Program guidelines.

On April 14, 2026, the City Council approved Resolution 2026-11 authorizing the submission of a HOME PI application for FTHB and OOR programs.

Attachments:

- Copy of Adopted Resolution No. 2026-03
- Copy of Resolution No. 2026-11
- DRAFT Resolution No. 2026-45

Recommended motion to be made by the City Council:

I move to adopt Resolution No. 2026-45, A Resolution of the City Council of the City of Exeter, Approving the Submittal of a Program Income application to the California Department of Housing and Community Development HOME Program for First-Time Homebuyer and Owner-

Occupied Rehabilitation Programs in the amount of $736,537 in current HOME Program Income funds, along with up to $1,750,000 in anticipated future Program Income receipts

RESOLUTION NO. 2026-03

A RESOLUTION OF THE COUNCIL OF THE CITY OF EXETER APPROVING GUIDELINES FOR THE OWNER-OCCUPIED HOUSING REHABILITATION PROGRAM AND FIRST-TIME HOMEBUYER PROGRAM

WHEREAS, the City of Exeter, a political subdivision of the State of California, has established Program Guidelines which govern the administration of its Owner-Occupied Housing Rehabilitation Program and its First-Time Homebuyer Program; and

WHEREAS, the City desires to approve the Guidelines for the Owner-Occupied Housing Rehabilitation Program and First-Time Homebuyer Program to comply with State of California Housing and Community Development Department (HCD) requirements; and

IT IS NOW THEREFORE RESOLVED THAT, the City approves the Guidelines for the Owner-Occupied Housing Rehabilitation Program and First-Time Homebuyer Program.

PASSED AND ADOPTED by the City Council of the City of Exeter this 27th day of January 2026 by the following vote:

AYES: JOHNSON, ALVES, RIDDLE, WILSON, LENTZ
NOES: Ø
ABSTAIN: Ø
ABSENT: Ø

_____
Jacob Johnson, Mayor

ATTEST:

_____
Francesca Quintana, City Clerk

RESOLUTION NO. 2026-11

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF EXETER AUTHORIZING SUBMITTAL OF AN APPLICATION TO THE CALIFORNIA DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT FOR FUNDING UNDER THE HOME INVESTMENT PARTNERSHIPS PROGRAM (HOME); AND IF SELECTED, THE EXECUTION OF A STANDARD AGREEMENT, ANY AMENDMENTS THERETO, AND OF ANY RELATED DOCUMENTS NECESSARY TO PARTICIPATE IN THE HOME PROGRAM

WHEREAS, The California Department of Housing and Community Development (the "Department") is authorized to allocate HOME Investment Partnerships Program ("HOME") funds made available from the U.S. Department of Housing and Urban Development ("HUD"). HOME funds are to be used for the purposes set forth in Title II of the Cranston-Gonzalez National Affordable Housing Act of 1990, in federal implementing regulations set forth in Title 24 of the Code of Federal Regulations, part 92, and in Title 25 of the California Code of Regulations commencing with section 8200; and

WHEREAS, On April 14, 2026, the Department authorizes the use of HOME Program funds specifically derived from Program Income; and

WHEREAS, In response to the PROGRAM INCOME, the City of Exeter, a municipal corporation, (the "Applicant"), wishes to apply to the Department for, and receive an allocation of, HOME funds.

NOW, THEREFORE, BE IT RESOLVED, that the City Council of the City of Exeter does hereby authorize and direct the following:

Section 1. In response to the above referenced HOME Program Income, the Applicant shall submit an application to the Department to participate in the HOME Program Income and request up to Seven hundred thirty-six, five hundred thirty-seven Dollars ($736,537) of current funds, along with any additional future program income, to support the following activities and programs; *First-Time Homebuyer Program*, *Owner-Occupied Rehabilitation Program,* to be located in the city limits of the City of Exeter.

Section 2. If the Application for funding is approved, then the Applicant hereby agrees to use the HOME funds for eligible activities in the manner presented in its Application as approved by the Department in accordance with the statutes and regulations cited above. The Applicant will also execute a Standard Agreement with the Department, any amendments thereto, and any and all other documents or instruments necessary or required by the Department or HUD for participation in the HOME program.

Section 3. The Applicant hereby authorizes and directs the City Administrator to execute, in the name of the Applicant, the HOME Standard Agreement, other HOME-related contracts and conveyances, and any subsequent amendments thereto.

Section 4. The Applicant hereby authorizes the City Administrator, or their designee, to execute, in the name of the Applicant, drawdown requests and any other HOME Program form requiring a signature, as may be required by the Department from time to time.

PASSED AND ADOPTED by the City Council of the City of Exeter this 14th day of April, 2026 by the following vote:

AYES: ALVES, LENTZ, RIDDLE, JOHNSON, WILSON
NOES: Ø
ABSTAIN: Ø
ABSENT: Ø

Jacob Johnson, Mayor

CERTIFICATION OF ATTESTING OFFICER

The undersigned City Clerk of the Applicant does hereby attest and certify that the foregoing is a true and full copy of a Resolution of the governing board of the Applicant passed and adopted at a duly convened meeting on the date set forth above, and said Resolution has not been altered, amended, or repealed and is in full force and effect.

Francesca Quintana _____ 4/15/26

Name Signature Date

RESOLUTION NO. 2026-45

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF EXETER APPROVING THE SUBMITTAL OF A PROGRAM INCOME APPLICATION TO THE CALIFORNIA DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT HOME PROGRAM FOR FIRST-TIME HOMEBUYER AND OWNER-OCCUPIED REHABILITATION PROGRAMS

WHEREAS, the California Department of Housing Community Development (the "Department") is authorized to allocate HOME Investment Partnerships Program ("HOME") funds made available from the U.S. Department of Housing and Urban Development ("HUD"). HOME funds are to be used for the purposes set forth in Title II of the Cranston-Gonzalez National Affordable Housing Act of 1990, in federal implementing regulations set forth in Title 24 of the Code of Federal Regulations, part 92, and in Title 25 of the California Code of Regulations commencing with section 8200; and

WHEREAS, the City of Exeter, a municipal corporation (the "Applicant"), is in possession of $736,537 of HOME Program Income and recaptured funds derived from payments, payoffs, and/or residual receipts from prior Department-funded HOME loan(s) made by Applicant, and anticipates receipts as highs as $1,750,000 of additional HOME Program Income and/or Recaptured Funds in the next four (4) years, of which $2,486,537 is requested to be awarded by the Department for the project or activity(ies) specified below.

NOW, THEREFORE, BE IT RESOLVED, that the City Council of the City of Exeter does hereby authorize and direct the following:

1. The Applicant shall submit an Application to the Department to participate in the HOME program with an allocation of HOME PI funds not to exceed Two million four hundred eighty-six thousand, five hundred thirty-seven Dollars ($2,486,537) for the following activities and/or programs:

   First-Time Homebuyer Program
   Owner-Occupied Rehabilitation Program
   to be located in the City of Exeter.

2. If the Application for funding is approved, then the Applicant hereby agrees to use the HOME funds for eligible activities in the manner presented in its Application as approved by the Department in accordance with the statutes and regulations cited above. The Applicant will also execute a Standard Agreement with the Department, any amendments thereto, and any and all

other documents or instruments necessary or required by the Department or HUD for participation in the HOME program.

3. The Applicant hereby authorizes and directs the City Administrator to execute, in the name of the Applicant, the HOME Standard Agreement, other HOME-related contracts and conveyances, and any subsequent amendments thereto.

4. The Applicant hereby authorizes the City Administrator, or their designee, to execute, in the name of the Applicant, drawdown requests and any other HOME Program form requiring a signature, as may be required by the Department from time to time.

PASSED AND ADOPTED by the City Council of the City of Exeter this 10th day of November, 2026 by the following vote:

AYES:
NOES:
ABSTAIN:
ABSENT:

_____
Jacob Johnson, Mayor

CERTIFICATION OF ATTESTING OFFICER

The undersigned City Clerk of the Applicant does hereby attest and certify that the foregoing is a true and full copy of a Resolution of the governing board of the Applicant passed and adopted at a duly convened meeting on the date set forth above, and said Resolution has not been altered, amended, or repealed and is in full force and effect.

_____	_____	_____
Name	Signature	Date

Agenda Item Staff Report

Agenda Item Number: **I.5.**

For action by:
☒City Council

Regular Session:
☒Consent Calendar
☐Regular Item
☐Public Hearing

Review:
City Administrator
(Initials Required)

J. R.

Meeting Date:
November 10, 2026

Wording for Agenda:
Authorization for the Finance Director to Negotiate Contract with Tyler Technologies for Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services.

Submitting Department:
Finance

Contact Name:
Janie Rodriguez, Finance Director

Department Recommendation:
Staff recommend that the City Council authorize the Finance Director to negotiate a contract with Tyler Technologies for Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services, any agreement will be subject to review by the City Attorney and presented to the City Council for consideration and approval at a future meeting.

Background & Summary:
The City of Exeter currently utilizes NewVision financial management software for its financial operations, including general ledger, accounts payable, purchasing, utility billing, cashiering, business licensing, bank reconciliation, and payroll functions. The system is supported through an application hosting and technology support agreement with Neumo Group, LLC, formerly known as Avenu Insights & Analytics, LLC.

On July 1, 2020, the City entered into an Agreement for Application Hosting and Technology Support Services with Avenu Insights & Analytics, LLC. On July 1, 2023, the parties executed Amendment No. 1, extending the agreement through June 30, 2026. The City Council subsequently authorized Amendment No. 2, extending application hosting and technology support services through June 30, 2027, at an annual cost of $45,343.92, with the option for up to two additional one-year renewal terms upon mutual written agreement.

As part of its ongoing review of service contracts, software capabilities, and operational efficiency, the City determined that it was appropriate to evaluate available municipal financial management systems and explore competitive procurement opportunities. On August 25, 2026, the City Council authorized the issuance of Request for Proposals (RFP) No. 2026-06 for Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services. The RFP was released on August 31, 2026, with proposals due on October 2, 2026.

The RFP solicited proposals from qualified vendors capable of providing an integrated financial management system to support the City's accounting, purchasing, accounts payable, utility billing, cashiering, business licensing, treasury and bank reconciliation, and payroll operations. The evaluation considered the proposed system's functionality, implementation approach, ongoing support, hosting services, and overall ability to meet the City's operational and financial management needs.

The City received a total of six proposals submitted in response to the RFP. One proposal did not comply with the submission requirements outlined in the RFP and was deemed non-responsive. Staff evaluated the remaining five proposals in accordance with the criteria established in the RFP.

Based on the initial evaluation, staff narrowed the proposals to the top two highest-ranked proposals: Tyler Technologies and Springbrook. Each vendor was invited to demonstrate its proposed financial management system. These demonstrations provided staff with an opportunity to evaluate the functionality and ease of use of each system, review available features, and ask questions regarding implementation, training, and ongoing technical support.

Following the proposal evaluations and demonstrations, staff determined that Tyler Technologies provides the best overall value and solution for the City’s municipal financial management needs. This determination was based on the vendor’s municipal government experience, integrated system functionality, user-friendly financial management system, ongoing support, and competitive pricing.

Tyler Technologies specializes in financial management software and technology services for local government agencies and has decades of experience serving municipalities throughout the United States, including several California cities currently using its proposed ERP Pro system. The cloud-based platform is designed specifically for local government and provides integrated functionality for financial management, purchasing, accounts payable, payroll, utility billing, cash management, and financial reporting. These integrated capabilities are intended to improve operational efficiency, streamline financial processes, and enhance access to financial and operational information.

Tyler Technologies submitted a proposed one-time implementation cost of $104,780 for project management, software configuration, data conversion, training, testing and go-live support. The vendor’s completed cost proposal also identifies annual recurring costs of $43,793 for

Years 1 through 3, $45,983 for Year 4, $48,282 for Year 5, and $50,696 for Year 6. These recurring costs cover software licensing, product enhancements, maintenance releases, security updates, technical support and access to Tyler University (Tyler U).

Tyler's proposed Software-as-a-Service (SaaS) delivery model, supported by Amazon Web Services (AWS), provides a hosted application environment managed by Tyler Technologies. This approach provides the City with a single vendor responsible for the software and hosting services while reducing the need for the City to maintain its own application infrastructure.

Based on the evaluation of the proposals and demonstrations, staff recommends that the City Council authorize staff to enter into negotiations with Tyler Technologies for Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services. Negotiations would allow staff to finalize the scope of services, pricing, implementation schedule, contract terms, and other requirements. Any resulting agreement would be subject to review and final approval as to form by the City Attorney and will be brought back to the City Council for consideration and approval at a future meeting. No contract award or expenditure is authorized by this action.

Fiscal Impact:

The City Council previously authorized a project budget of $100,000 for the implementation of a new municipal financial management system software. Tyler Technologies submitted a proposed one-time implementation cost of $104,780, which exceeds the authorized budget by $4,780. Staff will negotiate with Tyler Technologies to determine whether the implementation cost can be reduced to align with the authorized budget. If the final negotiated cost exceeds the authorized budget, any necessary budget adjustment will be presented to the City Council for consideration and approval before a contract is executed. The implementation cost is anticipated to be funded from the General Fund, Water Fund, and Sewer Fund.

The vendor's completed cost proposal also identifies annual recurring costs of $43,793 for Years 1 through 3, $45,983 for Year 4, $48,282 for Year 5, and $50,696 for Year 6. These recurring costs cover software licensing, product enhancements, maintenance releases, security updates, technical support and access to Tyler University (Tyler U). The proposal allows for cost increases of up to 5% after Year 3 and identifies an hourly rate of $145 for additional services outside the agreed scope. Staff will negotiate the scope of services and related costs to achieve the best value for the City. The annual recurring costs will be funded from General Government, Water, Sanitation and Sewer operating budgets.

There is no fiscal impact associated with this action. Authorization to negotiate does not commit the City to a contract or expenditure. Any resulting agreement, including final pricing and funding allocations will be presented to City Council for consideration and approval when the proposed contract for Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services is brought forward.

Any additional services or optional features not included in the approved scope would require separate authorization and funding, as applicable.

Prior City Council Actions:

- June 23, 2026, the City Council authorized the City Administrator to execute Amendment No. 2 with Neumo Group LLC for application hosting and technology support services.
- August 25, 2026, the City Council authorized the issuance of Request for Proposals (RFP) No. 2026-06 for Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services.

Attachments:

- RFP No. 2026-06 for Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services
- Tyler Technologies Proposal

Recommended motion to be made by the City Council:

I move to authorize the Finance Director to negotiate a contract with Tyler Technologies for Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services, with any agreement to be presented to the City Council for consideration and approval at a future meeting.

CITY OF EXETER

REQUEST FOR PROPOSALS

REQUEST FOR PROPOSAL (RFP) No. 2026-06

MUNICIPAL FINANCIAL MANAGEMENT SYSTEM SOFTWARE, APPLICATION HOSTING, IMPLEMENTATION AND TECHNOLOGY SERVICES

This RFP does not constitute a contract or commitment by the City of Exeter. The City reserves the right to reject any or all proposals, to waive informalities, and to accept the proposal deemed most beneficial to the public interest.

RFP Number:	2026-06
Issue Date:	August 31, 2026
Proposal Due Date:	October 2, 2026, at 4:00 PM Pacific Time
Submission Method:	Email or hand-delivery to City Finance
Submit To:	Janie Rodriguez, Finance Director, City of Exeter, 137 N. F Street, Exeter, CA 93221, jrodriguez@exetercityhall.com
Questions Deadline:	September 11, 2026, at 5:00 PM Pacific Time
Questions Contact:	Janie Rodriguez | jrodriguez@exetercityhall.com

Section 1: Introduction and Background

The City of Exeter (the “City”) invites qualified software vendors to submit proposals for municipal financial management software, application hosting, implementation, and technology services. The selected vendor shall provide a modern, secure, reliable, user-friendly, and scalable solution capable of supporting the City’s financial and administrative operations and meeting its current and future operational, reporting and analytics, integration, security and technology needs.

The City of Exeter is a small, community-oriented city located in Tulare County, California, approximately eight miles east of Visalia and two miles south of State Route 198 along State Route 65. Incorporated in 1911 and established as a Charter City in 1998, Exeter has a current population of approximately 10,321 residents. The City is known for its vibrant downtown, tree-lined streets, historic character, and renowned outdoor murals, and is home to 12 parks. Located near Sequoia National Park, Exeter takes pride in its community identity and its commitment to “Protecting, Preserving and Promoting Small Town America.”

The City provides a range of municipal services to its residents and operates multiple governmental and enterprise funds. The City's financial management system is administered by the Finance Department and supports the City's financial and administrative operations, including accounting, budgeting, accounts payable, accounts receivable, payroll, utility billing, purchasing, business licensing, cash management, and financial reporting.

The City is seeking a financial management system that is appropriately scaled to the City’s size and staffing levels while providing modern functionality, ease of use, automation, reporting and analytics, integration capabilities, security, and scalability to support the City’s current and future needs.

Section 2: Scope of Work

The City intends to evaluate and replace its existing financial management system with a modern, reliable, user-friendly off-the-shelf comprehensive municipal financial management system.

The City is seeking a solution that provides enhanced functionality, ease of use, reporting and analytics, integration capabilities, security, and long-term support while being appropriately scaled to the City's size, staffing, and operational needs.

Proposers are encouraged to identify alternative approaches, available system functionality, or configuration options that may satisfy the City's requirements without requiring custom software development or significant modifications.

2.1 Project Goals

The goals of the project include, but are not limited to:

- Replace the City's existing financial management system with a modern, user-friendly solution that provides simplified navigation, easy access to information, efficient workflows, and functionality that supports the City's current and future needs.
- Improve system response times and reduce errors.
- Reduce manual processes and paper-based workflows and automate routine tasks.
- Provide improved integration with other City systems and third-party applications.
- Improve financial reporting, dashboards, analytics, and access to real-time or near-real-time financial information.
- Improve reporting capabilities and access to data.
- Provide secure, reliable, and accessible application hosting with appropriate backup, disaster recovery, and cybersecurity protections.
- Provide a system that can be maintained and upgraded with minimal disruption to City operations.
- Improve the City's ability to meet financial reporting, payroll, utility billing, budgeting, purchasing, and other municipal requirements.
- Provide opportunities for the City to implement additional functionality or modules as operational needs evolve.
- Improve the City's ability to search, retrieve, analyze, and export financial and operational information.
- Provide a solution that is appropriately scaled to a small municipal organization while allowing for future growth and additional functionality.

2.2 Project Scope – Software and Services

The selected Proposer shall provide a comprehensive municipal financial management system and all related services necessary to implement, operate, maintain, and support the proposed solution. The proposed solution should be appropriately scaled to the City's size, staffing, and operational needs while providing modern functionality and the ability to support future needs.

The Scope of Work includes, but is not limited to, the following:

- **Software Licensing or Subscription Services:** Provide all software licenses, subscriptions, modules, and user access necessary to operate the proposed system.
- **Application Hosting:** Provide secure, reliable, cloud-based or hosted application services, including system availability, data storage, backup and recovery, disaster recovery, and routine system maintenance.
- **Implementation and Project Management:** Provide a dedicated Project Manager and implementation team to coordinate system configuration, project activities, schedules, deliverables, and communication with City staff.
- **System Configuration:** Configure the system to meet the City's financial structure, chart of accounts, funds, departments, user roles, workflows, approval processes, and other operational requirements.
- **Data Conversion and Migration:** Provide services necessary to convert and migrate applicable data from the City's existing financial management system to the proposed system. Proposers shall identify the types of historical data that can be converted, any limitations, and associated costs.
- **Integrations and Interfaces:** Describe the proposed system's ability to connect and exchange information with the City's existing systems and third-party applications, as applicable. This may

include payment processing, utility billing, banking, payroll, and other systems. Proposers shall identify available standard integrations, any additional integration services or customization required, and any associated costs or limitations.

- **Testing and Implementation Validation:** Provide system testing, data validation, user acceptance testing, issue resolution, and other activities necessary to ensure the system is ready for implementation.
- **Training:** Provide initial training for City staff and system administrators, including training materials, documentation, and hands-on instruction appropriate to the City's various user roles.
- **Go-Live and Transition Support:** Provide implementation, go-live, and post-go-live support to assist City staff with transitioning from the existing system to the proposed solution.
- **Maintenance and System Updates:** Provide ongoing software maintenance, system upgrades, enhancements, security updates, and applicable legislative or regulatory updates.
- **Technical Support and Customer Service:** Provide ongoing technical support, troubleshooting, customer service, and assistance with system administration and operational questions. Proposers shall identify support hours, response times, escalation procedures, methods of support, and the level of City staff or IT involvement expected for routine system support.
- **Reporting and Analytics:** Provide standard and customizable financial reports, dashboards, analytics, data exports, and other reporting tools necessary to support City staff, management, and City Council reporting needs.
- **System Administration and User Management:** Provide user-friendly administrative tools that allow authorized City staff to manage users, security roles, permissions, workflows, and routine system configuration. The Proposer shall identify which administrative functions can be performed by City staff and which require vendor assistance.
- **Documentation:** Provide system documentation, administrator guides, user guides, training materials, and other documentation necessary for the City to effectively operate and administer the system.
- **Security and Data Protection:** Maintain appropriate security controls, data protection, backup, disaster recovery, and cybersecurity practices to protect City data.
- **Ongoing System Enhancements:** Describe the process for providing new features, enhancements, and technology improvements throughout the term of the agreement and identify whether such enhancements are included in the proposed subscription or require additional fees.
- **Other Services:** Provide any other services, functionality, or support reasonably necessary to successfully implement, operate, maintain, and support the proposed financial management system.
- **City Technical and Administrative Requirements:** The proposed solution should minimize the City's need for specialized technical resources, infrastructure, and ongoing system administration. Proposers shall identify the expected level of City staff involvement required during implementation and after go-live, including any hardware, network, technical, administrative, or other resources that will be the City's responsibility.

The Proposer shall clearly identify which services are included in the proposed base price, which services are optional, and any services that require additional fees or third-party products.

2.3 Required and Optional Modules

The City is seeking a system that can serve as many of the City’s various department needs as possible. Mandatory and optional modules and functions are listed in the table below:

Module	Mandatory Functions	Optional Functions
Finance	➢ General Ledger/Fund Accounting ➢ Budget Preparation and Monitoring ➢ Procurement and Purchasing ➢ Vendor Management ➢ Accounts Payable ➢ Accounts Receivable ➢ Payroll Processing ➢ Cash Receipting/Cashiering ➢ Cash Management ➢ Bank Reconciliation ➢ Financial Reporting	➢ Capital Assets ➢ Contract Management ➢ Project Accounting ➢ Grant Management ➢ Advanced Budgeting & Forecasting
Utility Billing	➢ Customer Account Management ➢ Rates and Fee Management ➢ Utility Billing ➢ Payment Processing ➢ Integration with existing systems and applications ➢ Delinquency Management	➢ Service Order Management ➢ Meter Reading and Inventory ➢ Online Bill Payment Portal ➢ Text-to-Pay/Mobile Payment Option
Payroll/Human Resources	➢ Employee Master File ➢ Pay Administration ➢ Time and Attendance (Timekeeping) ➢ Onboarding ➢ Separation/Off boarding ➢ Leave Management ➢ Personnel Administration	➢ Training and Certification ➢ Performance Reviews ➢ Personnel Actions ➢ Applicant Tracking ➢ Employee Self-Service ➢ Benefits Administration ➢ Employee Self-Service
Other	➢ Business License	➢ Asset/Inventory Management ➢ Electronic Forms ➢ Workflow Automation

The list above is not intended to be all-inclusive/exclusive. Proposers are encouraged to include information about any additional modules that they can offer, which may be of benefit to the City

Section 3: Minimum Qualifications

Proposals will only be considered from Proposers that meet the following minimum qualifications:

- The Proposer shall have demonstrated experience providing financial management software or integrated financial management/Enterprise Resource Planning (ERP) systems to governmental agencies.
- The Proposer shall demonstrate successful implementation and ongoing support of the proposed software for municipal or other governmental clients.
- The proposed software shall be an established and commercially supported solution currently available for implementation and use by governmental agencies.
- The Proposer shall have the qualified personnel and resources necessary to provide the services required under this RFP, including implementation, system configuration, data conversion, training, application hosting, maintenance, technical support, and ongoing customer service.

- The Proposer shall have the capability to provide a vendor-hosted or cloud-based solution, including secure application hosting, data protection, backup and recovery, disaster recovery, cybersecurity, system maintenance, and technical support.
- The Proposer shall demonstrate experience with data conversion and migration from existing financial management systems to the proposed solution.
- The Proposer shall have the resources and organizational capacity to provide ongoing software maintenance, updates, enhancements, and technical support throughout the term of the agreement.
- The Proposer shall be authorized to provide, license, host, implement, and support the proposed software and shall identify any third-party products or services necessary to provide the complete proposed solution.

Section 4: Proposal Requirements

Proposals shall be submitted in response to this RFP and include the following content described below, clearly labeled. Vendors should not be constrained to only include the below items in the proposal if the Vendor feels that additional elements may add value to the offer.

4.1 Cover Letter

A brief cover letter signed by an authorized representative of the company, expressing interest in the project and identifying the proposed Project Manager who would be the primary point of contact during the implementation process.

4.2 Company Profile and Qualifications

- Legal vendor name, address, legal structure, and number of years in operation
- Overview of the Proposer’s experience providing municipal financial management system software, application hosting, implementation, data conversion, training, maintenance and ongoing technology support services
- Description of the Proposer's experience serving California municipal government agencies, including the number and general size of municipal clients currently using the proposed system
- Identification of the proposed financial management software, including the product name, current version, and length of time the product has been available
- Description of the Proposer's implementation, technical support, customer service, and software development resources
- Identification of any subcontractors or third-party providers that will participate in implementation, hosting, data conversion, support, or other services
- Provide a concise synopsis of the proposed solution and a description of the Proposer’s credentials to deliver the services sought under the RFP. Include statement indicating that the proposal remains valid for at least 180 calendar days from the date of submittal

4.3 Project Team and Key Personnel

Provide information regarding the proposed project team and key personnel who will be responsible for implementation and ongoing support of the proposed system. Identify the Project Manager and other key personnel, their roles and responsibilities, relevant experience with municipal financial management system implementations, experience with the proposed software, and anticipated level of involvement in the City's project.

4.4 References

Complete Appendix C – References Form and provide a minimum of three (3) references from California municipalities for whom similar services have been provided within the last five (5) years. For each reference, include:

- Agency name, contact person, title, phone number, and email address
- Description of services provided and approximate contract value
- Software/system name and version, including modules implemented
- Contract start and end dates

The City reserves the right to contact references and other current or former clients of the Proposer as part of the evaluation process.

4.5 Proposed Solution and Functional Requirements

Provide a detailed description of the proposed financial management system and explain how the proposed solution will meet the City's functional and technical requirements.

The Proposer shall describe the proposed system's capabilities in the following areas, as applicable to the City's operations:

- Core financial management and fund accounting
- General ledger
- Budget development, administration, and monitoring
- Accounts payable and accounts receivable
- Payroll, W-2s, and related reporting
- Utility billing and customer account management
- Purchasing, requisitions and purchase orders
- Cash management and bank reconciliation
- Business licensing
- Fixed asset management
- Financial reporting and financial statements
- Workflow and electronical approvals
- Automation of routine financial and administrative processes
- Data search and accessibility
- Reporting, dashboards and analytics
- User permissions, security and audit trails
- Document management and electronic attachments
- Available integrations with other municipal systems
- Year-end processing and reporting
- Other functionality or features the Proposer believes would provide value to a municipality of the City’s size and operational complexity

The City recognizes that not all functions identified above may be applicable to the City's current operations. Proposers should identify whether each applicable function is included as part of the proposed solution, available as an optional module, requires a third-party application or integration, requires customization, or is not available.

The Proposer shall also identify any additional functionality, features, or capabilities not specifically identified in this RFP that the Proposer believes would benefit the City or improve the efficiency, accuracy, reporting, security, or user experience of the City's financial and administrative operations.

The Proposer shall clearly identify any limitations, assumptions, required third-party products, customizations, additional licensing fees, or other costs associated with the proposed solution.

4.6 Cost Proposal

Complete Appendix B – Cost Proposal Form. Additional documents can be provided as more detailed or supporting information to the cost summary provided in Appendix B.

Include initial one-time costs for hardware (if applicable), implementation, training, software licensing, travel, and related costs, etc., with the price proposal. Recurring annual costs should be described in the proposal, clearly stating what is included (e.g., application upgrades, state and/or federal reporting requirements, hours of support, etc.). Please be sure to specify whether Annual Maintenance Costs are included in year one of the proposed term. All vendors responding to this RFP are expected to provide all necessary pricing without nay hidden or unexpected costs.

Identify major milestones as part of the project. It is required that costs will be invoiced upon completion of major milestones. Please provide a schedule of all payments necessary to complete the proposed scope.

4.7 Insurance

The selected firm will be required to provide evidence of the following insurance coverage prior to contract execution:

- Commercial General Liability: $1,000,000 per occurrence, $2,000,000 general aggregate (per project or location), and $1,000,000 products and completed operations aggregate
- Professional Liability (Errors & Omissions): $2,000,000 per claim and in the aggregate
- Business Automobile Liability: $1,000,000 each accident
- Workers' Compensation as required by California law and Employer’s Liability: $1,000,000 each accident or disease
- Cyber Liability: $2,000,000 per claim and in the aggregate

The City of Exeter shall be named as an additional insured on all applicable policies.

The comprehensive insurance requirements are included in the Contract Services Agreement, attached hereto and made a part hereof.

4.8 Implementation Schedule

This section should describe the proposed implementation plan. Provide a detailed implementation plan describing the proposed approach, anticipated timeline, major milestones, City responsibilities and vendor responsibilities. The plan shall address, at a minimum:

- Project management
- System configuration
- Data conversion and validation
- Interfaces and integration
- Testing
- Go-live preparation
- Go-live support
- Transition from the City’s existing system
- Post-implementation support

4.9 Training and Support Plan

Describe the training and ongoing support that will be provided to City staff.

The response shall include:

- Initial implementation training
- Training for system administrators
- Department/user training
- Training materials and documentation
- Refresher and ongoing training
- Help desk availability
- Technical support hours
- Response and resolution timeframes
- Software updates and upgrades
- California-specific legislative or regulatory updates, when applicable
- Procedures for escalating unresolved issues.

4.10 Hosting, Security and Technology

Describe the proposed system's hosting environment, technology, security, reliability, accessibility, and integration capabilities.

The response shall address the following:

- Hosting environment
- Data storage and location
- Security
- Backup and disaster recovery
- System availability and reliability
- Remote access capabilities
- Mobile accessibility
- Integrations strategy
- System administration
- City IT support requirements
- Maintenance and updates
- Technology requirements
- Cybersecurity and incident response
- Mobile hardware and operating system specifications

Section 5: Evaluation Criteria and Selection Process

Proposals will be evaluated by a selection committee on the following criteria:

Evaluation Criterion	Points
System functionality and ease of use	25
Implementation and data conversion	20
Technology, hosting, security and integration	15
Vendor qualifications, experience and references	15
Customer support and ongoing services	10
Cost proposal and overall value	15
TOTAL	**100**

The City reserves the right to conduct interviews with top-ranked proposers prior to final selection. The City may negotiate contract terms and fee structure with the highest-ranked proposer. If negotiations are unsuccessful, the City may proceed to the next-ranked proposer.

Section 6: Proposal Submission Instructions

Proposals must be received by the City no later than Friday, October 2, 2026, at 4:00 PM Pacific Time. Late proposals will not be accepted.

6.1 Submission Format

- Submit one (1) electronic copy (PDF) via email to jrodriguez@exetercityhall.com with the subject line: "RFP 2026-06 — Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services — [Vendor Name]"
- Electronic submittals shall not exceed 20 MB total. Larger files must be submitted via a secure file-sharing link included in the email.
- Hard copy submittals: if submitting in person or by mail, provide one (1) original and two (2) copies and an electronic copy on a USB drive in a sealed envelope labeled "RFP 2026-06 — Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services — Do Not Open".

It is the sole responsibility of the proposer to ensure that the proposal is received by the City prior to the stated deadline. Proposals received after the deadline, regardless of the reason, may be deemed non-responsive and may not be considered.

Proposers are encouraged to submit their proposals sufficiently in advance of the deadline to avoid transmission delays or technical issues. The City is not responsible for delayed, incomplete, corrupted, or undeliverable email transmissions.

Following the proposal deadline, the City will review submissions for completeness and responsiveness in accordance with the requirements of this RFP. The City reserves the right to request clarifications or additional information from proposers as part of the evaluation process.

6.2 Questions and Clarifications

All questions regarding this RFP must be submitted in writing by email to jrodriguez@exetercityhall.com no later than Friday, September 11, 2026, at 5:00 PM Pacific Time. Questions and the City's written responses will be posted as an addendum on the City's website at https://cityofexeter.ca.gov/bid-opportunities-and-requests-for-proposals/ . Verbal responses to questions are not binding.

6.3 RFP Availability and Addenda

This Request for Proposals (RFP), together with all associated documents, exhibits, appendices, and any future addenda, will be available exclusively through the following locations:

- City of Exeter – Bid Opportunities and Requests for Proposals
- BidNet Direct – City of Exeter Procurement Portal

It is the responsibility of each prospective proposer to regularly monitor these websites for the issuance of addenda, updates, responses to questions, or other information related to this RFP. The City will not be responsible for notifying individual firms of changes or revisions issued through an addendum.

Only written addenda issued by the City of Exeter shall modify the requirements of this RFP. Oral statements, interpretations, or representations made by City staff or others shall not be binding.

Section 7: Contract Terms and Conditions

The following terms and conditions apply to this RFP and any resulting contract:

- The selected proposer will be required to enter into the City of Exeter's standard Professional Services Agreement prior to the commencement of any work. A copy of the agreement is attached as **Appendix A**. Proposers shall identify any requested exceptions or proposed modifications to the agreement within their proposal.
- The term of the agreement, including any renewal or extension options, will be negotiated with the selected proposer and approved by the City Council as part of the contract award.
- The selected proposer shall maintain all insurance coverage required by the Professional Services Agreement throughout the duration of the contract.
- This RFP and any resulting agreement are subject to the California Public Records Act (Government Code section 7920.000 et seq.). Proposals submitted in response to this RFP may become public records following the completion of the procurement process, except for information that is exempt from disclosure under applicable law.
- The City reserves the right to reject any or all proposals, waive any informalities or irregularities, request clarification of proposals, negotiate with one or more proposers, or cancel this RFP at any time if it is determined to be in the City's best interest.
- The City shall not be responsible for any costs incurred by proposers in the preparation, submission, presentation, or negotiation of proposals submitted in response to this RFP.
- Issuance of this RFP does not obligate the City to award a contract or expend any funds. Any contract resulting from this solicitation shall become effective only upon approval by the City Council and execution by all authorized parties.

Section 8: Anticipated Schedule (tentative)

Milestone	Target Date
RFP Released	August 31, 2026
Questions Due	September 11, 2026, at 5:00 PM Pacific Time
Responses to Questions Posted	September 18, 2026
Proposal Submission Deadline	October 2, 2026, at 4:00 PM Pacific Time
Proposal Evaluation Period	October 5 – October 16, 2026
Optional Interviews/Demonstrations	October 19 – October 23, 2026
City Council Approval	November 10, 2026
Project Kickoff	November 2026

Implementation, Conversion, Testing, & Training	November 2026 – May 2027
Target System Launch/Go-Live	June 2027

The City reserves the right to modify this schedule as necessary. Any changes will be communicated through an addendum to the Request for Proposals.

Section 9: City's Rights and Reservations

The City of Exeter reserves the following rights with respect to this RFP process:

- To reject any or all proposals at its sole discretion
- To waive any informalities or irregularities in proposals received
- To issue supplemental requests for information or revised RFPs
- To cancel this RFP at any time prior to contract execution
- To negotiate with any proposer or multiple proposers simultaneously
- To select a proposer based on the best interests of the City, which may not necessarily be the lowest-cost proposal
- To request additional information or clarification from any proposer without prior notice to other proposers

Section 10: Appendices

The following appendices are attached to and incorporated into this RFP:

- Appendix A: City of Exeter Standard Professional Services Agreement
- Appendix B: Cost Proposal Form
- Appendix C: Municipal Client References Form

Proposer Acknowledgment

By submitting a proposal in response to this RFP, the proposer acknowledges and agrees to the following:

1. The proposer has read and understands all provisions of this RFP and any issued addenda.
2. The proposal is submitted in good faith and all information provided is accurate and complete.
3. The proposer understands that the City is not obligated to select any proposal or award any contract.
4. The proposer agrees to be bound by all terms and conditions set forth in this RFP if selected.

Authorized Signature Kelsey Shaner	Date 09/29/26
Printed Name and Title Kelsey Shaner, Operations Manager	Company Name Concourse Tech Inc.
Address / Email / Phone 169 Madison Ave, Suite 15520, New York, NY 10016, sales@concoursetech.com, 646-305-9964	

— End of Request for Proposals —

C O N T R A C T

SERVICES AGREEMENT FOR
MUNICIPAL FINANCIAL MANAGEMENT SYSTEM SOFTWARE, APPLICATION HOSTING, IMPLMENTATION AND TECHNOLOGY SERVICES

This Agreement, entered into this [DAY[day of [MONTH 2026], by and between the City of Exeter, hereinafter referred to as the "CITY", and [COMPANY NAME] hereinafter referred to as the "PROVIDER".

W I T N E S S E T H

WHEREAS, the CITY is authorized and empowered to employ service providers in the performance of its duties and functions; and

WHEREAS, the CITY has the desire to secure certain services to assist in the preparation and completion of the items of work described as "Scope of Work" in Exhibit "A", and hereinafter referred to as the "SERVICES"; and

WHEREAS, the PROVIDER represents it is licensed, qualified and willing to provide such services pursuant to terms and conditions of this Agreement.

NOW, THEREFORE, CITY and PROVIDER agree as follows:

I. SERVICES TO BE PERFORMED BY THE PROVIDER

A. Authorized Scope of Work: The PROVIDER agrees to perform all work necessary to complete in a manner satisfactory to the CITY those tasks described and the cost identified in Exhibit "A" - Scope of Work

SERVICES.

II. TIME OF PERFORMANCE

The PROVIDER shall commence performance of this Agreement within [NUMBER] days of PROVIDER's Notice to Proceed following City Council approval of this Agreement and shall complete the work within the timeframes outlined in Exhibit "A", unless otherwise extended in writing by CITY, in its sole discretion.

If the PROVIDER fails to complete the SERVICES within the time specified, plus any extensions of time which may be granted, the CITY shall determine the percent of each work item completed and shall pay the PROVIDER on that basis.

PROVIDER shall not be responsible for delays which are due to causes beyond the PROVIDER's reasonable control. In the case of any such delay, the time of completion shall be extended accordingly in writing signed by both parties.

III. COMPENSATION

A. Total Compensation: For services performed pursuant to this Agreement, the CITY agrees to pay and the PROVIDER agrees to accept, as payment in full, a monthly sum not to exceed

B. ($_____). This amount shall constitute complete compensation, including document production and out-of-pocket expenses for all services for the work and SERVICES identified in Exhibit "A".

C. Payment of Compensation: The PROVIDER shall be compensated monthly no later than thirty (30) days following submission of a written, verified billing invoice to the CITY.

IV. AUTHORIZED REPRESENTATIVE

A. CITY: The City Administrator shall represent the CITY in all matters pertaining to the services to be rendered under this Agreement, except where approval of the City Council of the City of Exeter is specifically required.

B. PROVIDER: [COMPANY NAME] shall represent and act as principle for PROVIDER in all matters pertaining to the services to be rendered by it under this Agreement.

V. TERMINATION

The right to terminate this Agreement, with or without cause, may be exercised without prejudice to any other right or remedy to which the terminating party may be entitled at law or under this Agreement.

A. Termination By Either Party Without Cause: The CITY or PROVIDER may terminate this Agreement at any time by giving written notice to the other of such termination and specifying the effective date thereof, at least fifteen (15) days before the effective date of such termination.

B. Termination of Agreement for Cause: The CITY may by written notice to the PROVIDER specifying the effective date thereof, at least thirty (30) days before the effective date of such termination, terminate the whole or any part of this Agreement in any of the following circumstances:

1. If the PROVIDER fails to perform the services called for by this Agreement within time(s) specified herein or any extension thereof; or

2. If the PROVIDER fails to make progress under this Agreement as to endanger performance of this Agreement in accordance with its terms, and does not correct such failure within a period of ten (10) days (or longer period as the CITY may authorize in writing) after receipt of notice from the CITY specifying such failure.

C. Post-Termination:

1. In the event the CITY terminates this Agreement with or without cause, the CITY may procure, upon such terms and such manner as it may determine appropriate, services similar to those terminated.

2. The PROVIDER shall not be liable for any excess costs if the failure to perform this Agreement arises out of causes beyond the control and without the fault or negligence of the PROVIDER. Such causes include, but are not limited to, acts of God or of the public enemy, floods, epidemics, quarantine restrictions, strikes, and unusually severe weather.

3. Should the Agreement be terminated with or without cause, the PROVIDER shall provide the CITY with all finished and unfinished documents, data, photographs, reports, access keys or badges, etc. related to the SERVICES.

4. Upon termination, with or without cause, PROVIDER will be compensated for the services satisfactorily completed to the date of termination according to compensation provisions contained herein. In no event, shall the total compensation paid PROVIDER exceed the total compensation agreed to herein.

5. If, after notice of termination of this Agreement, as provided for in this article, it is determined for any reason that the PROVIDER was not in default under the provisions of this article, then the rights and obligations of the parties shall be the same as if the Agreement was terminated without cause.

6. Termination of this Agreement shall not terminate any obligation to indemnify, to maintain and make available any records pertaining to the Agreement, to cooperate with any audit, to be subject to offset, or to make any reports of pre-termination activities.

VI. INTEREST OF OFFICIALS AND THE PROVIDER

A. No officer, member, or employee of the CITY who exercises any functions or responsibilities in the review or approval of this Agreement shall:

1. Participate in any decision relating to this Agreement which effects his personal interest or the interest of any corporation, partnership, or association in which he has, directly or indirectly, any interest; or

2. Have any interest, direct or indirect, in this Agreement or the proceeds thereof during his tenure or for one year thereafter.

B. The PROVIDER hereby covenants that he has, at the time of the execution of this Agreement, no interest, and that he shall not acquire any interest in the future, direct or indirect, which would conflict in any manner or degree with the performance of services required to be performed pursuant to this Agreement. The PROVIDER further covenants that in the performance of this work, no person having any such interest shall be employed.

VII. NO PERSONNEL, AGENCY OR COMMISSION

The PROVIDER warrants, by execution of this Agreement, that no personnel agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, excepting bona fide established commercial or selling agencies maintained by the PROVIDER for the purpose of securing business. For breach or violation of this warranty, the CITY shall have the right to annul this Agreement without liability or, in its discretion, to deduct from this Agreement price or consideration, or otherwise recover, the full amount of such fee, commission, percentage, brokerage fee, gift, or contingent fee.

VIII. SUBCONTRACTING

A. The PROVIDER shall not subcontract or otherwise assign any portion of the SERVICES to be performed under this Agreement without the prior written approval of the CITY.

B. In no event shall the PROVIDER subcontract services in excess of 50% of the contract amount, excluding specialized services. Specialized services are those items not ordinarily furnished by a PROVIDER performing the particular type of services.

IX. INDEPENDENT CONTRACTOR

In the performance of the services herein provided for, the PROVIDER shall be, and is, an independent contractor and is not an agent or employee of the CITY. The PROVIDER has and shall retain the right to exercise full control and supervision of all persons assisting the PROVIDER in the performance of said services hereunder. The PROVIDER shall be solely responsible for all matters relating to the payment of its employees including compliance with social security and income tax withholding and all other regulations governing such matters.

X. SPECIFICATIONS

All specifications, manuals, standards, etc., either attached to this Agreement or incorporated by reference, are binding as to the performance of the work specified in this Agreement unless they are changed by written amendment to this Agreement modified in writing to incorporate such changes.

XI. DOCUMENTS/DATA

A. Ownership of Documents: All original papers and documents, produced as a result of this Agreement, shall become the property of the CITY. In addition, CITY shall be provided with access and use of any other papers and documents consistent with the purpose and scope of services covered by this Agreement. Any additional copies, not otherwise provided for herein, shall be the responsibility of the CITY.

Documents, including drawings and specifications, prepared by PROVIDER pursuant to this Agreement, are not intended or represented to be suitable for reuse by CITY or others on extensions of the PROJECT or on any other project. Any use of the completed documents for other projects and any use of incomplete documents without the specific written authorization from PROVIDER will be at CITY's sole risk and without liability to PROVIDER. Further, any and all liability arising out of changes made to PROVIDER's deliverables under this Agreement by CITY or persons other than PROVIDER is waived as against PROVIDER, and the CITY assumes full responsibility for such changes unless the CITY has given PROVIDER prior notice and has received from PROVIDER written consent for such changes.

B. Publication: No report, information, or other data given or prepared or assembled by the PROVIDER pursuant to this Agreement, shall be made available to any individual or organization by the PROVIDER without the prior written approval of the CITY. Notwithstanding the foregoing, however, the PROVIDER shall not be required to protect or hold in confidence and confidential information which (1) is or becomes available to the public with the prior written consent of the CITY; (2) must be disclosed to comply with law; or (3) must be disclosed in connection with any legal proceedings.

C. Copyrights: The PROVIDER shall be free to copyright material developed under this Agreement with the provision that the CITY be given a nonexclusive and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use the material for government or public purposes.

XII. INDEMNIFICATION AND INSURANCE

A. To the fullest extent permitted by law, PROVIDER shall indemnify, defend, and hold harmless the CITY, its officers, employees, agents and volunteers ("City indemnitees"), from and against any and all causes of action, claims, liabilities, obligations, judgments, or damages, including reasonable legal counsels' fees and costs of litigation ("claims"), arising out of the PROVIDER's negligence, recklessness or willful misconduct in its performance of its obligations under this agreement or out of the operations conducted by PROVIDER. In the event the City indemnitees are made party to any action, lawsuit, or other adversarial proceeding arising from PROVIDER's performance of this agreement, the PROVIDER shall provide a defense to the City indemnitees, or at the CITY's option, reimburse the City indemnitees their costs of defense, including reasonable legal counsels' fees, incurred in defense of such claims.

B. As respects all acts or omissions which do not arise directly out of the performance of services, including but not limited to those acts or omissions normally covered by general and automobile liability insurance, PROVIDER agrees to indemnify, defend (at CITY's option), and hold harmless CITY, its elected and appointed officers, agents, employees, representatives, and volunteers from and against any and all claims, demands, defense costs, liability, or consequential damages of any kind or nature arising out of or in connection with PROVIDER's (or PROVIDER's subcontractors, if any) performance or failure to perform, under the terms of this Agreement; except to the extent those which arise out of the sole negligence or willful misconduct of CITY.

C. Without limiting CITY's right to indemnification, it is agreed that PROVIDER shall secure prior to commencing any activities under this Agreement, and maintain during the term of this Agreement,

insurance coverage placed with insurances approved to do business in California with an AM Best Rating of A-;VII or higher as follows:

1. Workers Compensation and Employer's Liability: PROVIDER shall maintain Workers' Compensation Insurance as required by California statutes and Employer's Liability Insurance with limits of at least one million dollars ($1,000,000) each accident or disease. PROVIDER shall submit to CITY, along with the certificate of insurance, a waiver of subrogation endorsement in favor of City, its officers, agents, employees, and volunteers.

2. Commercial General Liability: PROVIDER shall maintain commercial general liability insurance with coverage at least as broad as Insurance Services Office form CG 00 01, in an amount not less than One Million Dollars ($1,000,000) per occurrence, Two Million Dollars ($2,000,000) general aggregate, and One Million Dollars ($1,000,000) products and completed operations aggregate for bodily injury, personal injury, and property damage, including without limitation, blanket contractual liability. The general aggregate limit shall apply separately to the SERVICES (project or location) or the general aggregate limit shall be doubled. PROVIDER'S general liability policies shall allow and be endorsed primary and shall not seek contribution from the CITY'S coverage and be endorsed using Insurance Services Office form CG 20 10 (or equivalent) to provide that CITY and its officers, officials, employees, agents, and volunteers shall be additional insureds under such policies. PROVIDER shall submit to CITY, along with the certificate of insurance, a waiver of subrogation endorsement in favor of City, its officers, agents, employees, and volunteers.

   Any failure to comply with reporting provisions of the policies by PROVIDER shall not affect coverage provided the CITY.

   Coverage shall state PROVIDER insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

3. Business Automobile Liability: PROVIDER shall provide automobile liability coverage for owned, non-owned, and hired autos using ISO Business Auto Coverage form CA 00 01 (or equivalent) with a limit of no less than One Million Dollars ($1,000,000) each accident. The policy shall provide and be endorsed that the City, its officers, officials, employees, agents, and volunteers are included or named as additional insureds. PROVIDER shall submit to CITY, along with the certificate of insurance, a waiver of subrogation endorsement in favor of City, its officers, agents, employees, and volunteers. If the PROVIDER'S business/company does not own any automobiles, coverage for hired and non-owned autos shall be provided.

4. Professional Liability Insurance: PROVIDER shall maintain professional liability insurance that insures against professional errors and omissions that may be made in performing the Services to be rendered in connection with this Agreement, in the minimum amount not less than Two Million Dollars ($2,000,000) per claim and in the aggregate. Any policy inception date, continuity date, or retroactive date must be before the effective date of this agreement, and Contractor agrees to maintain continuous coverage through a period no less than three (3) years after completion of the Services required of this agreement.

5. Cyber Liability Insurance: PROVIDER shall maintain Cyber Liability Insurance with limits not less than Two Million Dollars ($2,000,000) per claim and in the aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by PROVIDER in this agreement and shall include, but not be limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information or personally identifiable information (PII), alteration

of electronic information, extortion, and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties, and credit monitoring expenses with limits sufficient to respond to these obligations.

D. CITY'S Risk Manager is hereby authorized to modify the requirements set forth above in the event he/she determines that such reduction is in the CITY'S best interest.

E. Each insurance policy required by this Agreement shall contain the following clause:

"This insurance shall not be canceled, limited in scope or coverage, or non-renewed until after thirty (30) days prior written notice has been given to the City Clerk, City of Exeter, 100 N. C Street, Exeter, CA 93221." If a carrier will not provide the required notice of cancellation, the PROVIDER shall provide written notice to the City of a cancellation no later than ten (10) business days before cancellation.

F. Any available insurance proceeds broader than, or in excess of the specified minimum insurance coverage requirements and/or limits shall be available to the additional insureds. Furthermore, the requirements for coverage and limits shall be (1) the minimum coverage and limits specified; or (2) the broader coverage and maximum limits of coverage of any insurance policy or proceeds available to the named insured; whichever is greater. No representation is made that the minimum insurance requirements are sufficient to cover the obligations of the PROVIDER.

G. Prior to commencing any work under this Agreement, PROVIDER shall deliver to CITY insurance certificates confirming the existence of the insurance required by this Agreement, and including the applicable clauses referenced above. PROVIDER shall provide to CITY endorsements to the above-required policies, which add to these policies the applicable clauses referenced above. Said endorsements shall be signed by an authorized representative of the insurance company and shall include the signatory's company affiliation and title. Should it be deemed necessary by CITY, it shall be PROVIDER's responsibility to see that CITY receives documentation acceptable to CITY which sustains that the individual signing said endorsements is indeed authorized to do so by the insurance company. CITY has the right to demand, and to receive within a reasonable time period, copies of any insurance policies required under this Agreement.

H. Subcontractors: PROVIDER must enter into a written and executed contract agreement with each of its subcontractors that provide materials, services, or perform work for the PROVIDER under this Agreement. The contract agreement must contain a defense, indemnification and hold harmless provision in favor of the City and its officers, officials, employees, agents, and volunteers. The contract agreement shall also cause the subcontractor to comply with the insurance requirements required of the PROVIDER, including providing an additional insured endorsement for ongoing and, for construction work or services, for completed operations for equal risk level activities and operations as solely determined by the City. The City reserves the right to modify the insurance coverages and limits based on the nature of the risk or other special circumstances PROVIDER shall obtain certificates of insurance and policy endorsements from each of its subcontractors and provide a copy to City upon request.

I. In addition to any other remedies CITY may have if PROVIDER fails to provide or maintain any insurance policies or policy endorsements to the extent and within the time herein required, CITY may, at its sole option:

1. Obtain such insurance and deduct and retain the amount of the premiums for such insurance from any sums due under the Agreement; or

2. Order PROVIDER to stop work under this Agreement and/or withhold any payment(s) which become due to PROVIDER hereunder until PROVIDER demonstrates compliance with the requirements hereof; or

3. Terminate this Agreement.

Exercise of any of the above remedies, however, is an alternative to other remedies CITY may have and is not the exclusive remedy for PROVIDER's failure to maintain insurance or secure appropriate endorsements.

Nothing herein contained shall be construed as limiting in any way the extent to which PROVIDER may be held responsible for payments of damages to persons or property resulting from PROVIDER's or its subcontractor's performance of the work covered under this Agreement.

XIII. NON-DISCRIMINATION

PROVIDER and all subcontractors shall not discriminate against any employee or applicant for employment on the basis of race, color, national origin, sex, or any other classification protected by federal or state law, in the performance of this Agreement. Failure by the contractor to carry out these requirements is a material breach of this Agreement, which may result in the termination of this Agreement.

XIV. MISCELLANEOUS PROVISIONS

A. Asbestos and Hazardous Materials: In providing its services hereunder, PROVIDER shall not be responsible for identification, handling, containment, abatement, or in any other respect, for any asbestos or hazardous material if such is present in connection with the SERVICES. In the event the CITY becomes aware of the presence of asbestos or hazardous material at the service location, CITY shall be responsible for complying with all applicable federal and state rules and regulations, and shall immediately notify PROVIDER, who shall then be entitled to cease any of its services that may be affected by such presence, without liability to PROVIDER arising therefrom.

B. Successors and Assigns: This Agreement shall be binding upon and shall inure to the benefit of any successors to or assigns of the parties.

C. Prohibition of Assignment: Neither the CITY nor PROVIDER shall assign, delegate or transfer their rights and duties in this Agreement without the written consent of the other party.

D. Dispute/Governing Law: Any dispute not resolvable by informal arbitration between the parties to this Agreement shall be adjudicated in a Court of Law under the laws of the State of California.

E. Notices: Notice shall be sufficient hereunder if personally served upon the City Clerk of the CITY or an officer or principal of the PROVIDER, or if sent via the United States Postal Service, postage prepaid, addressed as follows:

CITY OF EXETER
100 N. C Street
Exeter, CA 93221
Attention: CITY CLERK

PROVIDER
Attention: [NAME]
Phone: [NUMBER]
Email: [EMAIL]

F. Jurisdiction/Venue/Waiver Of Removal: This Agreement is entered into and is to be performed in Tulare County, California. This Agreement shall be administered and interpreted under the laws of the State of California. Jurisdiction of litigation arising from this Agreement shall be in that State. Any action brought to interpret or enforce this Agreement, or any of the terms or conditions hereof, shall be brought in Tulare County, California. The PROVIDER hereby expressly waives any right to remove any action

to a county other than Tulare County as permitted pursuant to Section 394 of the California Code of Civil Procedure.

G. Integration/Modification: This Agreement and each of the exhibits referenced herein, which are incorporated by reference, represents the entire understanding of the CITY and the PROVIDER as to those matters contained herein. In case of conflict between any of the terms and conditions of this Agreement and any PROVIDER proposal or attachment, the terms and conditions of this Agreement shall control. No prior oral or written understanding shall be of any force or effect with respect to those matters covered hereunder. This Agreement may not be modified or altered except in writing signed by the CITY and the PROVIDER.

H. Conflict With Law: If any part of this Agreement is found to be in conflict with applicable laws, such part shall be inoperative, null and void insofar as it is in conflict with said law, but the remainder of the Agreement shall be in full force and effect.

I. Attorney's Fees: In the event either party commences any action, arbitration or legal proceedings for the enforcement of this Agreement, the prevailing party, as determined by the court or arbitrator, shall be entitled to recovery of its attorney's fees and court costs incurred in the action brought thereon.

J. Construction: This Agreement is the product of negotiation and compromise on the part of each party and the parties agree, notwithstanding Civil Code Section 1654, that in the event of uncertainty the language will not be construed against the party causing the uncertainty to exist.

K. Authority: Each signatory to this Agreement represents that it is authorized to enter into this Agreement and to bind the party to which its signature represents.

L. Headings: Section headings are provided for organizational purposes only and do not in any manner affect the scope or intent of the provisions thereunder.

M. Firearms Prohibited: Guns may not be carried by contractors /vendors/PROVIDERs while working on City of Exeter premises without the expressed written approval of a City of Exeter Department Head, or an exemption in the contract. If a contractor/vendor/PROVIDER is caught carrying a gun, without City permission, their contract will be terminated.

IN WITNESS WHEREOF, this Agreement is executed on the day and year first above written.

CITY OF EXETER

Jason Ridenour, City Administrator

Approved as to Form

Julia Lew, City Attorney

PROVIDER

[NAME]

Janie Rodriguez, SERVICES Manager

Attachments:

Exhibit “A”: Scope of Work and
Schedule of Fees for Services

EXHIBIT ‘A’
SCOPE OF WORK AND SCHEDULE OF FEES FOR SERVICES

APPENDIX 'B'
COST PROPOSAL FORM

Complete this Cost Proposal Form and include it with your proposal. All prices shall be stated in U.S. dollars and shall remain valid for a minimum of ninety (90) days following the proposal submission deadline.

Cost Item	Proposed Cost
One-Time Implementation	$ 0.00 (Included)
System configuration	$ 0.00 (Included)
Data Conversion and Migration	$ 0.00 (Included)
Data Validation and Testing	$ 0.00 (Included)
Initial Staff Training	$ 0.00 (Included)
Integrations and Interfaces	$ 0.00 (Included)
Annual Software Licensing	$ 66,428
Annual Maintenance & Technical Support	$ 0.00 (Included)
Application Hosting	$ 0.00 (Included)
Go-Live and Transition Support	$ 0.00 (Included)
Optional Services (Itemize Separately)	$ 0.00 (Included)
TOTAL ONE-TIME COST	$ 0.00 (Included)
TOTAL ANNUAL RECURRING COST	$ 66,428

Additional Information and Optional Services

Hourly rate for additional services: 0.00 (Included)

Annual cost escalation (if applicable): 2% per year

Other fees or charges: Payment Processing Fee (per transaction): $0.30 + 3.0% per transaction, applied to end-user payments processed through the platform; separate from the Annual Platform Subscription and does not escalate.

Certification

I certify that the pricing contained in this Cost Proposal is true and correct and that I am authorized to submit this proposal on behalf of the firm.

Firm Name Concourse Tech Inc.

Authorized Representative Kelsey Shaner

Title Operations Manager

Signature Kelsey Shaner

Date 09/29/26

APPENDIX 'C'
MUNICIPAL CLIENT REFERENCES FORM

Provide information for at least three (3) California municipal government clients for whom your firm has provided comparable municipal financial management system software, application hosting, implementation and technology services or an integrated financial management/Enterprise Resource Planning (ERP) system within the past five (5) years.

Reference 1

Agency Name	Available upon request
Population Served	
Contract Amount	
Project Completion Date	
Contact Name	
Contact Title	
Phone Number	
Email Address	

Reference 2

Agency Name	Available upon request
Population Served	
Contract Amount	
Project Completion Date	
Contact Name	
Contact Title	
Phone Number	
Email Address	

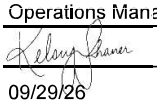
Reference 3

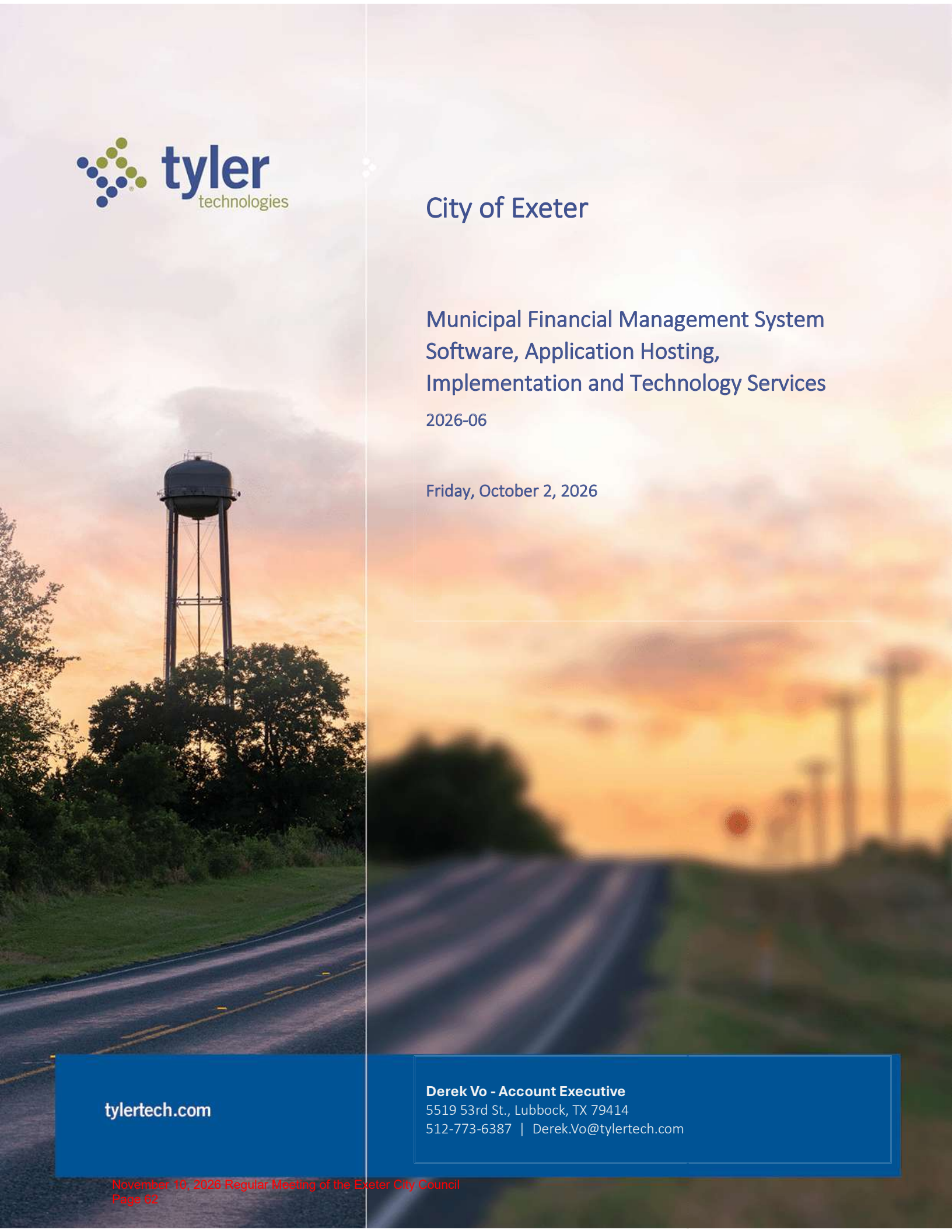
Agency Name	Available upon request
Population Served	
Contract Amount	
Project Completion Date	
Contact Name	
Contact Title	
Phone Number	
Email Address	

Additional references are available upon request. Please note that Concourse exclusively serves public sector customers. Because of this, our customers are often unable to serve as formal references. However, we understand the importance of evaluating Concourse's prior work; to help with this, we have provided a list of Recent Awards & Implementations section in our proposal. Additionally, as we move forward in the process, we are happy to discuss connecting you with our existing customer base as needed.

Certification

I certify that the information provided above is true and complete.

Firm Name	Concourse Tech Inc.
Authorized Representative	Kelsey Shaner
Title	Operations Manager
Signature	
Date	09/29/26



City of Exeter

Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services

2026-06

Friday, October 2, 2026

tylertech.com

Derek Vo - Account Executive
5519 53rd St., Lubbock, TX 79414
512-773-6387 | Derek.Vo@tylertech.com

Restrictions on Disclosure

This response from Tyler Technologies, Inc. (“Tyler”) contains proprietary and confidential information, including security-related information and trade secrets belonging to Tyler or Tyler’s partners. Tyler is submitting this response on the express condition that the following portions will not be duplicated, disclosed, or otherwise made available, except for internal evaluation purposes:

- Security-related information, such as architectural diagrams, the content of SOC reports, security vendor names and other proprietary information that protects Tyler and government software, data and services from unauthorized access
- Response to the Functional Requirements, or “Checklist”
- Screen shots, if any

To the extent disclosure of those portions is requested or ordered, Tyler requires written notice of the request or order. If disclosure is subject to Tyler’s permission, Tyler will grant that permission in writing, in Tyler’s sole discretion. If disclosure is subject to a court or other legal order, Tyler will take whatever action Tyler deems necessary to protect its proprietary and confidential information and will assume all responsibility and liability associated with that action.

Tyler agrees that any portions not listed above and marked accordingly are to be made available for public disclosure, as required under applicable public records laws and procurement processes.

Trademarks Disclaimer

Because of the nature of this response, third-party hardware and software products may be mentioned by name. These names may be trademarked by the companies that manufacture the products. It is not Tyler’s intent to claim these names or trademarks as our own.

5519 53rd Street
Lubbock, TX 79414
P: 800.646.2633
F: 806.797.4849
www.tylertech.com

Friday, October 2, 2026

City of Exeter
Janie Rodriguez
Finance Director
City of Exeter
137 N F street
Exeter, Ca 93221

Dear Ms. Rodriguez:

In response to the City of Exeter's RFP for Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services, Tyler Technologies (Tyler) is pleased to propose ERP Pro, our comprehensive, cloud-based enterprise resource planning solution designed specifically for local government.

We understand Exeter is seeking more than a replacement for its existing financial management system. The City is looking for a modern, reliable, and user-friendly solution that is appropriately scaled to its size and staffing while improving efficiency, access to information, reporting and analytics, integration, security, and long-term support. ERP Pro provides Exeter with a connected foundation for financial management, utility billing, payroll and human resources, purchasing, business licensing, and other proposed functions while providing the flexibility to expand functionality as the City's needs evolve.

ERP Pro will help Exeter reduce manual and paper-based processes through connected applications, configurable workflows, and automation of routine activities. Staff will have improved access to financial and operational information through reporting, dashboards, analytics, and data-access tools, while integrated functionality helps reduce duplicate entry and improve consistency across City operations. Just as importantly for an organization of Exeter's size, ERP Pro provides these capabilities without requiring the City to maintain unnecessary application infrastructure or specialized technical resources.

Tyler proposes ERP Pro through a Software-as-a-Service (SaaS) delivery model supported by Amazon Web Services (AWS). Tyler manages the hosted application environment, including platform administration and applicable maintenance and updates, providing Exeter with a single point of accountability for its Tyler software and hosting services. This approach supports the City's goals for secure and reliable application hosting while reducing the burden of maintaining the underlying technology environment.

Tyler brings decades of experience serving the public sector and the resources necessary to support Exeter throughout the complete solution lifecycle. Our teams provide implementation and project management, system configuration, data conversion and validation, testing, training, go-live assistance, application hosting, maintenance, technical support, customer service, and continued product development. This combination gives Exeter a long-term technology partner focused specifically on the needs of government.

Tyler is committed to helping Exeter implement a financial management environment that supports the City's needs today while providing a scalable foundation for the future. We appreciate the opportunity to present our qualifications, solution, and approach and look forward to the possibility of partnering with the City of Exeter.

This proposal, including the cost schedule, will remain valid for at least 180 calendar days from the date of submittal. Except as otherwise identified in our proposal, Tyler acknowledges that the proposal may be subject to disclosure in accordance with applicable public records laws.

Tyler Technologies authorizes the signatory of this letter to negotiate and bind Tyler Technologies with respect to this proposal.

If you have any questions regarding Tyler's proposal, please contact:

Derek Vo
Account Executive
512-773-6387
Derek.Vo@tylertech.com

Respectfully submitted,

Sean Marlow
President – Municipal and Schools Division
Tyler Technologies, Inc.
Tax ID: 75-2303920

Proposer Acknowledgment

By submitting a proposal in response to this RFP, the proposer acknowledges and agrees to the following:
1. The proposer has read and understands all provisions of this RFP and any issued addenda.
2. The proposal is submitted in good faith and all information provided is accurate and complete.
3. The proposer understands that the City is not obligated to select any proposal or award any contract.
4. The proposer agrees to be bound by all terms and conditions set forth in this RFP if selected.

Authorized Signature **	Date: 09/21/26
Printed Name and Title: Sean Marlow, President	Company Name: Tyler Technologies
Address / Email / Phone: 5519 53rd Street, Lubbock, TX 79414, derek.vo@tylertech.com 800.646.2633	

**Signed subject to the exceptions included in Tyler's proposal

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Executive Summary

For more than 30 years, Tyler Technologies has partnered with local governments to modernize essential operations through technology designed specifically for the public sector. That experience gives us a practical understanding of the challenges facing communities such as Exeter—delivering efficient, transparent services while balancing limited staffing and technical resources with growing expectations for modern, secure, and accessible technology.

The City is seeking more than a replacement for its existing financial management system. Exeter needs a modern, user-friendly solution that simplifies navigation, reduces manual and paper-based processes, improves reporting and access to information, strengthens integration and security, and remains appropriately scaled to the City's size and staffing. Tyler's ERP Pro directly supports these objectives through an integrated platform for financial management, utility billing, payroll and human resources, purchasing, business licensing, cash management, reporting, and other proposed functions.

Tyler's commitment to long-term client success has helped us establish relationships with more than 2,400 agencies nationwide, 160 using ERP Pro, and achieve a 98% client-retention rate. Exeter will also join a collaborative network of public-sector organizations that share knowledge and best practices through Tyler Community, state user groups, and the Tyler Connect conference.

Achieving More with ERP Pro

Small local governments are expected to deliver faster service, greater transparency, strong financial stewardship, and secure modern technology—often without the budgets or specialized technical teams available to larger jurisdictions. ERP Pro was designed for this environment, providing robust municipal functionality in a solution that remains straightforward, flexible, and appropriately scaled.

For Exeter, ERP Pro connects financial management, utility billing, payroll and human resources, purchasing, business licensing, cash management, and reporting within a common ecosystem. Shared information, configurable workflows, electronic approvals, system validations, and automation can reduce repetitive data entry and paper-based processes while improving accuracy and access to information. Reporting, dashboards, analytics, inquiry, and export capabilities give authorized staff timely access to the information needed for daily operations, management oversight, budgeting, financial reporting, and City Council reporting.

ERP Pro's modular design also gives Exeter flexibility for the future. The City can implement functionality aligned with its current operational needs while retaining the ability to add available modules and capabilities as priorities evolve—providing a right-sized solution today without limiting future growth.

ERP Pro's Software-as-a-Service (SaaS) delivery model directly supports Exeter's goal of minimizing the need for specialized technical resources, infrastructure, and ongoing system administration. Supported by Amazon Web Services (AWS), Tyler manages the hosted application environment and associated platform administration, allowing City staff to focus on municipal operations rather than maintaining the underlying ERP infrastructure.

Tyler's managed SaaS approach includes application maintenance and updates and is supported by security, backup and recovery, disaster recovery, monitoring, and data-protection practices. Exeter gains a secure, reliable, and scalable technology foundation while reducing the City's responsibility for maintaining application infrastructure and managing complex software upgrades.

A Structured Transition to ERP Pro

Tyler understands that Exeter's success will depend not only on the capabilities of ERP Pro but also on an organized transition from the City's existing financial management environment. Tyler's implementation approach provides project management, system configuration, data conversion and validation, testing, training, go-live preparation, transition assistance, and post-implementation support. Tyler and City staff will work collaboratively throughout the project to validate configuration and converted data, prepare users for the new system, and assess readiness before transitioning to production.

A Foundation for Exeter's Future

ERP Pro will provide Exeter with a modern financial and administrative foundation designed around the realities of small local government. By connecting core operations, reducing manual effort, improving access to information, strengthening reporting and security, and reducing the City's technology administration burden, ERP Pro directly supports the outcomes Exeter has identified for this project.

Just as importantly, Exeter will not be limited by the needs it has today. ERP Pro's scalable, modular approach provides flexibility to introduce additional functionality as City operations evolve, while Tyler's continued investment in its technology, people, security, and product development supports the City's long-term investment.

Because finance, personnel management, procurement, and other core functions are natively connected within ERP Pro, departments work from the same secure, real-time information. This shared foundation improves reporting and simplifies compliance by ensuring data is consistent, approvals follow required rules, and records stay organized and audit-ready. Embedded AI and automated workflows reduce manual effort, helping staff focus more on serving residents than managing paperwork. And with more than 50 configurable modules, ERP Pro grows with your community—ensuring long-term value without paying for functionality you'll never use.

Company Profile and Qualifications

Minimum Qualifications

Proposals will only be considered from Proposers that meet the following minimum qualifications:

- The Proposer shall have demonstrated experience providing financial management software or integrated financial management/Enterprise Resource Planning (ERP) systems to governmental agencies.

For more than 30 years, Tyler Technologies has focused exclusively on providing software and technology solutions for the public sector. Tyler has extensive experience providing financial management and integrated ERP solutions to governmental agencies, including municipalities with financial, budgeting, procurement, payroll, utility billing, and administrative requirements comparable to those identified by the City of Exeter.

- The Proposer shall demonstrate successful implementation and ongoing support of the proposed software for municipal or other governmental clients.

Tyler has successfully implemented and continues to support ERP Pro for municipal and other governmental clients nationwide. Tyler provides implementation and ongoing services throughout the client lifecycle, including project management, configuration, data conversion, training, maintenance, software updates, technical support, and customer service.

- The proposed software shall be an established and commercially supported solution currently available for implementation and use by governmental agencies.

Tyler ERP Pro is an established, commercially supported solution designed specifically for the public sector and currently available for implementation and use by municipal and other governmental agencies. Tyler continues to maintain, support, and enhance ERP Pro to meet the evolving operational and technology needs of its government clients.

- The Proposer shall have the qualified personnel and resources necessary to provide the services required under this RFP, including implementation, system configuration, data conversion, training, application hosting, maintenance, technical support, and ongoing customer service.

Tyler has the qualified personnel and organizational resources necessary to provide the full range of services required for ERP Pro, including implementation and project management, system configuration, data conversion, training, application hosting, ongoing maintenance and updates, technical support, and customer service throughout the solution lifecycle.

- The Proposer shall have the capability to provide a vendor-hosted or cloud-based solution, including secure application hosting, data protection, backup and recovery, disaster recovery, cybersecurity, system maintenance, and technical support.

Tyler provides ERP Pro as a cloud-based Software-as-a-Service (SaaS) solution hosted through Amazon Web Services (AWS). Tyler manages the hosted environment and provides application hosting, data protection, backup and recovery, disaster recovery, cybersecurity, system maintenance, updates, and technical support to support the security, reliability, and availability of the solution.

- The Proposer shall demonstrate experience with data conversion and migration from New Vision financial management systems to the proposed solution.

Tyler has extensive experience converting and migrating data from existing financial management systems to ERP Pro as part of municipal and governmental implementations. Tyler's implementation

approach includes data conversion, validation, and migration activities designed to support an accurate and successful transition from legacy systems to ERP Pro.

- The Proposer shall have the resources and organizational capacity to provide ongoing software maintenance, updates, enhancements, and technical support throughout the term of the agreement.

Tyler has the personnel, resources, and organizational capacity to provide ongoing maintenance, software updates, product enhancements, and technical support for ERP Pro throughout the term of the agreement. Tyler's ongoing investment in ERP Pro helps ensure the solution continues to evolve to support clients' operational, technology, security, and applicable regulatory needs.

- The Proposer shall be authorized to provide, license, host, implement, and support the proposed software and shall identify any third-party products or services necessary to provide the complete proposed solution.

Tyler is authorized to provide, license, host, implement, maintain, and support ERP Pro. Any third-party products or services necessary to provide Exeter's complete proposed solution will be clearly identified in Tyler's proposal, including their purpose and any associated costs or requirements.

Company Profile and Qualifications

- Legal vendor name, address, legal structure, and number of years in operation
  - Legal Vendor Name: Tyler Technologies, Inc.
  - Address: 5519 53rd Street Lubbock, TX, 79414
  - Legal Structure: Publicly traded corporation
  - Number of Years in Operation: Founded in 1966, 60 years of operating history

- Overview of the Proposer's experience providing municipal financial management system software, application hosting, implementation, data conversion, training, maintenance and ongoing technology support services

Tyler Technologies has decades of experience providing software and technology services specifically for the public sector. Our experience extends across the complete lifecycle of municipal financial management systems, from implementation and data conversion through training, hosting, maintenance, and ongoing support.

ERP Pro is designed specifically for local government and provides an integrated foundation for core municipal operations, including financial management, budgeting, purchasing, accounts payable and receivable, payroll and human resources, utility billing, cash management, and financial reporting. Tyler complements this functionality with the professional and technology services necessary to support successful implementation and long-term system use.

Our experienced teams provide project management, system configuration, data conversion and validation, training, go-live assistance, and post-implementation support. Following implementation, Tyler continues to support clients through application hosting, software maintenance and updates, technical support, customer service, and continued product enhancements.

This combination of public-sector software and lifecycle services gives the City of Exeter a single technology partner for implementing, hosting, maintaining, and supporting ERP Pro throughout the City's relationship with Tyler.

- Description of the Proposer's experience serving California municipal government agencies, including the number and general size of municipal clients currently using the proposed system

Tyler Technologies has extensive experience serving California municipal government agencies and understands the financial, operational, reporting, and regulatory requirements that shape local government operations in the state.

Today, 160 California municipal clients use ERP Pro, representing communities ranging from 1,000 to 30,000 residents. This experience includes municipalities with staffing, operational needs, and financial management requirements comparable to the City of Exeter.

Tyler's California presence provides Exeter with the benefit of a proven public-sector solution supported by experience gained through implementing and supporting ERP Pro for municipalities throughout the state.

- Identification of the proposed financial management software, including the product name, current version, and length of time the product has been available

Product Name: ERP Pro
Current Version: ERP Pro V10
Length of Time Product Has Been Available: 11 years
ERP Pro is Tyler Technologies' integrated financial management solution designed specifically for local government. The solution supports the City's core financial and administrative operations through a connected suite of applications and is commercially available, maintained, and supported by Tyler.

- Description of the Proposer's implementation, technical support, customer service, and software development resources

Tyler Technologies maintains dedicated resources to support ERP Pro clients throughout the complete solution lifecycle, from implementation through ongoing operation, maintenance, and product development.

Implementation Resources

Tyler's implementation resources guide clients through the transition to ERP Pro, including project management, system configuration, data conversion and validation, testing, training, go-live preparation, and transition support. Tyler works collaboratively with client project teams to coordinate activities, responsibilities, milestones, and readiness throughout implementation.

Technical Support Resources

Following implementation, Tyler provides technical support resources to assist ERP Pro clients with troubleshooting, product questions, and technical issues. Tyler's support processes provide

established methods for submitting, tracking, escalating, and resolving support requests throughout the client relationship.

Customer Service Resources

Tyler provides ongoing customer service resources to support clients beyond implementation. These resources help clients navigate their continued use of ERP Pro, access available Tyler resources, and address operational or product-related needs as they evolve.

Software Development Resources

Tyler maintains software development resources dedicated to maintaining and advancing its public-sector solutions. Ongoing development supports product enhancements, technology improvements, maintenance, security updates, and applicable legislative or regulatory changes, helping ERP Pro continue to evolve with the needs of local government.

- Identification of any subcontractors or third-party providers that will participate in implementation, hosting, data conversion, support, or other services

Tyler Technologies will serve as the City of Exeter's primary provider for the implementation, hosting management, data conversion, maintenance, technical support, and ongoing customer service associated with ERP Pro.

Tyler utilizes Amazon Web Services (AWS) as the cloud infrastructure provider supporting the proposed SaaS environment. Tyler manages the City's Tyler-hosted environment and serves as the City's primary point of contact for ERP Pro software and hosting services.

- Provide a concise synopsis of the proposed solution and a description of the Proposer's credentials to deliver the services sought under the RFP. Include statement indicating that the proposal remains valid for at least 180 calendar days from the date of submittal

Tyler Technologies proposes ERP Pro, a comprehensive, cloud-based financial management solution designed specifically for local government. ERP Pro provides the City of Exeter with an integrated platform for financial management, utility billing, payroll and human resources, purchasing, business licensing, and other proposed functions, supported by Tyler's implementation, hosting, training, maintenance, and ongoing support services.

ERP Pro is well aligned with Exeter's goal of implementing a modern, user-friendly solution that is appropriately scaled to the City's size and staffing while providing opportunities for future growth. Its connected applications, configurable workflows, reporting capabilities, and SaaS delivery model are designed to reduce manual processes, improve access to information, support efficient financial and administrative operations, and minimize the need for specialized City technical resources.

Tyler brings decades of public-sector technology experience and the personnel and resources necessary to implement and support the proposed solution throughout its lifecycle. From project management, configuration, data conversion, testing, and training through hosting, maintenance, product enhancements, technical support, and customer service, Tyler provides the services necessary to support Exeter's transition to and continued use of ERP Pro.

Tyler Technologies' proposal shall remain valid for at least 180 calendar days from the date of submittal.

Additional Company Information

Tyler Technologies is a leading provider of integrated software and technology services for the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 45,000 successful installations across more than 13,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations.



Our Products

With decades of exclusive public sector experience, Tyler is the market leader providing integrated software and services. Subject matter experts and in-depth products result in a sustainable client partnership that delivers the industry's most comprehensive solution. We provide the industry's broadest line of software products and offer clients a single source for all their information technology needs in several major areas: Property & Recording, ERP, Civic Services, Health & Human Services, Courts & Justice, Public Safety, Data & Insights, Cybersecurity, Payments, and Schools.

We are known for long-standing client relationships, functional and feature-rich products, and the latest technology. In addition to software products, Tyler provides related professional services including installation, data conversion, consulting, training, customization, support, disaster recovery, and application and data hosting.

About Tyler Technologies

- Empowering government and schools to create safer, smarter, and more vibrant communities
- Solutions include: ERP, Civic Services, Courts & Justice, Public Safety, Data & Insights, Property & Recording, Health & Human Services, Cybersecurity, and Schools
- Headquartered in Plano, Texas, with 55 office locations across the U.S., Manila, India, and Canada
- Tyler was incorporated in Delaware in November 1989
- Tyler is a publicly traded corporation on the NYSE (TYL)
- Founded in 1966
- Exclusively focused on local government since 1998
- More than 45,000 successful installations across 13,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations
- Client retention rate of 98%

- 7,600+ employees
- Annual revenues of $2.33-$2.36 billion (2025)
- Reinvestment of $202-$205 million into Research & Development
- Scalable products with the smallest jurisdiction (Loving County, Texas, with a population of 71) to the largest (Los Angeles County, California, with a population of 9.7 million)

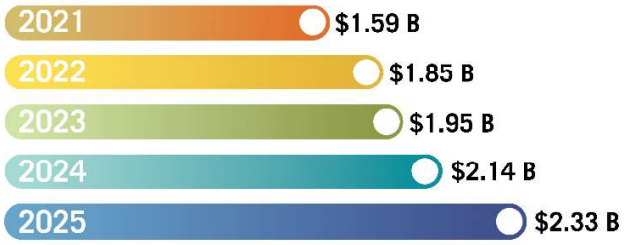
Public Sector Focus

Tyler's business units have provided software and services to clients for more than 50 years and have long-standing reputations in the local government market for quality products and customer service. Tyler is the largest company in the United States focused solely on providing software solutions to the public sector. While many of our competitors compete in multiple vertical markets, Tyler is singularly focused on the public sector. It is 100 percent of our business.

Tyler recognizes that the public sector is generally stable and risk-averse, and craves community accessibility, security and transparency. That is why local government and school entities seek reliable and efficient software and services from Tyler – a professional, reputable and dedicated vendor who achieves results. Tyler has the experience to understand the unique requirements of the public sector, the necessary resources to invest in its products and the ability to deliver quality services.

Financial Stability

Tyler consistently maintains a solid balance sheet and strong cash flow and low debt, experiencing consistent revenue growth with 48 consecutive quarters of profitability, and a total revenue for 2025 of $2.33 billion. While experiencing significant growth opportunities from an increase in staff and expanding territories, we anticipate additional product offerings and innovative technology will accelerate this growth in the future. We believe a low-debt balance sheet, substantial cash reserves, and a committed customer base put Tyler in a great position in our industry to weather any unexpected turbulence in the economy.



For additional revenue information on Tyler's annual report for 2015 to current.
investors.tylertech.com

Industry Leadership

Tyler strives to provide the best client services in the industry. Our products undergo testing by trained quality assurance and certified usability analysts, therefore our clients benefit from products that work logically based upon user experience and input. We also focus our implementation and support professionals on specific groups of applications so they can offer more specialized services.

Our commitment at Tyler is to ensure the highest level of client satisfaction through the efforts of Tyler's most valued resource: our people. We challenge our employees to pursue new initiatives

aggressively and to become industry leaders in their respective fields. Tyler employs 7,600+ individuals, many of whom are seasoned professionals with unique and proprietary skills and years of industry experience. In fact, our employee turnover rate is very low – in recent years, about half of the industry average.

Company Recognition

Tyler has earned the reputation as an industry leader based on our products and commitment to our clients. These factors, along with our financial strength and industry partnerships, have resulted in numerous accolades. "The recognition emphasizes Tyler's consistently strong growth, which is a direct result of our commitment to supporting our more than 21,000 clients and the development of best-in-class software and services to serve the needs of the public sector" said John S. Marr Jr., Chairman of the Board of Tyler Technologies.

Tyler has been named to the following prestigious lists alongside some of the most innovative and influential companies in the United States.

Innovative and Strong

- Newsweek's "America's Greatest Workplaces for Diversity"
- Newsweek's "America's Most Responsible Companies"
- Government Technology Magazine's "GovTech Top 100"
- Dallas Business Journal's "North Texas Fastest-Growing Public Companies"
- 2023 Esri Cornerstone Partner
- Forbes' "America's Best Large Employers"
- Forbes' "America's Best Employers for Diversity"
- Forbes' "Best Employers for Women"
- Forbes' "Best Midsize Employers"
- Forbes' "Most Innovative Growth Companies"
- Forbes' "America's Best Small Companies"
- Fortune's "100 Fastest-Growing Companies"
- Barron's 400 Index ranking, a measure of "Most Promising Companies in America"
- Software Magazine's "Software 500" ranking of the world's largest software and service suppliers
- Dow Jones Sustainability Index (DJSI) North America
- Named a Leader for Enterprise ERP in the 2025 Gartner® Magic Quadrant for Cloud-Based ERP for U.S. Local Government

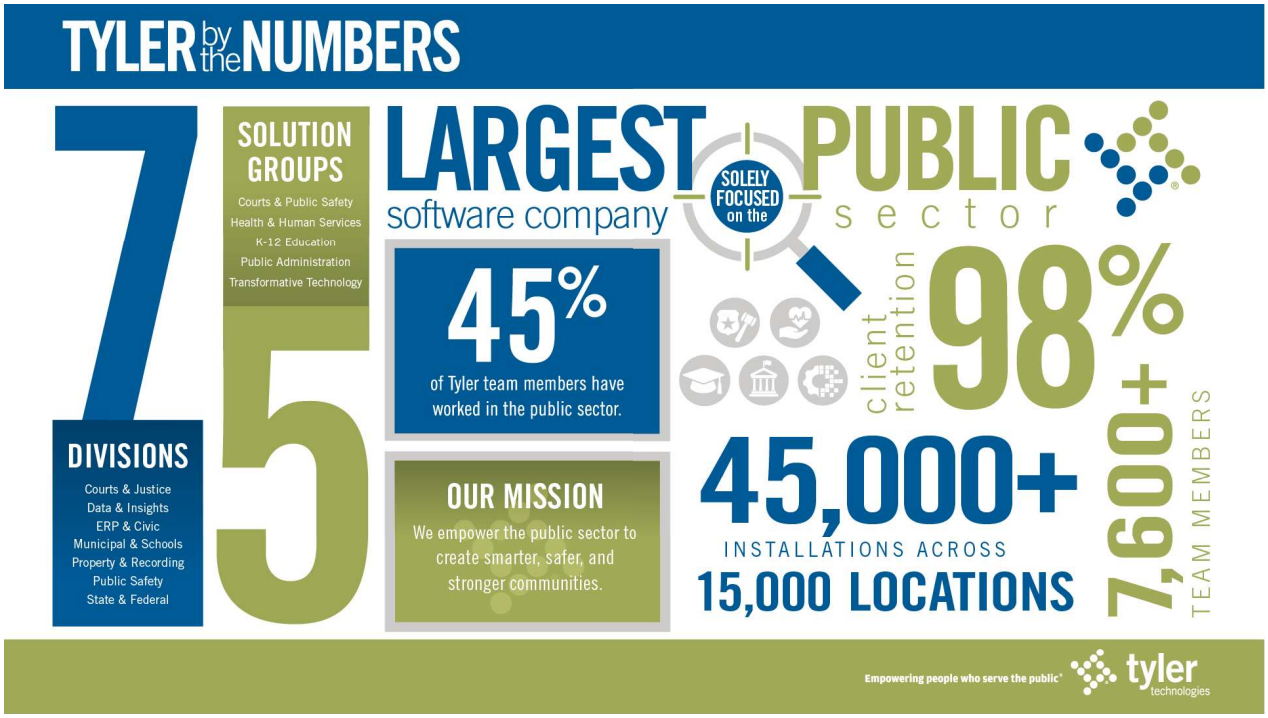
Employer of Choice

- USA Today's Top Workplaces for 2026
- Forbes "Dream Employer"
- Mainebiz's "Best Places to Work in Maine" (15+ years)
- The Dallas Morning News' "Top Workplaces D-FW" (10 years)
- Dayton Daily News' "Top Workplaces in the Dayton Metro Area"
- Lubbock Avalanche-Journal's "Best of Lubbock"

- Detroit Free Press' "Top Workplaces"
- Phoenix Business Journal's "Best Places to Work"
- The Atlanta Journal-Constitution's "Top Workplaces"
- The Washington Post's "Top Workplaces"
- Albany Business Review's "Best Places to Work"
- The Washington Post's "Top Workplaces"
- The Denver Post's "Best Midsized Companies to Work for in Colorado"
- Mississippi Business Journal's "Best Places to Work"
- NJBIZ's "Best Places to Work in New Jersey"

Our Experience

Tyler's solutions offer the widest breadth of products in the industry, the latest technology available, and an integrated system that can operate in diverse offices throughout a jurisdiction. More importantly, Tyler's vision and skill in executing that vision is what ultimately leads to a successful implementation and long-term solutions for our clients. Our experienced team consists of industry leaders who keep the process moving and ensure we can give you the tools to succeed.



Tyler Office Locations



Headquarters: 5101 Tennyson Parkway, Plano, TX 75024

Local/Product Address: 5519 53rd St., Lubbock, TX 79414

To see the complete list of locations as well as an interactive map, please visit:

http://www.tylertech.com/about-us/who-we-are/locations

Project Team and Key Personnel

Tyler Resources

Tyler actively seeks the best talent to help us implement our solutions for our clients. Our staff consists of seasoned professionals with unique and proprietary skills, and years of industry experience, who are focused on specific products and in dedicated regions

Assembling a quality project team that suits for project needs is important. We appreciate your patience as we make arranges to allocate resources for your project phases. Upon award of contract, Tyler assigns a project manager and quality project team to ensure your implementation success. Tyler staff perform services in a professional, workman-like manner, consistent with industry standards.

The resumes presented in this proposal reflect the caliber and experience that Tyler will assign to this project. Due to the variable duration of selection and contract processes, it is difficult for us to predict resources that would be available at project commencement.

Sample Resumes

Project Managers

Jody G. **Project Manager**	**Employee Since**	August, 2022
	Education	Multiple project management certifications from IBM: Agile Advocate, Talent Acquisition Advocate, Recognized Teacher, Associate Project Manager
Summary	As a Project Manager in local government, Jody draws on her deep experience to lead the successful implementation of integrated utility billing and financial systems. She is skilled across all phases of the project lifecycle – from initiation to closure and bring strong capabilities in risk assessment, stakeholder collaboration, and strategic leadership within the public sector.	
Recent Projects	Bryant, AR; Resource Conversation District of Tehama, CA; Pine Lake, GA	

Bill A. **Project Manager**	**Employee Since**	February, 2022
	Education	Husson University-MBA Certified Scrum Master
Summary	Bill is a tenured and experienced Tyler Project Manager, with 5 years in project management and 32 years in local government, Bill leverages his extensive expertise to oversee projects spanning multiple modules, including finance, payroll, and utility billing. He excels in project management methodologies, stakeholder engagement, and leadership, ensuring seamless execution and successful outcomes.	
Recent Projects	Powder Springs, GA; Westbury, NY.	

Amber H.	**Employee Since**	August, 2022
Project Manager	**Education**	University of South Alabama - BS
Summary	As a Project Manager, Amber leverages her extensive experience to successfully lead combined utility billing and financial system implementations from initiation through closure. She is proficient in all phases of the project lifecycle and brings strong expertise in risk assessment, stakeholder engagement, and strategic leadership.	
Recent Projects	Florence, OR; Valley County, ID; Benson, NC	

Nancy B.	**Employee Since**	August, 1999
Sr. Project Manager	**Education**	University of South Dakota - Bachelor of Business Administration, Accounting
Summary	Nancy has several years of experience in software support before transitioning to a project management role. She applies her skills to various aspects of the project management process, including planning, execution, monitoring, and closure. Nancy has managed numerous high-profile projects and serves as a lead project manager for a client software migrations.	
Recent Projects	Washington, NC; Elizabeth City, NC; Monroe, GA; San Mateo County Harbor District, CA; Wilton, IA; Palmview, TX, Trenton, MO	

Implementation Consultants

Angela W.	**Employee Since**	August, 2018
Sr. Implementation Consultant	**Education**	Tri Cities State Technical Institute Associate of Applied Science in Computer Science
Summary	With over 40 years of experience working with local governments, Angela has successfully implemented Tyler Technologies' software for more than 250 municipalities. Her exceptional organizational and time management skills have been key to keeping projects on schedule and within budget, ensuring smooth transitions for her clients. Angela is highly proficient in all financial and personnel management suites, including General Ledger, Accounts Payable, Bank Reconciliation, Human Resource Management, Payroll, and Timekeeping. Clients praise her as 'a knowledgeable and patient guide,' noting that 'she empowered us to take a hands-on approach with the software, which became a catalyst for our success both during and after implementation.	
Recent Projects	Cleveland County Water, NC; Union County, GA; Ward 7 Park & Recreation, LA; Mitchell County, GA	

Steve C.

Sr. Implementation Consultant

Employee Since January, 2008

Education Texas Tech University – Bachelor of Arts – Telecommunications (1976)

Summary Steve brings nearly two decades of experience as an implementation consultant with Tyler Technologies. Before joining Tyler, he successfully ran his own computer science business. Steve's charismatic and collaborative nature, combined with his extensive experience, has endeared him to both clients and colleagues. Known for his innovative and reflective thinking, Steve goes to great lengths to understand and meet client needs. His expertise spans a wide range of areas, including General Ledger, Accounts Payable, Bank Reconciliation, Project Accounting, Cashiering, Fixed Assets, and Purchasing.

Recent Projects Ward County, TX; Washington, NC; Marion County, SC; Addison Park District, IL; Healdsburg, CA

Gerri Gayle F.

Sr. Implementation Consultant

Employee Since October, 2017

Education

Summary Gerri-Gayle joined Tyler Technologies as an Implementation Consultant in October 2017. With over 25 years of experience in Utility Billing with municipalities and government agencies, she excels in customer service and client collaboration. Her primary role is implementing client software migrations, significantly improving process consistency and efficiency.

Recent Projects Durant, OK; Perry, GA, Trenton, MO

Landry P.

Sr. Implementation Consultant

Employee Since May, 2015

Education Lubbock Christian University, Bachelor of Arts – Visual Communications

Summary As a tenured Implementation Consultant, Landry uses his extensive knowledge of client needs acquired from working in Financial software implementations, and Human Resources experience. This allows him to assist clients with configuration, train them on the use of the software, and helps guide their projects to completion. Landry's dedication to his clients results in long-lasting client relationships and engagements where the value of his contributions to projects are easily identifiable to clients

Recent Projects Yakima Neighborhood Health Svc., WA; Oneida, NY; Battleground; WA; Battleground, WA; Zanesville, OH

References

Provide information for at least three (3) California municipal government clients for whom your firm has provided comparable municipal financial management system software, application hosting, implementation and technology services or an integrated financial management/Enterprise Resource Planning (ERP) system within the past five (5) years.

Reference 1

Agency Name	Greater Los Angeles County Vector Control District
Population Served	20,000
Contract Amount	$55K in software & $82K in services
Project Completion Date	5/1/2025
Contact Name	Allison Costa
Contact Title	Assistant General Manager
Phone Number	562-777-5005
Email Address	acosta@glamosquito.org

Reference 2

Agency Name	City of Lindsay
Population Served	13,000
Contract Amount	$48K software & $107K in services
Project Completion Date	11/12/2025
Contact Name	Soledad Ruiz-Nunez
Contact Title	Finance Director
Phone Number	559-562-7102
Email Address	sruiznunez@lindsay.ca.us

Reference 3

Agency Name	City of Walnut
Population Served	30,000
Contract Amount	$48K in software & $141K in services
Project Completion Date	7/12/2025
Contact Name	Alex Merkel
Contact Title	Finance Director
Phone Number	909-595-7543
Email Address	amerkel@ci.walnut.ca.us

Certification

I certify that the information provided above is true and complete.

Firm Name Tyler Technologies Inc.
Authorized Representative Sean Marlow
Title President LGD and Schools
Signature 
Date 9/25/26

Proposed Solution and Functional Requirements

Tyler's proposed ERP Pro solution meets or exceeds all requirements outlined in the RFP scope of work and is designed to deliver measurable results for the City of Exeter. By integrating core operations, automating workflows, strengthening system controls, and expanding access to timely information, ERP Pro will help the City reduce manual processing and duplicate data entry, shorten approval and reporting cycles, improve data accuracy and audit readiness, increase staff productivity, and reduce the technical effort required to maintain its financial management environment. The following sections detail how Tyler's software, implementation approach, hosting services, support resources, and ongoing partnership will fulfill each requirement and establish a clear foundation for measuring these outcomes throughout implementation and ongoing operations.

2.2 Project Scope – Software and Services

The selected Proposer shall provide a comprehensive municipal financial management system and all related services necessary to implement, operate, maintain, and support the proposed solution. The proposed solution should be appropriately scaled to the City's size, staffing, and operational needs while providing modern functionality and the ability to support future needs. The Scope of Work includes, but is not limited to, the following:

- **Software Licensing or Subscription Services:** Provide all software licenses, subscriptions, modules, and user access necessary to operate the proposed system.

Tyler will provide the ERP Pro software subscriptions, modules, and user access included in the City of Exeter's proposed solution. The proposed subscription provides access to the applicable ERP Pro functionality identified in Tyler's solution and pricing documentation. Any optional modules, additional services, third-party products, or items requiring additional fees will be clearly identified in the proposal and cost documentation.

- **Application Hosting:** Provide secure, reliable, cloud-based or hosted application services, including system availability, data storage, backup and recovery, disaster recovery, and routine system maintenance.

Tyler provides ERP Pro as a cloud-based Software-as-a-Service (SaaS) solution supported by Amazon Web Services (AWS). Tyler manages the hosted application environment and associated platform administration, providing the City with secure and reliable access to its ERP Pro applications without the need to maintain the underlying application infrastructure. Tyler's hosting services include system availability, data storage, backup and recovery, disaster recovery, security, and routine system maintenance to support the ongoing reliability and availability of the solution.

- **Implementation and Project Management:** Provide a dedicated Project Manager and implementation team to coordinate system configuration, project activities, schedules, deliverables, and communication with City staff.

Tyler will provide a dedicated Project Manager and experienced implementation team to guide the City of Exeter through its transition to ERP Pro. Tyler's Project Manager will serve as the primary implementation contact and coordinate project activities, schedules, deliverables, communication, and responsibilities between Tyler and City staff. The implementation team will work collaboratively with the City throughout system configuration, data conversion and validation, testing, training, go-live preparation, and transition to production to support an organized and successful implementation.

- **System Configuration:** Configure the system to meet the City's financial structure, chart of accounts, funds, departments, user roles, workflows, approval processes, and other operational requirements.

Tyler will work collaboratively with City staff to configure ERP Pro to support Exeter's financial structure and operational requirements. Configuration activities will address applicable elements such as the City's chart of accounts, funds, departments, user roles and permissions, workflows, approval processes, and other business requirements identified during implementation. Tyler's implementation team will guide the City through configuration decisions and validation activities to help ensure ERP Pro is appropriately configured for Exeter's operations prior to go-live.

- **Data Conversion and Migration:** Provide services necessary to convert and migrate applicable data from the City's existing financial management system to the proposed system. Proposers shall identify the types of historical data that can be converted, any limitations, and associated costs.

Tyler will provide data conversion and migration services to support the City of Exeter's transition from its existing financial management system to ERP Pro. Tyler's implementation team will work with City staff to identify the applicable source data, establish conversion requirements, map data to the appropriate ERP Pro structure, perform conversion activities, and support data validation prior to go-live.

The specific historical data to be converted, applicable conversion assumptions or limitations, and associated services and costs will be identified in Tyler's proposed implementation scope and pricing. City staff will participate in reviewing and validating converted data to help confirm its completeness and accuracy before transition to the production environment.

- **Integrations and Interfaces:** Describe the proposed system's ability to connect and exchange information with the City's existing systems and third-party applications, as applicable. This may include payment processing, utility billing, banking, payroll, and other systems. Proposers shall identify available standard integrations, any additional integration services or customization required, and any associated costs or limitations.

ERP Pro supports the exchange of information between Tyler applications and applicable third-party systems through available integration capabilities. During implementation, Tyler will work

with the City to identify required interfaces, define data exchange requirements, and determine the appropriate integration approach for applicable systems such as payment processing, banking, utility billing, payroll, and other City applications. Tyler will identify whether each proposed integration is standard, requires additional services or configuration, involves a third-party product, or is subject to additional costs or limitations.

- **Testing and Implementation Validation:** Provide system testing, data validation, user acceptance testing, issue resolution, and other activities necessary to ensure the system is ready for implementation.

Tyler incorporates testing and validation activities throughout implementation to help prepare the solution for production use. These activities include system and configuration testing, data conversion validation, user acceptance testing, identification and resolution of issues, and readiness activities leading to go-live. Tyler and City project teams will work together to validate that configured processes and converted data are ready for production use before transition to the new system.

- **Training:** Provide initial training for City staff and system administrators, including training materials, documentation, and hands-on instruction appropriate to the City's various user roles.

Tyler provides implementation training designed to prepare City staff and system administrators to effectively use ERP Pro. Training is aligned with applicable user roles and responsibilities and is supported by training materials and product documentation. The implementation approach combines instruction with opportunities for City staff to gain practical experience with the system in preparation for go-live.

- **Go-Live and Transition Support:** Provide implementation, go-live, and post-go-live support to assist City staff with transitioning from the existing system to the proposed solution.

Tyler supports the City throughout implementation and its transition to ERP Pro, including planning and readiness activities leading to go-live and support during the transition to production. Tyler's implementation team works with City staff to address outstanding issues, confirm readiness, coordinate go-live activities, and provide post-go-live assistance as staff transition from the City's existing system to ERP Pro.

- **Maintenance and System Updates:** Provide ongoing software maintenance, system upgrades, enhancements, security updates, and applicable legislative or regulatory updates.

Tyler provides ongoing maintenance and updates for ERP Pro to support the solution throughout its lifecycle. Tyler's software-as-a-service approach enables Tyler to manage application updates and platform administration while delivering applicable product enhancements, security updates, and legislative or regulatory updates as they become available for the subscribed solution.

- **Technical Support and Customer Service:** Provide ongoing technical support, troubleshooting, customer service, and assistance with system administration and operational questions. Proposers shall identify support hours, response times, escalation procedures, methods of support, and the level of City staff or IT involvement expected for routine system support.

Tyler provides ongoing customer and technical support to assist City staff with product questions, troubleshooting, system use, and applicable administrative needs following implementation.

Established support and escalation processes provide a structured method for identifying, tracking, prioritizing, and resolving reported issues. Tyler will identify the applicable support channels, hours, response and resolution expectations, escalation procedures, and City responsibilities for the proposed ERP Pro solution.

- **Reporting and Analytics:** Provide standard and customizable financial reports, dashboards, analytics, data exports, and other reporting tools necessary to support City staff, management, and City Council reporting needs.

ERP Pro provides reporting and analytics capabilities designed to give authorized City staff access to financial and operational information needed for day-to-day activities, management oversight, and decision-making. Available capabilities include standard and configurable reporting, dashboards, data analysis, search, and data export functionality. These tools will help Exeter improve access to information and support the financial and operational reporting needs of City staff, management, and City Council.

- **System Administration and User Management:** Provide user-friendly administrative tools that allow authorized City staff to manage users, security roles, permissions, workflows, and routine system configuration. The Proposer shall identify which administrative functions can be performed by City staff and which require vendor assistance.

ERP Pro provides administrative capabilities that allow authorized City personnel to manage applicable users, security roles, permissions, workflows, and routine system configuration. Role-based administration helps the City control access to information and functionality based on user responsibilities. Tyler will identify the administrative functions City staff can perform directly and those that require Tyler assistance as part of the proposed solution.

- **Documentation:** Provide system documentation, administrator guides, user guides, training materials, and other documentation necessary for the City to effectively operate and administer the system.

Tyler provides product and training documentation to support the City's implementation and ongoing use of ERP Pro. Applicable resources include materials for end users and system administrators designed to support training, routine system operation, administration, and continued learning after implementation.

- **Security and Data Protection:** Maintain appropriate security controls, data protection, backup, disaster recovery, and cybersecurity practices to protect City data.

Tyler's SaaS environment incorporates security and data-protection practices designed to protect the confidentiality, integrity, and availability of City information. Tyler manages the hosted environment and applicable security controls, data protection, backup and recovery, disaster recovery, maintenance, and cybersecurity practices associated with the proposed service. Additional details regarding Tyler's hosting environment and security approach are provided in Section 4.10, Hosting, Security and Technology.

- **Ongoing System Enhancements:** Describe the process for providing new features, enhancements, and technology improvements throughout the term of the agreement and identify whether such enhancements are included in the proposed subscription or require additional fees.

Tyler continually invests in the maintenance and advancement of ERP Pro. Product updates and enhancements provide clients with continued access to improvements as the solution evolves,

helping the City benefit from Tyler's ongoing investment in its technology without undertaking traditional major system replacements. Tyler will identify which updates and enhancements are included with the City's proposed subscription and any functionality, modules, or services that would require additional fees.

- **Other Services:** Provide any other services, functionality, or support reasonably necessary to successfully implement, operate, maintain, and support the proposed financial management system.

Tyler will provide the software and applicable professional services identified in the proposed scope to support Exeter's implementation, transition, operation, and ongoing use of ERP Pro. Any additional, optional, or third-party services proposed for the City will be clearly identified along with applicable assumptions, responsibilities, and costs.

- **City Technical and Administrative Requirements:** The proposed solution should minimize the City's need for specialized technical resources, infrastructure, and ongoing system administration. Proposers shall identify the expected level of City staff involvement required during implementation and after go-live, including any hardware, network, technical, administrative, or other resources that will be the City's responsibility.

ERP Pro's SaaS delivery model is designed to reduce the City's need to maintain specialized application infrastructure and perform routine platform administration. Tyler manages the hosted application environment and associated platform responsibilities, allowing City personnel to focus on their operational and administrative responsibilities. During implementation, City participation will be required for activities such as project coordination, business-process decisions, configuration validation, data preparation and validation, testing, training, and go-live readiness. Tyler will clearly identify the City's implementation and ongoing responsibilities, including applicable staffing, network, hardware, technical, and administrative requirements.

The Proposer shall clearly identify which services are included in the proposed base price, which services are optional, and any services that require additional fees or third-party products.

Tyler's proposal and cost documentation will clearly distinguish the software and services included in the proposed base solution from optional functionality and services. Any applicable additional fees, third-party products or services, integration costs, optional modules, or other costs associated with the proposed solution and pricing documentation.

2.1 Project Goals

The goals of the project include, but are not limited to:

- Replace the City's existing financial management system with a modern, user-friendly solution that provides simplified navigation, easy access to information, efficient workflows, and functionality that supports the City's current and future needs.

ERP Pro provides the City of Exeter with a modern, integrated financial management solution designed specifically for local government. Its user-friendly navigation, connected applications, configurable workflows, and centralized access to information help staff complete routine activities efficiently and access the information they need with less reliance on disconnected or manual processes. ERP Pro’s scalable, modular approach allows Exeter to implement functionality

aligned with its current operational and staffing needs while providing the flexibility to add capabilities as the City's needs evolve.

- Improve system response times and reduce errors.

ERP Pro helps improve efficiency and accuracy by connecting financial and administrative processes within an integrated system. Automated workflows, system validations, and shared data reduce repetitive manual entry and opportunities for error, while streamlined access to information helps City staff complete routine tasks and respond to operational needs more efficiently.

- Reduce manual processes and paper-based workflows and automate routine tasks.

ERP Pro helps Exeter reduce manual and paper-based processes by connecting information and workflows across applicable financial and administrative functions. Configurable electronic workflows, approvals, notifications, and process automation can streamline routine activities, reduce repetitive data entry, and improve consistency while allowing City staff to focus more time on higher-value responsibilities.

- Provide improved integration with other City systems and third-party applications.

ERP Pro supports integration with applicable City systems and third-party applications to facilitate the secure and efficient exchange of information between systems. Tyler will work with Exeter during implementation to identify required interfaces, define data exchange requirements, and determine the appropriate integration approach for applicable systems, including payment processing, banking, utility billing, payroll, and other applications. Available standard integrations and any additional integration services, third-party products, customization, costs, or limitations will be clearly identified in Tyler's proposed solution.

- Improve financial reporting, dashboards, analytics, and access to real-time or near-real-time financial information.

ERP Pro provides reporting, dashboard, analytics, and data-access capabilities that help Exeter turn financial information into actionable insights. Authorized staff can access timely financial information to monitor operations, analyze trends, and support reporting needs across City staff, management, and City Council. These capabilities improve visibility into financial performance while reducing reliance on manual reporting processes and helping users make informed decisions using current, accessible data.

- Improve reporting capabilities and access to data.

ERP Pro provides standard and customizable reporting, dashboards, analytics, and data export capabilities that give authorized Exeter staff efficient access to financial and operational information. These tools help users retrieve and analyze data, produce reports for operational and management needs, and reduce reliance on manual reporting processes, improving access to the information needed for timely, informed decision-making.

- Provide secure, reliable, and accessible application hosting with appropriate backup, disaster recovery, and cybersecurity protections.

ERP Pro is delivered through Tyler's cloud-based Software-as-a-Service (SaaS) model, supported by Amazon Web Services (AWS). Tyler manages the hosted application environment and provides security, backup and recovery, disaster recovery, routine maintenance, and cybersecurity protections designed to support the confidentiality, integrity, availability, and reliability of City data and applications. This approach provides Exeter with secure, accessible ERP Pro services while reducing the City's need to maintain the underlying application infrastructure.

- Provide a system that can be maintained and upgraded with minimal disruption to City operations.

ERP Pro's Software-as-a-Service (SaaS) delivery model enables Tyler to manage routine system maintenance and updates for the hosted solution, reducing the technical and administrative burden on Exeter staff. Tyler's approach is designed to keep the solution current while minimizing disruption to City operations and reducing the need for the City to manage complex software upgrades or maintain the underlying application infrastructure.

- Improve the City's ability to meet financial reporting, payroll, utility billing, budgeting, purchasing, and other municipal requirements.

ERP Pro provides integrated functionality designed specifically to support local government operations, including financial reporting, payroll, utility billing, budgeting, purchasing, and other municipal processes. By connecting these functions within a common solution, ERP Pro helps Exeter maintain consistent information, streamline workflows, improve operational efficiency, and support the financial and administrative requirements of the City.

- Provide opportunities for the City to implement additional functionality or modules as operational needs evolve.

ERP Pro's modular design provides Exeter with the flexibility to expand its solution as operational needs evolve. The City can implement functionality aligned with its current priorities while retaining the ability to add available ERP Pro modules and capabilities in the future. This scalable approach supports Exeter's long-term growth without requiring the City to implement unnecessary functionality before it is needed.

- Improve the City's ability to search, retrieve, analyze, and export financial and operational information.

ERP Pro provides tools that enable authorized Exeter staff to efficiently search, retrieve, analyze, and export financial and operational information. By providing access to connected data through reporting, inquiry, analytics, and export capabilities, ERP Pro helps staff locate needed information, perform analysis, and use data for operational reporting and informed decision-making.

- Provide a solution that is appropriately scaled to a small municipal organization while allowing for future growth and additional functionality.

ERP Pro is designed to provide small local governments such as Exeter with robust municipal functionality without unnecessary complexity or administrative burden. Its modular, scalable approach allows the City to implement capabilities appropriate to its current size, staffing, and operational needs while retaining the flexibility to add available functionality as requirements evolve. This provides Exeter with a right-sized solution today and a foundation capable of supporting future growth.

ERP Pro Overview

ERP Pro is a purpose-built, fully integrated ERP solution designed to help your team save time. At Tyler, we are committed to delivering exactly what's essential to your operations, helping you improve financial and personnel management, streamline utility billing, simplify community development and tax administration, and enhance citizen engagement—without the overhead of features you'll never use. Whether in the office or the field, your team can rely on real-time access to the information they need to work efficiently and effectively.

Over 40% of our team has direct experience working within the public sector. This collective expertise provides us with a deep, practical understanding of the challenges commonly faced by small and mid-sized government organizations, including limited staffing, constrained budgets, and reliance on manual processes. These insights are at the core of Tyler's design and delivery of ERP Pro.

ERP Pro offers the flexibility resource-conscious governments need to align with their unique scale, priorities, and practical realities.



Modernize Your Organization with the Cloud

Tyler's cloud-based ERP Pro software simplifies IT management and reduces costs for the City. By eliminating the need for expensive on-premises hardware and ongoing maintenance, Tyler's Cloud-based ERP solution allows for more predictable budgeting and frees IT teams to focus on higher-impact initiatives. Automatic updates ensure you're always using the latest features without the hassle of manual upgrades or infrastructure overhauls. With improved connectivity, staff can access tools securely from anywhere, supporting remote work, mobile services, and more responsive community engagement.

Tyler's ERP Pro features a cloud-first security architecture that safeguards sensitive data while providing flexibility, scalability, and peace of mind.

- Secure Hosting utilizes contemporary cloud infrastructure to protect data through end-to-end encryption effectively, ensuring security both in transit and at rest.
- Role-based Access Controls leverage user roles to enforce tailored, role-based access, reducing risk and optimizing operational efficiency.
- Automated Cloud-Based Backups and Disaster Recovery ensure business continuity.
- Scalability ensures your system grows with you without avoiding costly hardware upgrades.

Strengthen Oversight with Continuous Fraud Monitoring

Tyler's embedded Fraud, Risk & Compliance (FR&C) service is purpose-built to protect public sector ERP environments by continuously monitoring user authentication, application activity, vendor records, and financial transactions for signs of fraud, misuse, or elevated risk. Built exclusively for Tyler applications, FR&C leverages native log telemetry, behavioral baselines, AI-driven analytics, and fraud detection logic aligned with MITRE ATT&CK techniques to identify anomalies such as:

- Unauthorized access
- Privilege escalation
- Unusual payroll or vendor changes
- Suspicious data activity

High-risk events are reviewed 24/7/365 by Tyler's security operations center (SOC) analysts, who validate findings and provide prioritized alerts and recommended response actions within minutes of detection.

Delivered as a secure, subscription-based service within Tyler's protected cloud environment, FR&C combines machine learning, large language models, and expert human analysis to perform millions of automated security decisions each day while maintaining strict data residency and role-based access controls. All logs are encrypted in transit and retained to support compliance with key federal and state frameworks, including MIST, CJIS, FISMA, HIPAA, FERPA, StateRAMP, and others. Through centralized dashboards, real-time alerts, and compliance-ready reporting, the City gains continuous oversight of user-based risk, strengthening internal controls, safeguarding public funds, and demonstrating accountability without adding operational complexity.

Accelerate City Operations with End-to-End Workflow Automation

Establish district-specific workflows that automate approvals, eliminate bottlenecks, and ensure accurate, on-time operations. From onboarding and time worked to budget approvals and purchase requests, automation minimizes administrative burden, reduces errors, and frees your team to focus on higher-value strategic priorities. By eliminating repetitive tasks and automating workflows, ERP Pro drives efficiency and empowers your staff to work smarter and faster.

Enhance Efficiency with Role-Based Dashboards

Provide secure, streamlined access to data through customizable dashboards. Users receive proactive alerts to areas requiring their attention, allowing them to quickly view, share, approve, or explore items. Dashboards give staff quick access to their most-used tools and data, while drill-down search features deliver deep insights with ease. Administrators can set role-based access controls to protect sensitive information while ensuring employees have the data they need to work efficiently.

Configurable Reporting Drives Data-Driven Decision-Making

Tyler's secure reporting solution includes a ready-to-use report library and an intuitive native report writer that makes it easy for your staff to build and customize reports without needing external consultants or additional vendors. Data from across departments can be consolidated to provide clear and accurate insights for informed decision-making. Custom alerts proactively notify staff when key performance indicators or goals may be off track. With all reporting tools provided by a single vendor, the City avoids the complexity and cost of managing multiple systems.

Secure Every Login with Single Sign-On

Whether or not the City already has an identity provider, ERP Pro delivers secure, streamlined access to Tyler back-office applications. If you maintain an existing identity management system, ERP Pro integrates directly with it—extending single sign-on across your technology ecosystem without disruption. If you do not have an identity provider in place, Tyler provides Identity Workforce at no additional cost, delivering built-in identity management with multi-factor authentication via email. Either way, you gain secure access from day one, without added complexity or expense.

Financial Management Pro

Maximize your resources and strengthen financial control with Financial Management Pro. Small to mid-sized local governments gain real-time visibility into revenues and expenses, enabling faster, smarter decision-making when it matters most. Built-in controls and automation enhance accuracy, accelerate workflows, and promote transparency. Financial Management Pro solutions centralize operations to deliver greater efficiency and stronger financial oversight without compromising data integrity.

Key Benefits

Simplify financial management with seamless integration

Maintain consistent data and processes

Adapt to your evolving needs

Ensure compliance with state and federal requirements

Optimize cash flow through performance measurements and analysis

Access real-time insights to enhance strategic decision-making

Minimize risk with improved financial controls

Break Down Silos with Integrated Financial Tools

Eliminate manual work, boost accuracy, and align departments with real-time data sharing and automated workflows. ERP Pro's General Ledger automatically syncs with ERP Pro's Procurement, Payroll, and Accounts Payable solutions, eliminating data discrepancies and driving real-time financial visibility across departments.

Strengthen Financial Accountability

Manage taxpayer funds with greater transparency and accountability. Real-time reporting and customizable drill-down tools give your staff instant access to critical financial details, driving smarter financial decisions. Built-in budgeting and forecasting tools streamline resource allocation and align spending with community priorities. Promote greater transparency and build public trust by allowing residents to access financial and spending data with Tyler's Open Finance platform.

Drive Smarter Decisions with Drill-Down Analytics

Robust search tools and intuitive navigation make it easy to find transactions by date, amount, process type, or other key details. Visual tools like charts, graphs, and interactive account summaries help finance staff monitor budget performance in real time. Users can drill down into data points for deeper insight, view budgets by period or fiscal year, and compare encumbered, actual, and budgeted amounts.

Key Modules and Applications

General Ledger	Bank Reconciliation	Budgeting	Project Accounting	Accounts Payable
Purchasing	Accounts Receivable	Fixed Assets	Inventory Control	

Financial Management Core

Financial Management Pro is a flexible, future-ready financial management system that grows with you. Our Financial Management core is natively integrated to work seamlessly from day one.

Powering the entire platform is a robust General Ledger that captures and connects every aspect of your financial operations. From invoice processing to account reconciliation, every transaction is automatically recorded in the General Ledger with a detailed audit trail—eliminating redundant manual entry, reducing errors, and ensuring data is accurate and up to date. This deep integration across all financial modules means every department works from the same real-time financial data, improving decision-making and accelerating reporting cycles. Comprehensive integration streamlines the management of all revenue and expense processes across your organization.

General Ledger

The General Ledger is designed to provide your organization with comprehensive financial control across all departments, funds, and programs. With flexible account structures and unlimited segment configurations, Tyler's General Ledger supports customized financial reporting that aligns with your operational and regulatory needs while reducing complexity. Fully compliant with GAAFR and GAAP standards, Tyler's General Ledger supports modified accrual, full accrual, and cash-based accounting. By eliminating manual processes and integrating seamlessly with your ERP Pro ecosystem, the General Ledger enhances efficiency and offers real-time visibility into all financial activities. Advanced budget controls, complete audit trails, customizable reporting, and robust third-party integrations support long-term growth and compliance.

With ERP Pro's General Ledger, the City will be able to:

- Maintain transparency with full audit trails, including reversals and reposting.
- Make faster, data-informed decisions with real-time data updates.
- Streamline reconciliation by centralizing data and simplifying searches.
- Easily manage accounts with unlimited, flexible Chart of Accounts segments.
- Utilize different budget cycles for various accounts with user-friendly calendars.
- Manage multiple fiscal years and post entries to open or closed periods for audit adjustments.
- Schedule automated report runs and easily export data into existing spreadsheets.
- Ensure accurate multi-fund transactions with automatic inter-fund balancing.

Bank Reconciliation

Easily reconcile an unlimited number of bank accounts using ERP Pro's intuitive, step-by-step workflows that guide users through every stage of reconciliation. Users can import cleared transactions in various bank-specific file formats or manually clear items as needed. Bank Reconciliation intelligently flags issues like missing checks, duplicate entries, incorrect amounts, and other discrepancies, making it easy to review and correct any issues. Once reconciliation is

complete, users can generate detailed reports with hyperlinks for easy navigation and documentation.

Accounts Payable

Accounts Payable simplifies and streamlines disbursements and vendor payments. Reusable templates and step-by-step guides accelerate invoice processing, saving time and effort. Automated check queueing, e-signature capture, and customizable schedules eliminate manual bottlenecks and ensure timely payments. Built-in over-budget checks help prevent overspending, and full visibility into open payables—including balances, due dates, and pending items—allows your team to make informed decisions and maintain better oversight. A centralized vendor grid tracks all vendor activity, making it easier to manage relationships, monitor payments, and quickly access vendor history.

Accounts Payable will help the City to:

- Enable accurate tracking with unlimited commodity codes and flexible accounting support.
- Streamline compliance with tools for 1099/1096 forms and comprehensive audit reporting.
- Enforce rules for secure, authorized payment approvals.
- Get instant alerts for errors like bounced emails to stay on track.
- Maintain searchable records with real-time visibility into payables and vendor activity.
- Reduce errors with on-demand check writing, GL edits, and secure data imports.
- Support multiple funds and payment types, including ACH, checks, and purchase cards.

Budgeting

Budgeting centralizes your entire budgeting process, allowing your team to build, review, and finalize budgets more efficiently. Powerful budgeting tools allow you to confidently model future budgets using past data, current balances, and custom assumptions. Drill into projections to understand the key drivers behind each model. Create budgets by copying prior-year data, using projection scenarios, duplicating budget codes, or importing directly from Excel. Once generated, budgets are immediately accessible to users through their dashboards, where they can review, make edits, and add requests.

Maintain complete budget control across funds, departments, accounts, and budget types. Built-in budget-to-actual comparison tools provide real-time financial insights, enabling teams to make informed decisions, adjust proactively, and maintain control throughout the fiscal year.

ERP Pro Budgeting will allow the City to:

- Provide secure, role-based access to budgets, allowing users to see only what is relevant to them.
- Improve resource allocation by requiring all budgets to go through a formal approval process.
- Automate monthly budget distributions using historical or custom allocation rules.
- Streamline budget cycle setups with simplified tools to reset data or roll up accounts.

- Support informed decision-making with unlimited budget scenarios and “what-if analyses.”
- Strengthen compliance with visibility into changes to an item's status, cost, or description.
- Collaborate across departments with comments at the fund, department, or line-item levels.

AP Automation

AP Automation streamlines payments by automating manual tasks like invoice data entry and approval sequences, and managing vendor disbursement preferences. Vendors or staff can upload invoices directly, and key vendor and invoice information is scraped and organized in a consistent dashboard view. Native ERP Pro integration ensures unified payment, disbursement, and account management, creating a seamless, end-to-end workflow.

As a cloud-native solution, AP Automation acts as a secure link between the City and Tyler’s disbursement engine, enhancing protection against fraud. Batch management provides real-time visibility into payment submission details, statuses, and reference IDs for easy reconciliation. Users can track cashed payments, adjust or reissue payments as needed, and maintain complete control of the entire accounts payable process.

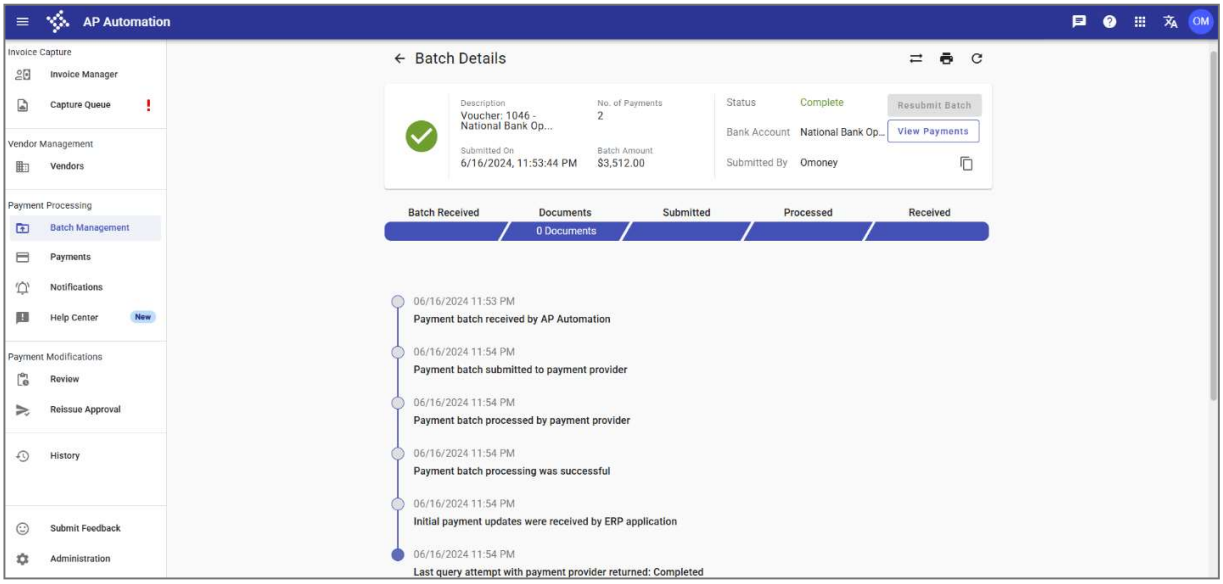


Figure 1. Streamline payment submission and easily access batch details (Confidential and Proprietary).

Invoice Capture

Leveraging AWS Optical Character Recognition (OCR), Invoice Capture automatically captures invoices from monitored email boxes, file uploads, or vendor submissions and converts them into accurate digital records. Key data is extracted and routed for approval, eliminating manual data entry and reducing errors.

Three-way purchase order matching confirms goods and services are received before payment, while real-time budget checks support financial control and oversight. Multi-line allocations, state-

specific sales tax reporting, and support for multiple checking accounts ensure Invoice Capture adapts to your organization's processes while streamlining invoice management from submission to payment.

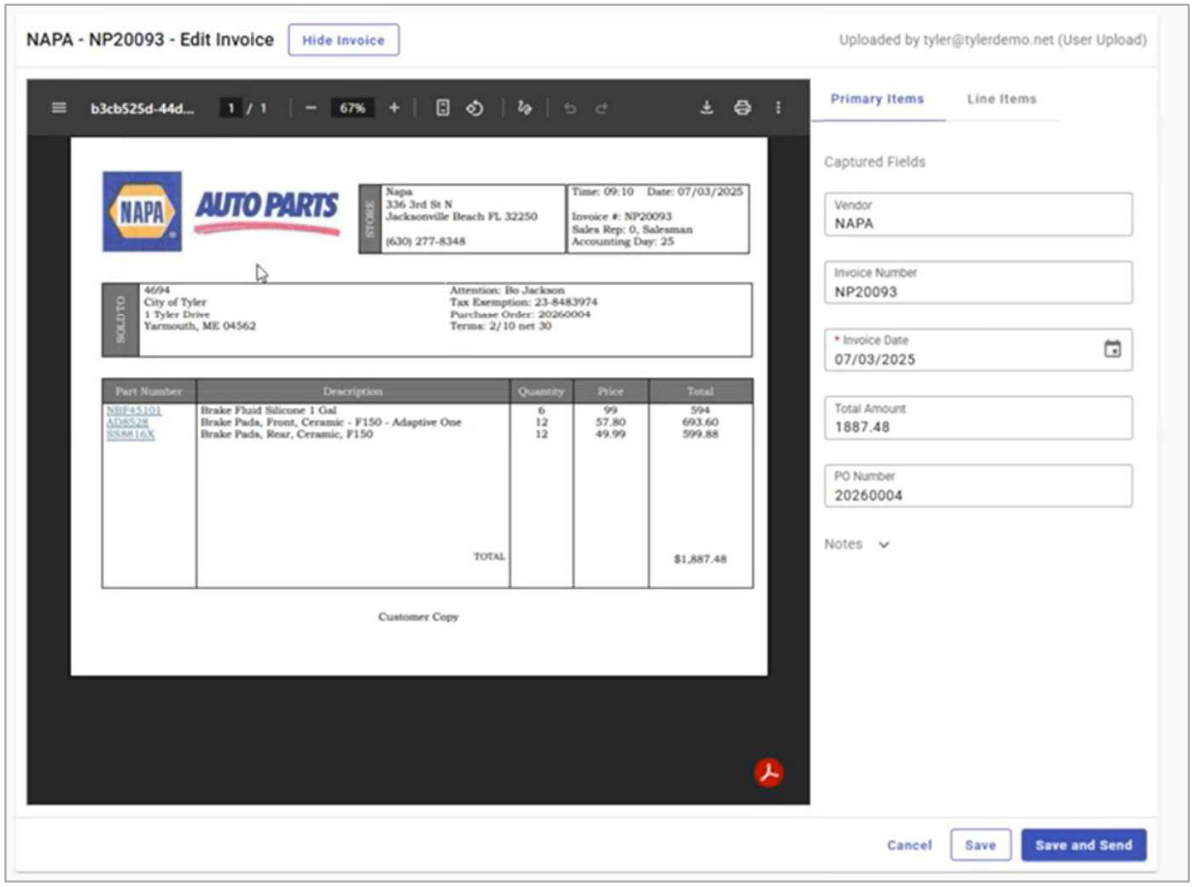


Figure 2. Easily view invoices and edit auto-captured data fields. (Confidential and Proprietary).

Fraud, Risk & Compliance (FR&C)

Fraud, Risk & Compliance (FR&C) continuously monitors user behavior, vendor profiles, and payment data to identify irregularities before they can compromise security. Powered by both AI-driven analytics and human expertise, FR&C identifies risks such as duplicate vendor information, suspicious domain activity, or unusual changes in user accounts and permissions. Confidence Interval Detection cross-references trusted intelligence sources and law enforcement data to flag known threats, while automated checks validate tax IDs, bank accounts, and vendor details to prevent fraud at the source. Embedded directly into the workflow, FR&C ensures that greater efficiency never comes at the expense of security.

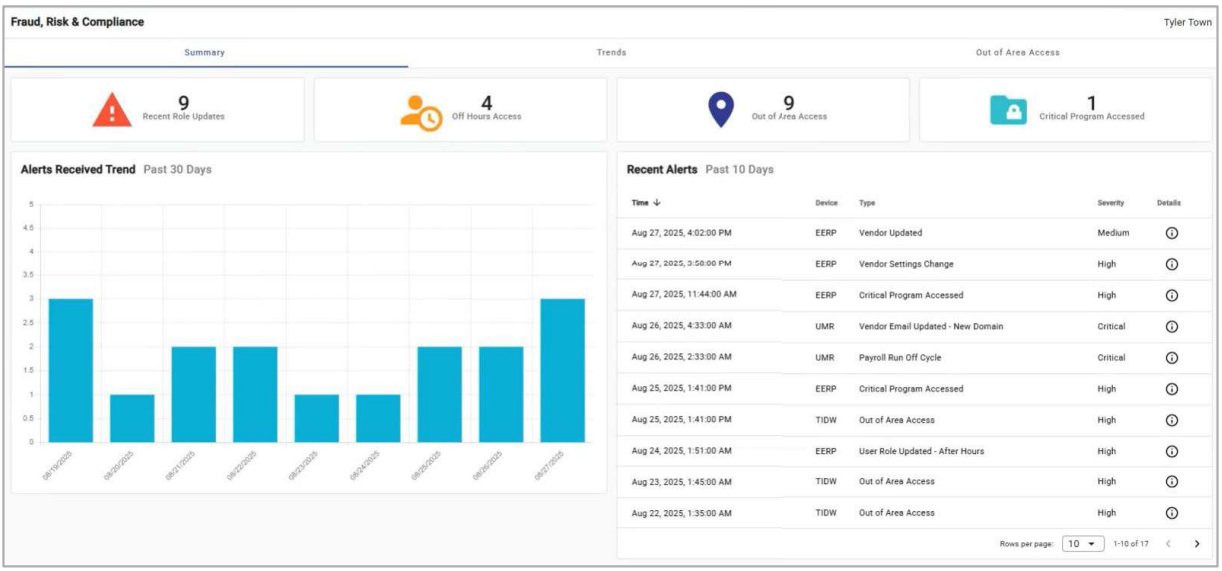


Figure 1. Quickly view alerts and drill down into activity with the FR&C dashboard. (Confidential and Proprietary).

Project Accounting

Easily manage complex, multi-year, and multi-fund projects and grants with powerful tracking tools. Enforce budget checks at the project or account level to maintain full control and ensure spending compliance.

All purchasing, payables, and payroll activities post directly to the general ledger, ensuring accurate and consistent financial records. Flexible tracking segments let you monitor project phases, tasks, and subtasks—either within the general ledger or through a dedicated project ledger—so you can structure and report on financial data the way that works best for you.

Keep projects on track with clear, at-a-glance summaries that display pending activities, total revenues and expenses, actual budgets, encumbrances, reserves, and remaining balances. Percent-complete indicators provide insight into overall progress, helping you ensure projects stay aligned with timelines and objectives.

With Project Accounting, the City will:

- Gain clear visibility into project histories, including timelines, status, descriptions, and notes.
- Understand financial performance with easy-to-use budget vs. actual reports.
- Stay informed through summaries of budgets, posted activity, encumbrances, and reserves.
- Gain detailed insights into line-item budgets to support strategic decision-making.
- Maintain control by tracking allocations, monitoring status, and overseeing spending progress.

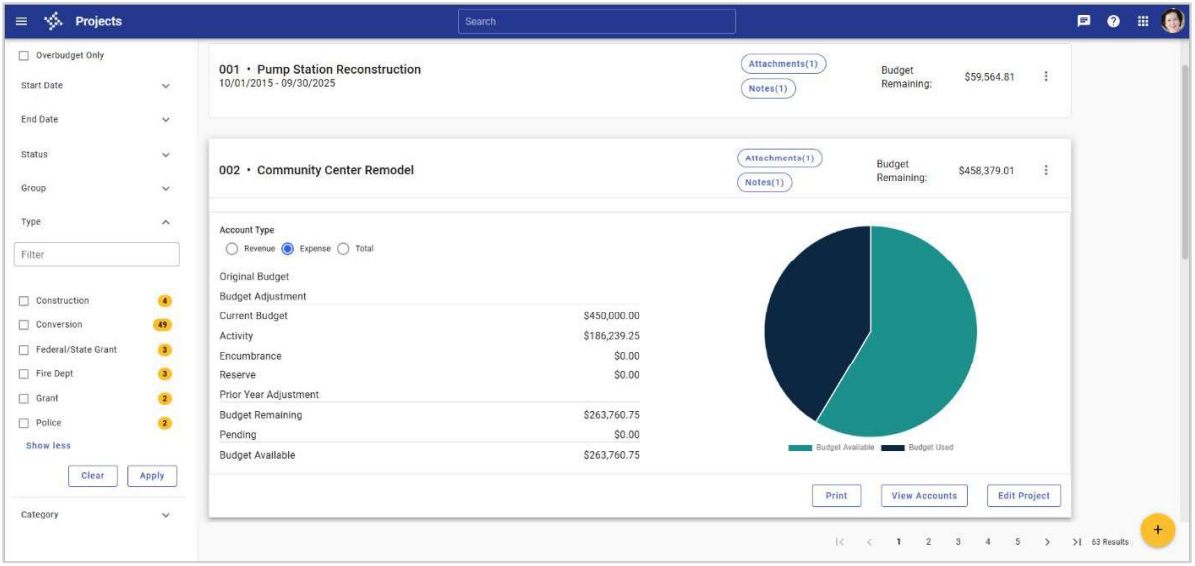


Figure 2. Easily manage projects, grants, and budgets from a centralized dashboard (Confidential and Proprietary).

Grant Management

Built for transparency, compliance, and efficiency, ERP Pro gives you the tools you need to turn grant opportunities into realized outcomes. Confidently manage and track funding throughout the entire grant lifecycle from application to closeout. Keep a detailed record of each grant, including the application, purpose, conditions, and how the funds were used. Easily manage matching funds and reimbursement amounts and accurately track and report on funds received and expended. Speed up workflows by selecting the right grants during invoice and payroll time entry, ensuring accurate allocation and faster processing.

With Grant Management, you will be able to:

- Easily create, access, and maintain comprehensive grant records.
- Quickly find what you need with a consolidated view of all grants—filter by date, status, or type.
- Improve transparency with real-time tracking of grant history, activity, and encumbrances.
- Provide details and context by adding notes directly to grant histories.
- Track project expenditures by funding source.
- Confidently manage multi-year grants with built-in tracking tools.
- Ensure compliance by tracking spending across purchasing, payroll, and other financial functions.
- Strengthen reporting with accurate, up-to-date information across all project activities.
- Drive informed financial decisions with full visibility into spending, timelines, and resources.

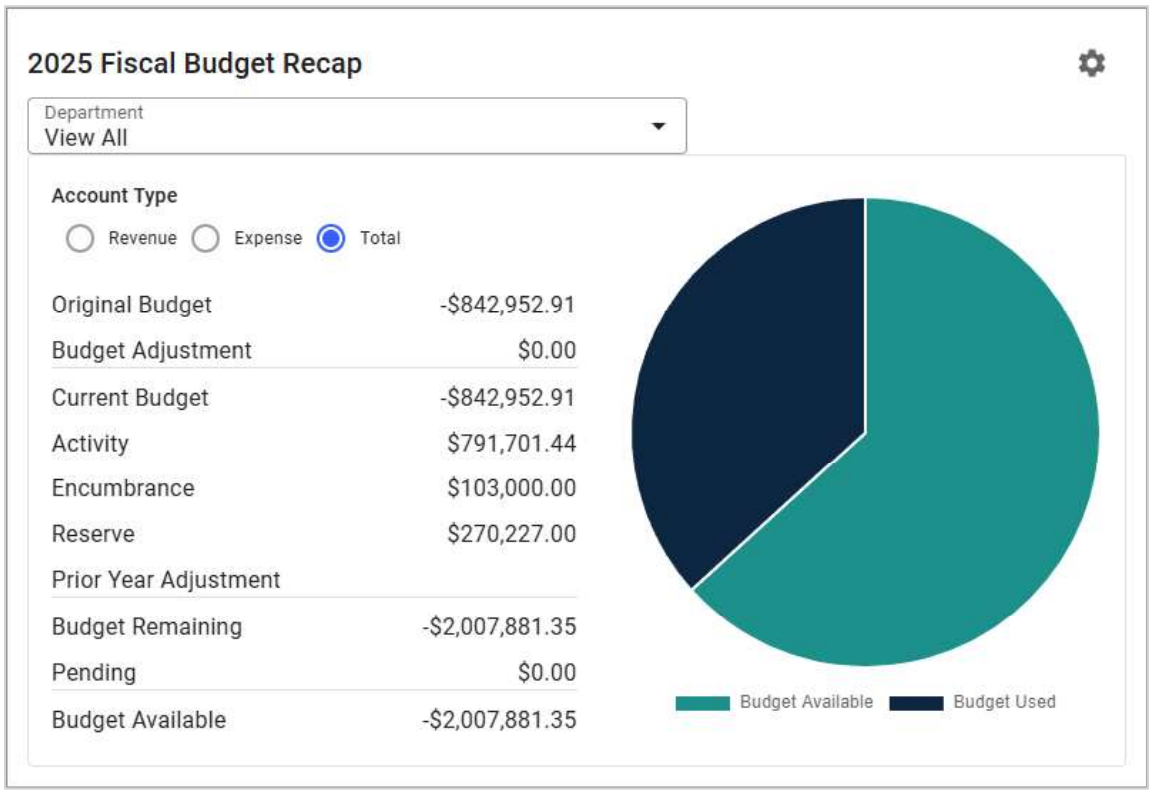


Figure 3. Quickly access key budgeting information from your dashboard (Confidential and Proprietary).

Purchasing

Purchasing streamlines your entire procure-to-pay process from initial request to final payment, giving staff clear visibility into every stage of requesting, approving, ordering, invoicing, and reporting. Automated workflows align with your policies to help eliminate time-consuming tasks like routing approvals, emailing purchase orders, and tracking invoice histories. Accelerate approvals, reduce errors, and eliminate manual follow-ups with instant access to vendor data, full invoice history, and automated communication tools that send purchase orders directly to vendors and internal teams.

Purchasing will help the City to:

- Drive responsible spending with budget checks at the group or account level.
- Reduce errors and maintain accountability with built-in tracking of purchase order edits.
- Track and compare bids or quotes from multiple vendors.
- Simplify repeat purchasing using vendor templates.
- Maintain audit readiness with full transparency into all vendor transactions.
- Split multi-vendor requisitions into separate orders in just a few clicks.
- Calculate, track, and report sales tax and shipping costs.
- Easily access real-time inventory levels, including quantities on order and already requisitioned.

- Review open, closed, or voided purchase orders and easily print or reprint PO forms.
- Ensure accurate budget tracking with full encumbrance accounting, including support for partial and full liquidations.

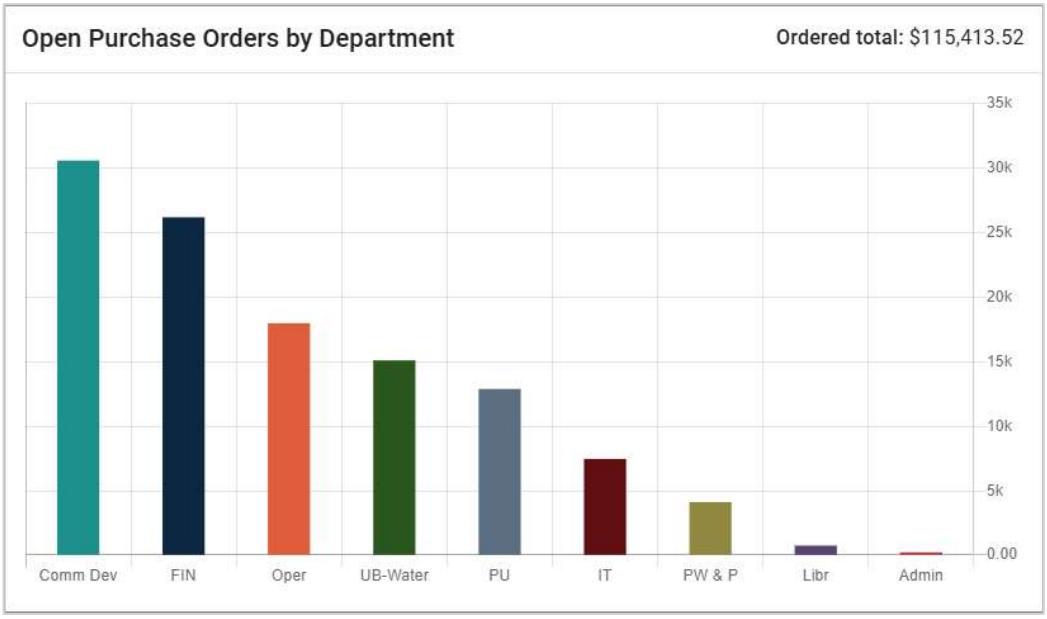


Figure 4. Compare spending across departments and drill into key metrics (Confidential and Proprietary).

Accounts Receivable

Accelerate cash flow and reduce collection time with ERP Pro's Accounts Receivable module. A centralized view of all customer and vendor activity makes it easy to track payments, reduce delays, and make smarter financial decisions. Automated workflows and alerts support timely collections, while built-in reporting and forms simplify communication with customers and vendors.

Integration with your general ledger automatically syncs invoices, payments, credits, and adjustments, eliminating manual entry and reducing errors. Real-time cash flow visibility across departments supports smarter, faster decision-making.

With Accounts Receivable, the City will:

- Simplify invoicing for both one-time and recurring charges.
- Enable proactive collections with customizable account alerts.
- Support a variety of payment methods.
- Streamline billing by emailing invoices, generating print files, and certifying mailing addresses directly from the system.

Fixed Assets

Maximize efficiency and reduce manual effort with centralized asset tracking, accounting, and reporting. Fixed Assets allows you to track assets by fund, department, and location throughout their lifecycles—from acquisition to disposal. Streamline operations and improve accuracy by automating key processes for adding, depreciating, and disposing of fixed assets. Seamless ERP Pro integration eliminates redundant data entry and supports compliance with a reliable audit trail.

Fixed Assets allows the City to:

- Easily create assets by copying existing records and quickly tracking improvements or additions.
- Sync asset transactions with your general ledger in real-time, eliminating repetitive data entry.
- Categorize assets with user-defined classes, types, and comment codes.
- Use a preliminary asset file to accurately review entries before posting to the ledger.
- Utilize an optional barcode scanning interface to automate physical inventory.
- Generate a wide range of reports, including master files and custom views, with export options to Adobe PDF, Microsoft® Excel and Word, and Text.
- Record key asset tracking details, including serial/tag numbers, asset type, insurance, condition, warranty, maintenance, and repair history.

Inventory Control

Track and manage inventory across multiple warehouses in real time. Stock levels, last cost, and weighted average cost automatically update as transactions occur, eliminating manual adjustments and ensuring accurate end-of-period reporting. A comprehensive suite of reports—including item listings, valuations, details, locations, orders, and disbursements—provide the insights needed for inventory management.

Integration with your general ledger automates the recording of receipts and disbursements, eliminating duplicate data entry. Gain full project visibility by integrating with Work Orders to enable accurate inventory tracking and real-time monitoring of material usage across all projects. Integration with ERP Pro ensures accurate part quantities on requisitions and purchase orders, maintains up-to-date cost data, and automates reorder points to keep inventory levels optimized.

Inventory Control allows the City to:

- Eliminate duplicate data entries with seamless integration to your general ledger.
- Reconcile quickly with a mass adjustment feature for physical inventory.
- Access key data quickly through search grids and exportable/printable reports.
- Improve visibility across departments with uniform “on-hand” and “on-order” quantities.
- Drive informed decision-making with built-in standard reports.
- Quickly locate items by name, number, or category with advanced search tools.

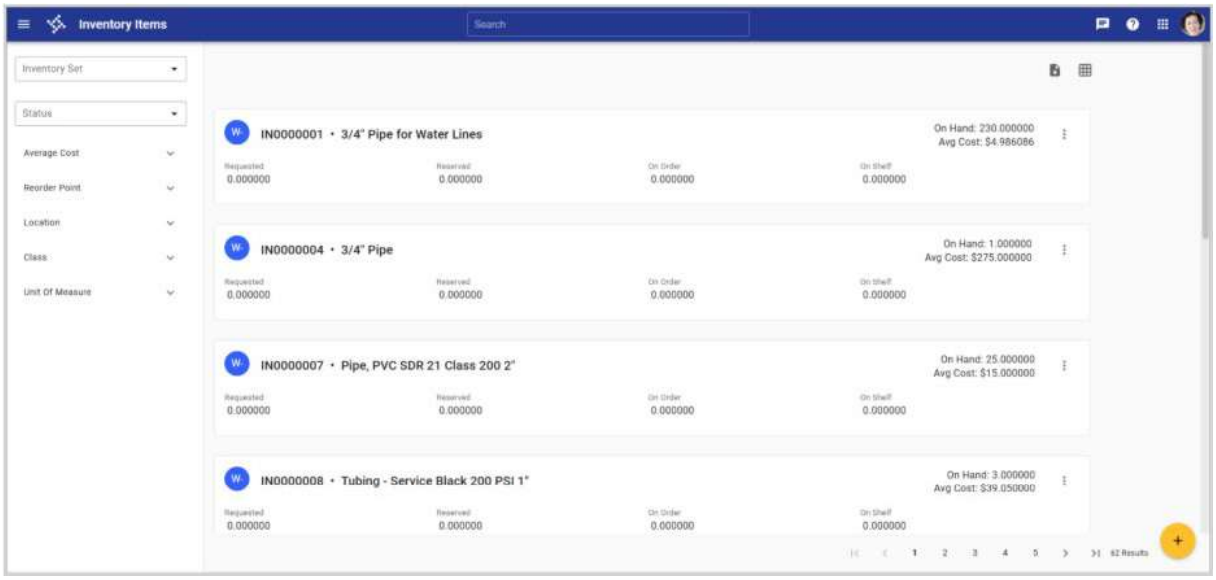


Figure 5. Easily view inventory items and levels (Confidential and Proprietary).

Human Resources Management

Designed for small to mid-sized local governments, ERP Pro's Human Resources Management unifies HR and Payroll to centralize employee data, automate routine tasks, and streamline operations. By sharing information seamlessly across solutions, it eliminates duplicate entry, simplifies personnel actions, and supports policy-aligned decisions. Automated payroll processing with unlimited deduction codes ensures compliance, transparency, and reduced administrative workload for City—from hiring to retirement.

Key Benefits

- Easily share personnel actions and data
- Simplify time tracking and leave management
- Offer employees 24/7 self-service access
- Maximize efficiency with workflow automation
- Manage complex payrolls with flexibility and precision
- Optimize hiring with native Tyler apps that integrate seamlessly
- Reduce HR burden with paperless benefits enrollment

Drive Action with Real-Time Reporting

Make confident, informed decisions with seamless access to up-to-date employee information, payroll activity, and staffing metrics. With real-time dashboards and reporting tools, HR and payroll teams gain a clear view of workforce trends, compliance issues, and personnel actions. The City can feel confident that all EEO-4 and EEO-5 Equal Employment Opportunity reports, IRS quarterly 941 reports, W2s, 1099s, and 1095Cs meet federal and state requirements.

Optimize Workforce Planning and Operations

Support smarter staffing, succession, and budget planning with tools that streamline hiring, automate personnel actions, and centralize time and leave tracking. Built-in compliance checks and audit-readiness help you stay ahead, while integrated workflows ensure consistent processes from recruitment to retirement. Automated HR tasks, flexible payroll tools, and paperless processes reduce manual entry and free up staff to focus on strategic priorities.

Empower Employees with Secure Self-Access

With 24/7 self-service access to pay history, benefits, and key tasks, employees can manage their own information when it's convenient for them. Role-based permissions allow employees to share updates through built-in announcements, while customizable templates and paycheck simulation tools speed up time entry and boost transparency. Secure Employee Access Pro gives staff greater control and frees HR and payroll teams to focus on long-term planning, not data entry

Key Modules and Applications

Human Resources	Benefits Enrollment	Applicant Tracking	Position Budgeting	Employee Access Pro	Payroll

Native HR & Payroll

ERP Pro unifies employee records, benefits, time tracking, and payroll into one integrated system at a single, transparent price. Centralized data minimizes duplicate entry and errors, while automatic tax and deduction updates simplify compliance and decision-making. Monthly payroll runs, reports, and HR actions are seamlessly connected, ensuring accuracy and efficiency. Employee self-service tools reduce HR workload by enabling access to pay stubs, time-off requests, and benefits management. Scalable and adaptable, the system streamlines onboarding, offboarding, and expansion across departments and locations.

Human Resources

ERP Pro's all-in-one HR platform manages the complete hire-to-retire process, from attracting top talent through recruitment and applicant tracking to managing the employee lifecycle. It enables proactive oversight of certifications, training investments, evaluations, and educational achievements, ensuring alignment with organizational goals. With instant access to complete employee profiles, including leave balances, benefits, training, and equipment tracking, your HR staff can make faster, smarter decisions while ensuring compliance. Employee data tracking lets

you easily track demographics, position histories, performance evaluations, benefits, and professional development.

Ensure Compliance

Human Resources Management Pro monitors compliance by sending alerts for training deadlines, logging workplace incidents and OSHA-reportable events to be addressed, and ensuring adherence to FLSA, FMLA, and other labor laws.

Automate HR Workflows and Documentation

Streamline new hire onboarding with automated workflows that deliver a seamless, organized experience. Human Resources Management Pro automatically generates welcome packets and required documentation, ensuring nothing is missed and every new employee starts off informed and engaged.

Drive Access to Key Workforce Data

Gain instant, data-driven insights with powerful reporting tools that surface key information like employee summaries, pay trends, anniversaries, certifications, and dependents. Advanced query capabilities make it easy to retrieve accurate data.

Streamline Personnel Action Requests

Personnel Action Requests (PARs) centralize and accelerate key workforce processes, including hires, terminations, job postings, rate changes and transfers. By reducing administrative workload and improving data accuracy, PARs empower faster, more informed decisions. Automated document storage replaces manual filing, ensures regulatory compliance, and maintains transparency and audit-readiness. These capabilities foster employee trust and transform personnel management into an agile, efficient, and audit-ready function that aligns with your organizational objectives.

Payroll

ERP Pro Payroll helps you manage payroll with accuracy and efficiency by automating earnings and benefits distribution across departments, funds, and GL accounts according to your business rules. Batch processing lets you run multiple employee groups simultaneously, while unlimited deduction codes and built-in support for W-2s, I-9s, and 941 forms help ensure compliance. With instant access to leave balances, benefits deductions, and pay histories, your team can process payroll faster. Customizable pay stubs, support for multiple pay rates, and flexible approval workflows help payroll run more efficiently, with fewer errors and a clearer experience—no matter how complex the pay structure. Integration with Accounts Payable drives seamless communication and greater operational efficiency across departments.

With Payroll, the City can expect to:

- Automate payroll processing, including batch runs, earnings distribution, and cycle corrections.
- Supports compliance with tax forms and employment documentation (W-2s, I-9s, 941s).

- Handles unlimited deduction codes for garnishments, insurance, union dues, and more.
- Offers real-time visibility into payroll data, benefits, and labor costs for better decision-making.
- Enhance financial accuracy with automated GL posting and vendor payments.

Automated Income and Employment Verification

Automated Income and Employment Verifications powered by The Work Number® from Equifax® is included at no additional cost and available 24/7. When employees apply for credit, loans, housing, or government assistance, credentialed verifiers such as lenders or property managers can instantly and securely access only the information they need—without involving your HR staff. This eliminates the risks of manually fielding verification calls or sending entire payroll records. By zeroing in on exactly what's needed, The Work Number® reduces the risk of fraud, keeps sensitive data encrypted, and privatizes application specifics. Employees gain faster, more accurate decisions from verifiers, while avoiding the discomfort of sharing personal application details with HR. Staff enjoy less administrative burden and greater peace of mind knowing processes remain FCRA and government compliant.

Benefits Enrollment

Simplify and streamline open enrollment and new hire benefits with a user-friendly, paperless solution. ERP Pro Benefits Enrollment empowers employees to manage their benefit elections through a secure, self-service portal. They can easily enroll in or update plans across health, dental, vision, disability, life, dependent life, accident, and flexible spending accounts. HR teams can generate confirmation reports, analyze enrollment trends, and calculate monthly premiums with ease.

With Benefits Enrollment, the City can:

- Simplify benefits enrollment with an automated step-by-step guide.
- Eliminate printed packets and manual data entry with digital benefit elections.
- Configure flexible plan offerings by employee type, including full-time, part-time, and seasonal.
- Ensure accurate submissions with pre-populated forms and built-in validation rules.
- Track open enrollment progress in real time and send automated reminders to employees.
- Enhance visibility with benefit elections that flow directly into administrative dashboards.
- Allow year-round updates to dependent information and contact details.

Applicant Tracking Interface

Optimize hiring, from recruitment to onboarding. Reusable templates for job descriptions, interview questions, and evaluation forms ensure consistency and save time. A role-based dashboard makes it easy to publish job postings to your City site and external job boards, expanding your reach with minimal effort. Applicants benefit from a user-friendly application process with automated status updates and personalized communication, keeping top talent informed and engaged.

Applicant Tracking automates Personnel Action Requests, reducing manual paperwork and accelerating approval workflows for staffing changes like hires, promotions, and terminations. Integrated calendar management coordinates interview scheduling, sends reminders, and captures feedback in real time, making collaboration effortless and the hiring process more efficient.

Position Budgeting

Position Budgeting gives you a smarter way of planning by linking budgets directly to individual roles using your agency's actual pay structures. Built natively into Tyler's HR and Payroll platform, you can build position-based budgets that align with your overall financial plans, saving time and reducing manual work. You can create detailed budget scenarios at the individual position level, modeling both earnings and employer benefit expenses with accuracy. Quickly assess the impact of personnel changes and understand how future compensation adjustments will affect your budget. With seamless access to real-time HR and payroll data, Position Budgeting helps you stay on budget and make confident, data-driven workforce decisions—no APIs or third-party integrations required.

Employee Access Pro

Employee Access Pro is an integrated, self-service web application that centralizes key tasks and communications for employees, all in one place. It provides anytime, anywhere access to time entry, pay history, benefits, onboarding tasks, and personal information updates. Designated staff can upload tasks directly to an employee's portal or post announcements for specific groups, such as timesheet deadlines, mandatory trainings, or important dates.

Robust time entry tools simplify tracking and reduce the burden on payroll teams. Employees can create reusable templates for quick entry, submit time-off requests, and view leave balances by type and date range. From onboarding to retirement, Employee Access Pro streamlines communication, increases transparency, and ensures secure access to essential information.

Employee Access will allow the City to:

- Track complex schedules with automatic FLSA overtime calculations.
- Securely submit personal information updates, such as address, W-4, and direct deposit details.
- View pay history and explore "what-if" scenarios with a paycheck calculator.
- Review their employment timeline and track role changes within the organization.
- View benefit elections, access benefits guides, and submit changes for qualifying life events.

Utilities Pro

Utilities Pro is an all-in-one billing and account management system built specifically for small to mid-sized local governments handling electricity, gas, water, and sewer services. By automating service order updates and enabling account reviews to update all integrated systems simultaneously, Utilities Pro eliminates duplicate data entry. With native payment processing, there's no reliance on third-party vendors—ensuring reliability, security, and responsive support. Utilities Pro efficiently manages both metered services and one-time charges, allowing your staff to focus on delivering exceptional customer service and maintaining critical infrastructure—rather than getting caught up in paperwork.

Key Benefits



Ensure real-time financial reporting across departments



Eliminate duplicate data entries with seamless integration



Access real-time usage from Smart Meters



Exchange data with AMIs instantly



Simplify account setup and management



Streamline communication with automated notifications



Enable 24/7 customer payments without third parties

Free Up Staff Time with Simplified Account Management

Utilities Pro empowers staff with intuitive search tools and full account visibility, enabling quick access to resident information, usage data, and charges for faster, more personalized support. The flexible rate engine simplifies calculations for all rate types, allowing easy customization to meet the City's unique needs.

Drive On-Site Productivity with Mobile Tools

Using their mobile devices, field teams can easily capture photos, collect digital signatures, and complete tasks on the spot. With full offline functionality, crews can access and input critical information—even in remote areas with no internet connection. Once back online, real-time synchronization ensures all data is automatically shared with your back office.

Keep Residents Engaged with 24/7 Online Access

Utilities Pro offers a self-service portal that allows residents to manage their accounts and pay bills online at any time, meeting the demand for convenient access. With Utility Access, your residents can easily view transaction and payment histories, bill due dates, deposits, current balances, and more.

Key Modules and Applications

Utility Billing	Pre-Paid Utilities	Utility Access	Service Orders Mobile	MultiSpeak	Smart Meters

Utility Billing

Our comprehensive utility management platform streamlines every aspect of your operations—from service connections to billing—so you can focus on delivering reliable service to your community. Utility Billing's intuitive tools reduce administrative work and streamline operations, allowing staff to quickly manage meter reads, service cut-offs, and work orders with fewer errors. Self-service options empower residents with easy account management and automated billing.

Streamline Operations and Reduce Administrative Burden

Intuitive workflows allow staff to quickly manage new accounts, transfers, meter changes, and other service modifications. By centralizing data entry and automating key processes, Utility Billing eliminates duplicate data entry, saving time and reducing the potential for data-entry errors.

Improve Customer Account Management

Customers enjoy clear, easy-to-understand statements and flexible delivery options that cater to their preferences. Consolidated billing simplifies account management across multiple services or properties and allows residents to receive bills by mail or electronically through their Utility Access application. Because staff have quick access to customer information, customers benefit from faster responses and higher-quality support whenever they have questions.

Simplify Complex Billing

Utility Billing supports both metered and non-metered reads, providing flexibility for any property type. Customizable rate structures accommodate flat fees, usage-based charges, and even complex scenarios like tiered or primary/secondary metering. This ensures your residents receive fair, transparent, and accurate billing every time.

Accurate Billing and Reliable Revenue Management

Utility Billing integrates seamlessly with Financial Management Pro to streamline reconciliation, reporting, and collections. Built-in automation ensures billing accuracy by automatically detecting and correcting missed readings, service gaps, and data entry errors, eliminating the need for manual adjustments. Utility Billing supports a wide range of payment types, including full, partial, and pre-payments, and features built-in checks to prevent duplicate entries. It also supports payment plans, credit evaluations, bad debt tracking, and tax lien processing, giving your team the tools needed to manage finances with confidence and compliance.

Utility Access

Utility Access is a mobile-friendly app that gives residents real-time access to accurate billing and account details. Customers get full account transparency with a visual 12-month payment history. Seamless integration with ERP Pro simplifies internal workflows by automating data updates and eliminating the need for third-party systems or manual entry. Customize your portal with tailored colors, links, and images, and set controls over which information account holders can access and which actions they can take.

Utility Access makes it easy for City residents to:

- Make secure payments anytime, from any device.
- Instantly access real-time account balances and usage data.
- View detailed payment history, upcoming due dates, and deposit information.
- Submit service requests quickly and easily.
- Update personal and account information.

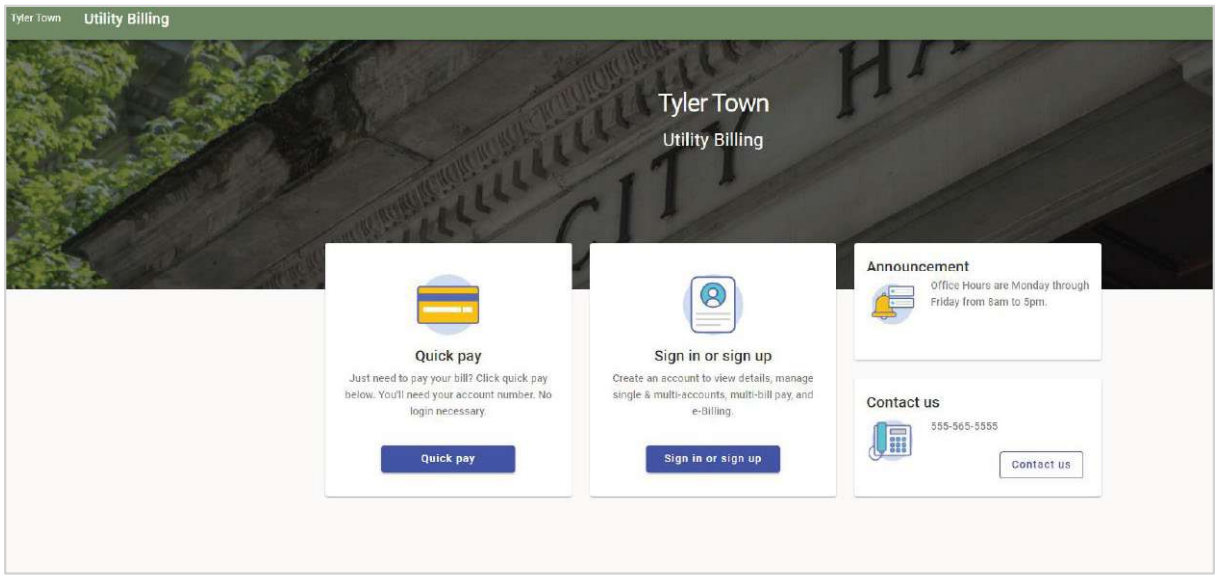


Figure 6. Provide residents with easy self-service access to manage their utility accounts and bills.

Permitting & Licensing Pro

Permitting & Licensing Pro is a cloud-based, integrated community development platform designed to help small and mid-sized municipalities modernize permitting, licensing, code enforcement, and related workflows. Built on a unified system, it replaces fragmented, paper-heavy processes with streamlined digital tools that improve accuracy, transparency, and service delivery. Its rapid deployment and easy implementation allow jurisdictions to go live quickly with minimal disruption—avoiding the lengthy, resource-intensive rollouts typical of enterprise systems. With automated workflows, user-friendly self-service portals, and built-in GIS intelligence, Permitting & Licensing Pro enhances cross-departmental coordination without adding complexity or requiring specialized IT resources.

Key Benefits

- Accelerate processing and case resolution
- Reduce paperwork and manual workload
- Improve accuracy with GIS-based validation
- Improve transparency and public trust
- Strengthen interdepartmental collaboration
- Provide 24/7 self-service for residents and businesses
- Enhance compliance and enforcement outcomes
- Scale confidently with a solution designed for growth

Improve Accuracy, Visibility, and Decision-Making with GIS-Powered Intelligence

Geographic Information System (GIS) functionality is embedded throughout Permitting & Licensing Pro, providing spatial context and geographic validation through permitting, licensing, and inspection workflows. Applications and cases are automatically tied to verified parcels, zoning rules, and mapped assets, allowing agencies to visualize patterns, trends, and hotspots across their communities. This shared spatial foundation supports better planning, proactive enforcement, and data-driven decision-making across departments.

Reduce Workload With Automated Workflows

Permitting & Licensing Pro streamlines internal operations through configurable workflow automation. Automated routing, reminders, and notices keep work moving without manual follow-up, reducing processing delays and improving accountability. These tools help ensure tasks are completed on time and allow staff to focus on higher-value work instead of administrative overhead

Increase Public Access Through Self-Service

Improve the public experience with intuitive, self-service portals for residents, contractors, and businesses. Users can submit applications, complete renewals, make payments, and track status updates online, providing greater transparency and convenience while reducing staff workload.

Core Applications

Permitting Pro	Licensing Pro	Code Enforcement Pro

Permitting Pro

Streamline permit reviews and approvals from application to inspection.

Permitting Pro digitizes and streamlines the entire permitting lifecycle, allowing agencies to manage applications, reviews, approvals, and inspections within a single, integrated system. By replacing manual, paper-based processes with automated workflows and electronic plan review, Permitting Pro helps municipalities reduce approval timeframes, improve accuracy, and provide greater transparency to applicants. Built-in GIS validation ensures permits are tied to the correct parcels and zoning requirements from the start, minimizing rework and compliance issues.

With Permitting Pro, the City will:

- **Shorten permit approval timelines**. Automated routing, concurrent reviews, and electronic plan review eliminate bottlenecks and reduce delays caused by manual handoffs.
- **Improve accuracy and zoning compliance**. GIS-based validation confirms property addresses, parcel data, and zoning requirements before permits are approved.
- **Reduce administrative burden**. Digital submissions, document management, and automated notifications minimize data entry and paperwork.
- **Increase transparency for applicants and contractors**. Self-service portals provide 24/7 visibility into permit status, inspections, payments, and supporting documents.
- **Support collaboration**. Through electronic (online) plan review, multiple reviewers can access and comment on plans simultaneously, improving coordination and accountability.

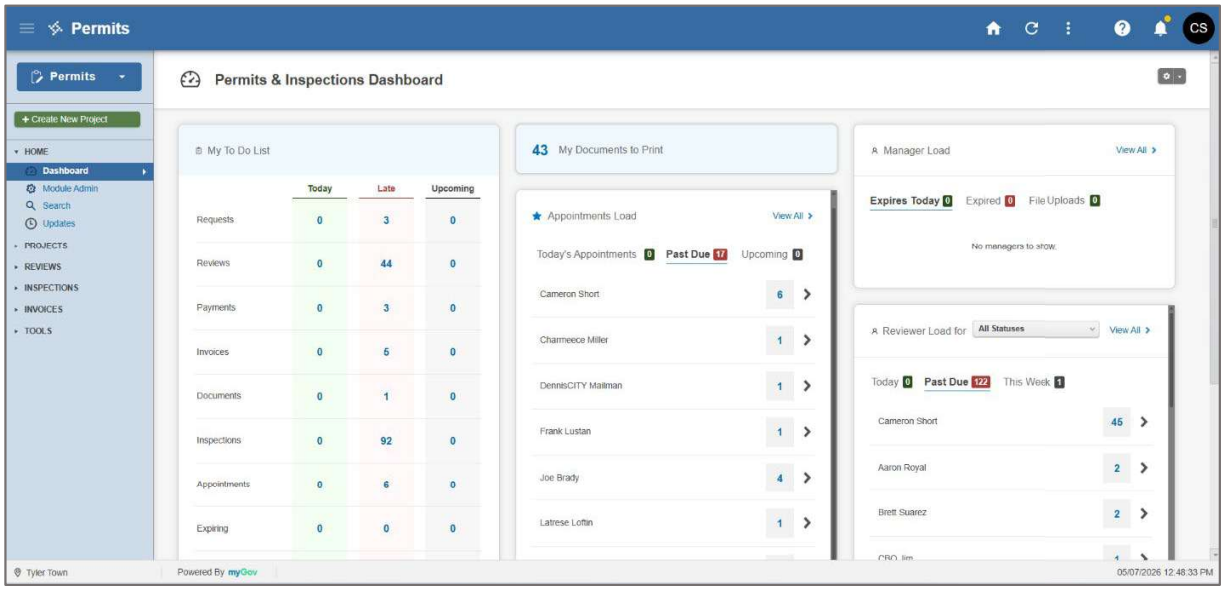


Figure 7. Easily view to-do lists, appointments, projects, reviews, and inspections in one place. (Confidential and Proprietary).

Code Enforcement Pro

Resolve violations faster with automated case management and field tools.

Code Enforcement Pro enables municipalities to manage complaints, inspections, violations, and abatements digitally. Automated workflows reduce delays in complaint routing and notice generation, while GIS-based mapping provides insight into problem areas and recurring violations. Built-in lien tracking and mobile tools further support timely resolution and improved accountability throughout the enforcement process—helping staff close cases faster and with greater consistency.

With Code Enforcement Pro, the City will:

- **Accelerate complaint response and case resolution.** Automated intake, routing, and escalation ensure cases are addressed promptly so nothing falls through the cracks.
- **Improve enforcement accuracy with GIS-linked cases.** By tying violations directly to parcels and locations, agencies can identify patterns and take more targeted enforcement actions.
- **Reduce manual effort associated with notices and liens.** Automated notice generation, lien tracking, and payoff calculations streamline administrative tasks.
- **Support mobile inspections and real-time updates.** Field tools allow inspectors to capture information on-site and update cases instantly.
- **Increase transparency and community trust.** Public-facing portals allow residents to submit complaints, view case statuses, and make payments online at any time.

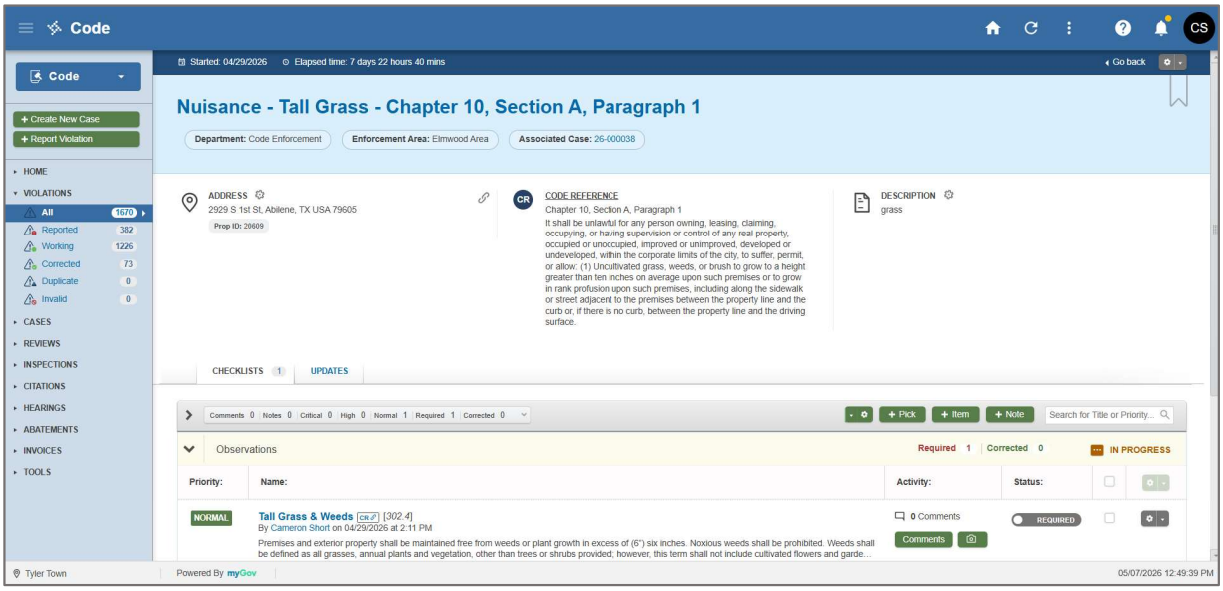


Figure 8. Categorize violations into reported, working, corrected, and more. Keep detailed notes and code references accessible at a glance. (Confidential and Proprietary).

Cashiering

Cashiering makes it easy for your organization to accept and manage over-the-counter payment collections. Security controls can limit access to the cash drawer, the maximum number of checks, and the amount of cash on hand. Seamless integration with ERP Pro supports real-time reconciliations across applications and departments, providing your organization and your residents with instant access to accurate account information. Convenient end-of-day and management reporting options provide high-level overviews of collection and receipt trends for each payment type.

With Cashiering, the City can:

- Accept cash, check, charge, and pre-payments/deposits.
- Support a common collection experience across departments.
- Allow residents to submit full payments, partial payments, over-payments, and deposits.
- Track both batch transactions and specific points of sale.
- Customize payment workflow processing.
- Access comprehensive audit logging.
- Accept bills and support collections from third-party systems with APIs.
- Easily search transaction histories with bill, check, and barcode scanning.
- Configure alert notifications to warn cashiers and supervisors of exceptions needing their attention.

Content Manager Core

Content Manager is a powerful and scalable solution that simplifies document management, storage, and retrieval across your organization. Easily store, search, and retrieve everything from invoices and forms to reports and other critical files with support for over 200 document types. Streamlining access to the right content allows your team to work more efficiently and make better decisions based on reliable data.

Content Manager centralizes all your documents in one secure, unified system. Built-in capabilities like automated document capture, full-text search, barcode recognition, and advanced indexing significantly reduce manual workloads and streamline daily operations. Intuitive keyword searches allow staff to easily locate key documents and related records.

Seamless integration with ERP Pro allows users to retrieve and view documents directly from inquiry screens or a centralized dashboard. Role-based access controls align with Enterprise ERP permissions, ensuring robust and consistent data security.

With Content Manager, the City will:

- Centralize all documents—regardless of format or type—into one searchable, secure repository.
- Automate document capture and storage to eliminate manual data entry and reduce errors.
- Support batch processing to mass upload images and invoices quickly and efficiently.
- Store multiple content types, including scanned faxes, TIFFs, PDFs, electronic forms, and emails.
- Automate retrieval or related documents with intelligent linking.
- Perform OCR (optical character recognition)-based full-text search of scanned documents.
- Track user activity and revert to previous versions.
- Enable read-only document access during editing, ensuring content integrity and collaboration.

Payments

Payments is a public-facing, cloud-based payment solution that integrates seamlessly with ERP Pro. Designed for the public sector, Payments simplifies complex online payment and collection processes by allowing organizations like yours to accept online payments without relying on third-party payment providers.

Tyler Technologies is a registered merchant service provider (MSP) equipped to handle all aspects of the payment process, allowing the City to reduce the number of entities required to handle billpayers' sensitive information.

Payments has a flexible fee structure with no subscription or licensing costs, ensuring that you can provide predictable rates for your online payers, whether you pass the fees along or absorb them.

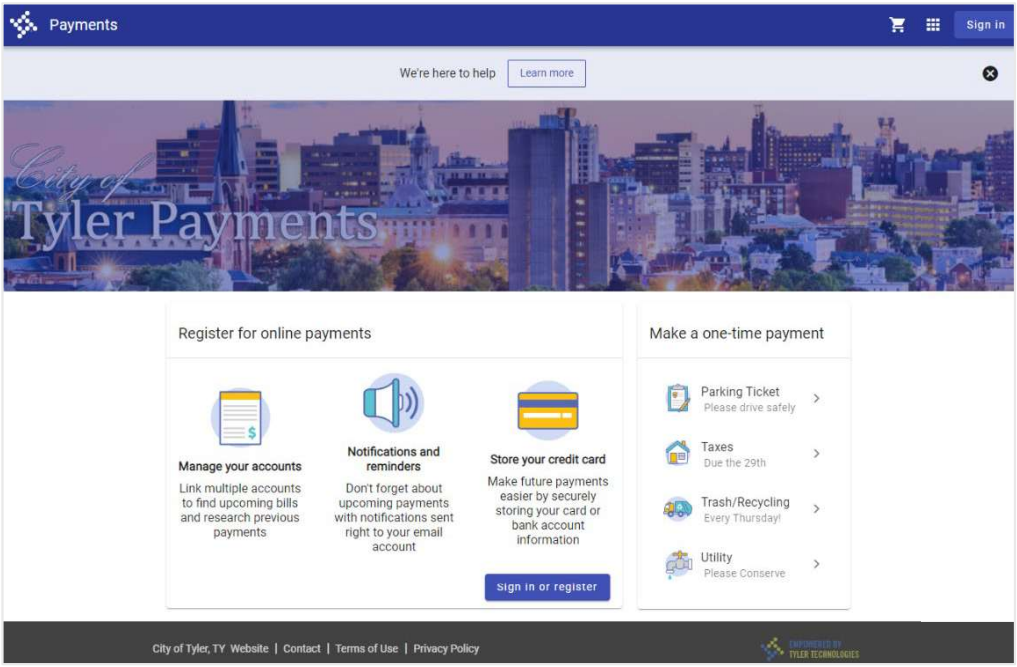


Figure 9. Resident can easily access and manage all bills from a single dashboard (Confidential and Proprietary).

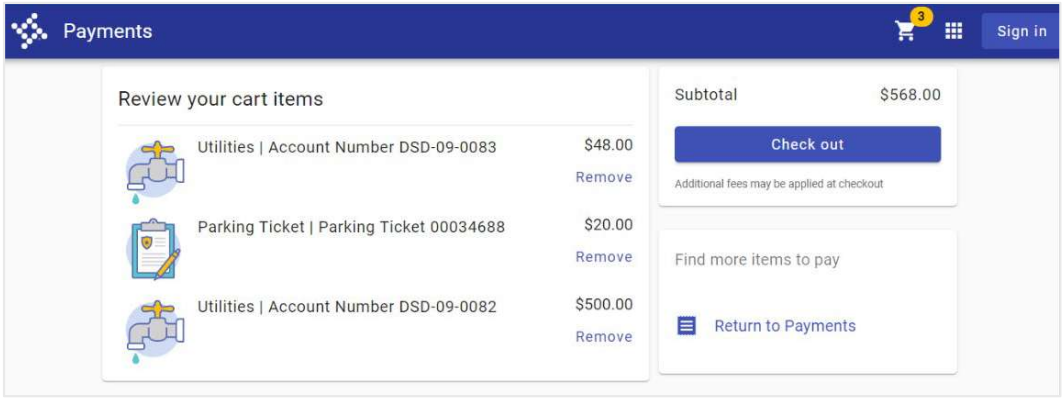


Figure 10. Residents can pay all bills with a single checkout (Confidential and Proprietary).

Maximize Electronic Payment Adoption

Maximize electronic payment adoption when you provide your residents with:

- A secure payment platform, compliant with PCI/PA-DSS standards.
- Real-time payment processing that reflects updates to payer account balances immediately, eliminating the "pending web payment" status on accounts.
- Online accounts that allow users to set up recurring payments and schedule future payments.

- The flexibility to pay in multiple ways, including Apple Pay®, credit cards (such as Amex®), and e-checks.
- Mobile options that allow residents to make payments from any device, anywhere, at any time.
- Seamless integration with your community's Resident Access portal for simplified account and payment management.

Benefits for Billers

With Payments, the City will:

- Maintain only a single vendor relationship. Tyler supports all aspects of the payment process, including onboarding, payment support, reconciliation, and hardware.
- Enjoy better oversight. Easily review payment details with administrative transaction and reconciliation tools.
- Enhance operation budgeting and spending with no subscription fees, no licensing costs, and a flexible payment fee structure.

Cost Proposal

Notes

The following Cost Proposal is based on the stated requirements provided by City of Exeter in this RFP. It includes Tyler software subscription fees, estimated services, project management, conversion, and travel and expense costs.

Any stated conversion prices may vary depending on cooperation of previous vendor and/or the complexity of converting the data.

Travel expenses are estimated; however, actual expenses will be billable.

The subscription fees listed in this Cost 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 client and shall be paid over to the proper authorities by client or reimbursed by client to Tyler on demand in the event that Tyler is responsible or demand is made on Tyler for the payment thereof. If tax-exempt, client must provide Tyler with client's tax-exempt number or form.

Complete this Cost Proposal Form and include it with your proposal. All prices shall be stated in U.S. dollars and shall remain valid for a minimum of ninety (90) days following the proposal submission deadline.

Cost Item	Proposed Cost
One-Time Implementation	$ 104,780
System configuration	$ _____
Data Conversion and Migration	$ Included in one time services fees
Data Validation and Testing	$ _____
Initial Staff Training	$ _____
Integrations and Interfaces	$ _____
Annual Software Licensing	$ 43,793
Annual Maintenance & Technical Support	$ _____
Application Hosting	$ _____
Go-Live and Transition Support	$ Included in software cost
Optional Services (Itemize Separately)	$ _____
TOTAL ONE-TIME COST	$ 104,780
TOTAL ANNUAL RECURRING COST	$ 43,793

Additional Information and Optional Services

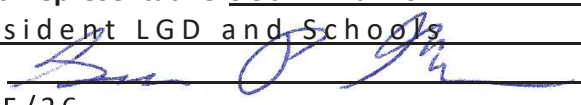
Hourly rate for additional services: $145

Annual cost escalation (if applicable): up to 5% after year 3

Other fees or charges: _____

Certification

I certify that the pricing contained in this Cost Proposal is true and correct and that I am authorized to submit this proposal on behalf of the firm.

Firm Name Tyler Technologies Inc.
Authorized Representative Sean Marlow
Title President LGD and Schools
Signature 
Date 9/25/26

Cost Summary

Annual Subscription & Maintenance

The annual subscription includes software licensing, product enhancements, maintenance releases, security updates, technical support, and access to Tyler University (Tyler U).

Tyler guarantees the proposed subscription pricing for the first **three (3) years**, with annual increases capped at **5%** for an additional **three (3) years**.

Year	Annual Subscription
Year 1	$43,793
Year 2	$43,793
Year 3	$43,793
Year 4*	$45,983
Year 5*	$48,282
Year 6*	$50,696

*Illustrative pricing assuming the maximum 5% annual increase.

Professional Services

Tyler's implementation approach includes project management, software configuration, data conversion, training, testing, and go-live support. Based on the City's requested scope, the estimated implementation Cost: **$104,780**

Professional services include project planning, implementation, software configuration, data conversion, training, testing, and go-live support. Service estimates are based on the requirements outlined in this RFP and Tyler's standard implementation methodology.

Any unused implementation services will be credited back to the Town

Quoted By	Derek Vo
Quote Expiration	3/9/27
Quote Name	RFP

Billing Address:
City Of Exeter
Po Box 237
Exeter CA 93221-0237

Tyler Annual Software – SaaS Description	List Price	Discount	Annual
ERP Pro			
ERP Pro 10 Financial Management Suite			
Applicant Tracking	$ 1,060	$ 212	$ 848
AP Automation Capture with Disbursements	$ 4,500	$ 900	$ 3,600
Core Financials	$ 12,214	$ 2,443	$ 9,771
Human Resources Management (Includes Position Budgeting)	$ 7,070	$ 1,414	$ 5,656
Employee Access Pro	$ 0	$ 0	$ 0
Employee Access Pro Time & Attendance	$ 1,243	$ 249	$ 994
Purchasing	$ 3,294	$ 659	$ 2,635
Accounts Receivable	$ 2,829	$ 566	$ 2,263
ERP Pro 10 Customer Relationship Management Suite			
Utility Billing Water/Gas	$ 6,427	$ 1,285	$ 5,142
Smart Meter Access	$ 1,300	$ 260	$ 1,040

Tyler Annual Software – SaaS Description		List Price	Discount	Annual
Cashiering		$ 1,415	$ 283	$ 1,132
Utility Access		$ 480	$ 96	$ 384
Service Orders Mobile		$ 643	$ 129	$ 514
Tyler One				
Permitting & Licensing Pro				
Licensing		$ 8,088	$ 1,618	$ 6,470
Collaborator Access		$ 0	$ 0	$ 0
Public Access		$ 0	$ 0	$ 0
Request Manager		$ 0	$ 0	$ 0
Content Manager Suite				
Content Manager Core		$ 4,180	$ 836	$ 3,344
	TOTAL:	**$ 54,743**	**$ 10,950**	**$ 43,793**
	Term # of Years: **3**			

Tyler Fees per Transaction Description	Net Unit Price
ERP Pro	
ERP Pro 10 Financial Management Suite	
AP Automation Disbursements	$ 0.00
ERP Pro 10 Customer Relationship Management Suite	
Utility Access Transactions	$ 2.00

Third Party Software & Hardware Description	Quantity	Unit Price	Extended Price	Annual
ERP Pro				
Third Party Software				
Third Party Verification Services - Work Number by Equifax	1	$ 0	$ 0	$ 0
TOTAL:			**$ 0**	**$ 0**

Services Description	Hours/Units	Extended Price
ERP Pro 10 Financial Management Suite		
Professional Services	336	$ 48,720
Data Conversion Services		$ 11,500
Project Management	1	$ 1,600
ERP Pro 10 Customer Relationship Management Suite		
Professional Services	170	$ 24,650
Project Management	1	$ 1,250
Data Conversion Services		$ 6,000
Permitting & Licensing Pro		
Professional Services	16	$ 2,320
Project Management	1	$ 2,500
Content Manager Suite		
Professional Services	32	$ 4,640
Project Management	1	$ 1,600
TOTAL:		**$ 104,780**

Summary	One Time Fees	Recurring Fees
Total SaaS		$ 43,793
Total Third Party Hardware, Software, Services	$ 0	$ 0
Total Tyler Services	$ 104,780	
Summary Total	**$ 104,780**	**$ 43,793**

Optional Tyler Annual Software – SaaS Description	List Price	Discount	Annual
ERP Pro			
ERP Pro 10 Financial Management Suite			
ACFR Statement Builder	$ 6,000	$ 1200	$ 4,800
Benefits Enrollment	$ 1,650	$ 330	$ 1,320
Contracts Management	$ 0	$ 0	$ 0
Fixed Assets	$ 1,415	$ 283	$ 1,132
Grants Management	$ 1,222	$ 244	$ 978
Inventory Control	$ 2,476	$ 495	$ 1,981
Project Accounting	$ 2,569	$ 514	$ 2,055
Accounts Receivable Access	$ 1,200	$ 240	$ 960
ERP Pro 10 Customer Relationship Management Suite			
Utility Payment Import Interface	$ 1,608	$ 322	$ 1,286
Tyler One			
Permitting & Licensing Pro			
Permitting	$ 8,088	$ 1618	$ 6,470
Code Enforcement	$ 8,088	$ 1618	$ 6,470
Collaborator Access	$ 0	$ 0	$ 0
Public Access	$ 0	$ 0	$ 0
Request Manager	$ 0	$ 0	$ 0

Optional Tyler Annual Software – SaaS Description	List Price	Discount	Annual
Time & Attendance			
Time & Attendance	$ 3,107	$ 621	$ 2,486
TOTAL:	**$ 37,423**	**$ 7,484**	**$ 29,939**

Optional Services Description	Hours/Units	Extended Price
ERP Pro 10 Financial Management Suite		
Professional Services	136	$ 19,720
Project Management	1	$ 1,600
ERP Pro 10 Customer Relationship Management Suite		
Project Management	1	$ 1,250
Professional Services	4	$ 580
Permitting & Licensing Pro		
Professional Services	52	$ 7,540
Project Management	1	$ 2,500
Time & Attendance		
Project Management	1	$ 1,400
Professional Services	50	$ 7,250
TOTAL:		**$ 41,840**

Comments

Work will be delivered remotely unless otherwise noted in this agreement.

SaaS is considered a term of one year unless otherwise indicated.

Third Party Verification Services Work Number by Equifax	Third Party Verification Services will be provided pursuant to the Equifax Verification Terms of Service, and Client will comply with such terms and obligations of furnishers under the FCRA, in each case, found at https://www.tylertech.com/client-terms/equifax-verification-terms-of-service.
Smart Meter Access	Smart Meter Access provides the ability to view AMI data in a chart form thru Utility Access. It provides citizen transparency to track and proactively manage consumption and citizens can opt in to receive consumption notifications and leak alerts. Note: Notifications are billed out quarterly as incurred at $0.10 per call or text. Your use of Smart Meter Access is subject to the following terms: https://www.tylertech.com/terms/twilio-terms-of-use
Accounts Receivable Access	Note that the customer pays $1.25 fee per transaction for payment on-line. Accounts Receivable Access Component displays account status, accounts for payment, has Security-(Secure Socket Layer), and payment processing via credit cards. Payment packet is created to be imported to accounts receivable system.
AP Automation Capture with Disbursements	A fully automated vendor payment system, including an automated invoice capture system, invoice approval system, AP Invoice Access. Tyler Software may include artificial intelligence ("AI") features that are provided as an administrative convenience, designed to analyze data or make suggestions, subject to changing laws applicable in your local jurisdiction. Client is responsible for independently validating the accuracy of data analyzed or suggestions provided via AI features and using such features only to the extent permissible under applicable law. Your year one annual fee for AP Automation Capture is based on expected AP Automation Disbursements use. If, through no fault of Tyler, you do not use AP Automation Disbursements within six (6) months of the date of availability, or do not use AP Automation Disbursements for at least fifty percent (50%) of invoice volume, Tyler reserves the right to adjust pricing of AP Automation Capture at the end of your annual term. We will contact you to communicate the new pricing before we apply it.
Cashiering	Cashiering supports credit/debit cards, is PCI Compliant, and includes a cash collection interface and a cashiering receipt import.
Utility Access	Utility Access Component displays the current status (late, cut off etc), the action needed to avoid penalty, current balance, deposits on file (optional), last payment date, last payment amount, payment arrangements on file, last bill amount, last bill date, bill due date, contracts on file and status, transaction history (online payments). Payment packet is created to be imported to utility system. Address information includes legal description, precinct, school district, and services at address(subject to data availability). Includes consumption

	history by service (including graphs), request for service (optional), information change request (optional), security -SSL (secure socket layer).
Fraud, Risk & Compliance – Finance	Included with AP Automation Capture with Disbursements
Utility Access Transactions	Note that the customer pays a fee per transaction for payment on-line.
Utilities Data Conversion	Includes contacts/properties/accounts, meters, transaction/consumption/read history, metered services, non-metered service. Balanced transactions converted from current calendar year plus prior 2 years. Unlimited history imported upon request.
Human Resources Management / Payroll Data Conversion	Includes employee data, current calendar year balanced transactions, and unlimited unbalanced transaction history.
Financial Management Data Conversion	Includes Chart of Accounts, General Ledger, Accounts Payable, current fiscal year balanced transactions, and unlimited unbalanced transaction history.
Accounts Receivable Data Conversion	Includes master files (contacts properties)
Core Financials	Includes General Ledger, Budget Prep, Bank Recon, AP, CellSense, a Standard Forms Pkg, Output Director, Positive Pay, Secure Signatures, Tyler University, and Fraud, Risk & Compliance.
Utility Billing Water/Gas	Includes Collections, Tax Lien Process and Import, a Standard Forms Package, Output Director, one Utility Handheld Meter-Reader Interface, Tyler University, and Fraud, Risk & Compliance.
Human Resources Management (Includes Position Budgeting)	Includes Position Budgeting, Tyler University, and Fraud, Risk & Compliance.
AP Automation Disbursements	Expedited disbursement options available to vendors include instant transfer to a bank account, PayPal, Venmo and fast ACH where fees may apply. No fee options include standard ACH, and physical checks. All disbursements will be made pursuant to the terms and conditions found at https://www.tylertech.com/client-terms/ap-automation-disbursements-software-and-services-terms-of-use

NOTWITHSTANDING ANYTHING TO THE CONTRARY, WITH RESPECT TO ALL CYBERSECURITY OFFERINGS, INCLUDING FRAUD, RISK & COMPLIANCE, (A) TYLER DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY AS TO OUTCOMES OR ERRORS AND ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, (B) IN NO EVENT WILL TYLER BE LIABLE FOR THE ACTIONS OF ANY MALICIOUS OR CRIMINAL ACTORS, AND (C) TYLER DOES NOT WARRANT THAT SUCH OFFERINGS WILL PREVENT A BREACH OF SYSTEM SECURITY FROM OCCURRING.

Insurance

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 06/23/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER MARSH USA, LLC. 99 HIGH STREET BOSTON, MA 02110 CN102891976-GAWXC-GAWXC-26	CONTACT NAME: PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Hartford Fire Insurance Company	19682
INSURER B : Trumbull Insurance Company	27120
INSURER C : Hartford Casualty Insurance Company	29424
INSURER D : QBE Specialty Insurance Company	11515
INSURER E :	
INSURER F :	

INSURED
Tyler Technologies, Inc.
5101 Tennyson Parkway
Plano, TX 75024

COVERAGES **CERTIFICATE NUMBER:** NYC-011495459-25 **REVISION NUMBER:** 4

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO JECT LOC OTHER:			10UENBA4DHY	04/01/2026	04/01/2027	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 1,000,000 $ 10,000 $ 1,000,000 $ 2,000,000 $ 2,000,000
B	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY			10UENBK8G3C	04/01/2026	04/01/2027	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
C	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED X RETENTION $ 10,000			10XHUBC1DGX	04/01/2026	04/01/2027	EACH OCCURRENCE AGGREGATE	$ 25,000,000 $ 25,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N: N	N/A		10WNS88300	04/01/2026	04/01/2027	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 1,000,000 $ 1,000,000 $ 1,000,000
D	Professional Liability/Cyber			130001996	06/17/2026	06/17/2027	Limit:	5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Evidence Only

CERTIFICATE HOLDER

Tyler Technologies
5101 Tennyson Parkway
Plano, TX 75024

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Marsh USA LLC

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AGENCY CUSTOMER ID: CN102891976
LOC #: Boston

ACORD

ADDITIONAL REMARKS SCHEDULE

Page 2 of 2

AGENCY	NAMED INSURED
MARSH USA, LLC.	Tyler Technologies, Inc. 5101 Tennyson Parkway Plano, TX 75024
POLICY NUMBER	
CARRIER / NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

The Professional Liability / Cyber policies evidenced contain Self Insured Retentions to various perils covered. If you would like additional information regarding these sub limits or deductibles, please contact the insured.

ACORD 101 (2008/01)

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Implementation Schedule

This section should describe the proposed implementation plan. Provide a detailed implementation plan describing the proposed approach, anticipated timeline, major milestones, City responsibilities and vendor responsibilities. The plan shall address, at a minimum:

- Project management
- System configuration
- Data conversion and validation
- Interfaces and integration
- Testing
- Go-live preparation
- Go-live support
- Transition from the City's existing system
- Post-implementation support

Implementation Methodology

At Tyler, successful implementations are more than an objective—they're an expectation. To consistently carry out implementations that are on time, within budget, and capable of meeting the unique needs of the public sector, Tyler utilizes a proven implementation process built on three foundations:

- Decades of Experience
- In-House Expertise
- A Globally Recognized Project Management Approach

Industry Experience

Having completed over 45,000 installations for more than 13,000 local governments, Tyler continues to lead the industry in successful public sector implementations. By pairing a deep understanding of your specific needs and processes with our decades of industry expertise, Tyler will provide the City with the tools and resources you need for a successful go-live. Tyler will work with the City to ensure that your organization is well-prepared for future technology developments and releases.

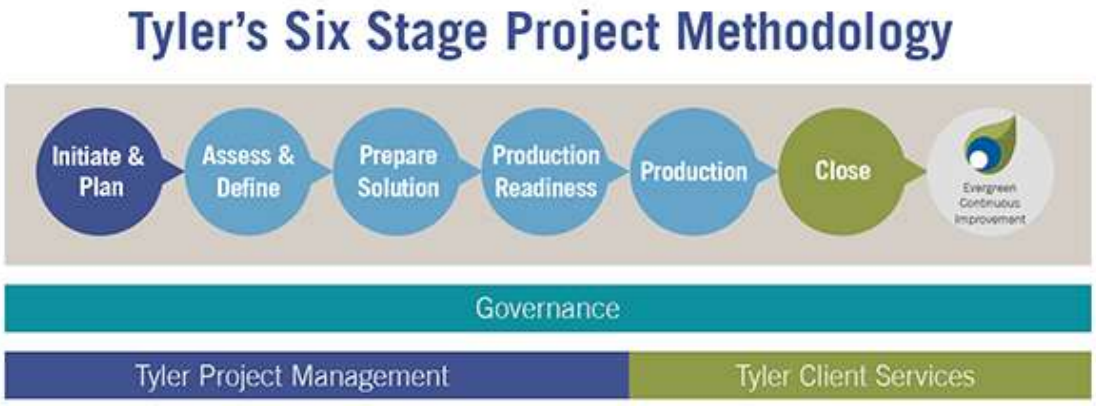
In House-Expertise

As a Tyler client, you will receive ongoing support from Tyler's in-house professionals. No one knows our software better than we do, which is exactly why we continue to perform our own implementations.

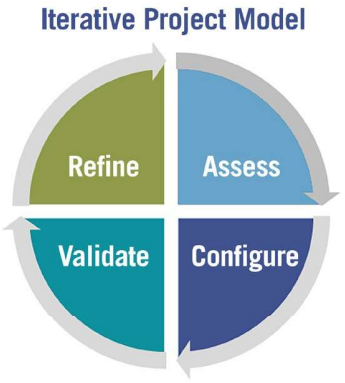
A Globally Recognized Project Management Approach

While each project is unique, all Tyler implementations follow the same six-stage methodology. All six stages are comprised of multiple work packages—groups of related tasks required to meet individual deliverables. To ensure seamless execution, every work package includes a narrative description, defined objectives, tasks, inputs, outputs/deliverables, assumptions, and a responsibility matrix.

Stage Acceptance Control Points are applied at every phase to ensure alignment with scope, budget, timeline, and quality standards. This structured, systematic approach allows Tyler to reduce variability, mitigate risks, and tailor solutions to your organization's unique needs.



The methodology adapts to both single-phase and multiple-phase projects. To achieve Project success, it is imperative that both clients and Tyler commit to including the necessary leadership and governance. During each stage of the Project, it is expected that clients and Tyler Project teams work collaboratively to complete tasks. An underlying principle of Tyler's Implementation process is to employ an iterative model where client business processes are assessed, configured, validated, and refined cyclically in line with the project budget. This approach is used in multiple stages and work packages as illustrated in the graphic below.

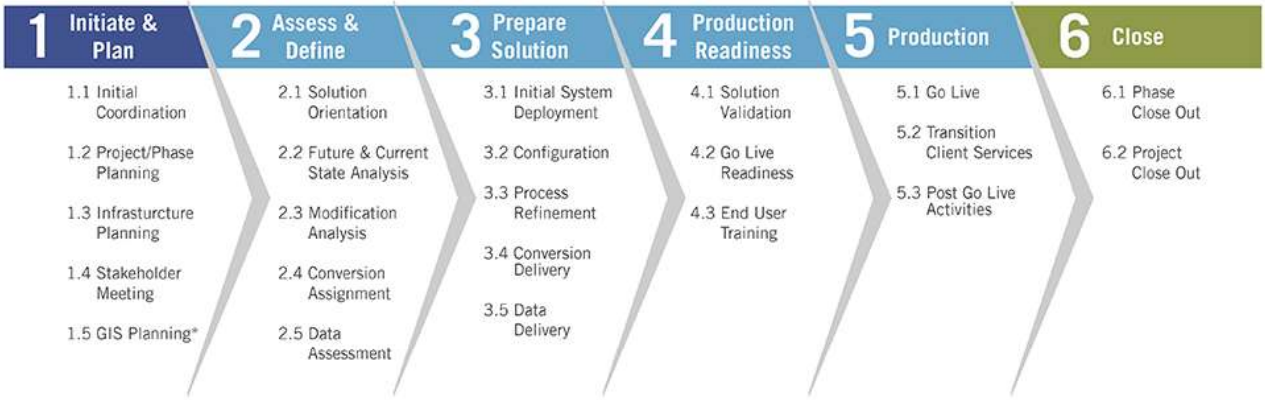


The delivery approach is systematic, which reduces variability and mitigates risks to ensure Project success. As illustrated, some stages, along with work packages and tasks, are intended to be overlapping by nature to complete the Project efficiently and effectively.

Work Breakdown Structure

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Phase broken down into smaller, more manageable components. The top-level components are called "Stages" and the second level components are called "Work Packages". The work packages, shown below each stage, contain the high-level work to be done. The detailed Project Schedule, developed during Project/Phase Planning and finalized during subsequent stages, lists the tasks to be completed within each work package. Each stage ends with a "Control Point", confirming the work performed during that stage of the Project has been accepted by the City.

Work Breakdown Structure

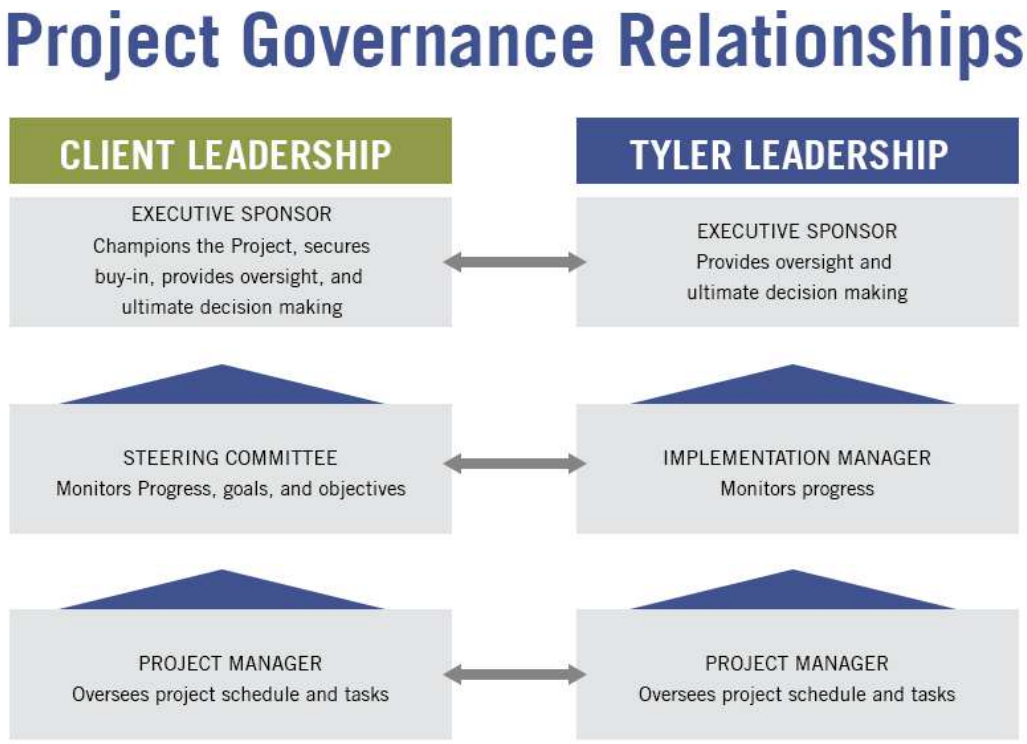


Project Governance

Project governance is the management framework within which Project decisions are made. The role of Project governance is to provide a decision-making approach that is logical, robust, and repeatable. This allows organizations to have a structured approach for conducting their daily business in addition to project-related activities.

Project governance defines the structure for escalation of issues and risks, Change Control review and authority, and Organizational Change Management activities. Further refinement of the governance structure, related processes, and specific roles and responsibilities occurs during the Initiate & Plan Stage.

The chart below illustrates an overall team perspective where Tyler and the City collaborate to resolve Project challenges according to defined escalation paths. If project managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the City Steering Committee become the escalation points to triage responses prior to escalation to the City and Tyler executive sponsors. As part of the escalation process, each Project governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. The City and Tyler executive sponsors serve as the final escalation point.



Implementation Plan Stages

Stage 1: Initiate & Plan

The Initiate and Plan stage involves Project initiation, infrastructure, and planning. This stage creates a foundation for the Project by identifying and establishing sequence and timing for each Phase as well as verifying scope for the Project. This stage will be conducted at the onset of the Project, with a few unique items being repeated for the additional Phases as needed.

Objectives:

- Formally launch the project.
- Establish project governance.
- Define and communicate governance for Tyler.
- Identify client project team.

Stage 2: Assess & Define

The Assess & Define stage will provide an opportunity to gather information related to current City business processes. This information will be used to identify and define business processes utilized with Tyler software. City collaborates with Tyler providing complete and accurate information to Tyler staff and assisting in analysis, understanding current workflows and business processes.

Objectives:

- Provide a basic understanding of system functionality.

- Prepare City for current and future state analysis.

Stage 3: Prepare Solution

During the Prepare Solution stage, information gathered during the Initiate & Plan and Assess & Define stages will be used to install and configure the Tyler software solution. Software configuration will be validated by the City against future state decisions defined in previous stages and processes refined as needed to ensure business requirements are met.

Objectives:

- All licensed software is installed and operational.
- City is able to access the software.

Stage 4: Production Readiness

Activities in the Production Readiness stage will prepare the client team for go-live through solution validation, the development of a detailed go-live plan and end user training. A readiness assessment will be conducted with the City to review the status of the project and the organizations readiness for go-live.

Objectives:

- Validate that the solution performs as indicated in the solution validation plan.
- Ensure City organization is ready to move forward with go-live and training (if applicable).

Stage 5: Production

Following end user training the production system will be fully enabled and made ready for daily operational use as of the scheduled date. Tyler and City will follow the comprehensive action plan laid out during Go-Live Readiness to support go-live activities and minimize risk to the Project during go-live. Following go-live, Tyler will work with City to verify that implementation work is concluded, post go-live activities are scheduled, and the transition to Client Services is complete for long-term operations and maintenance of the Tyler software.

Objectives:

- Execute day to day processing in Tyler software.
- Client data available in Production environment.

Stage 6: Close

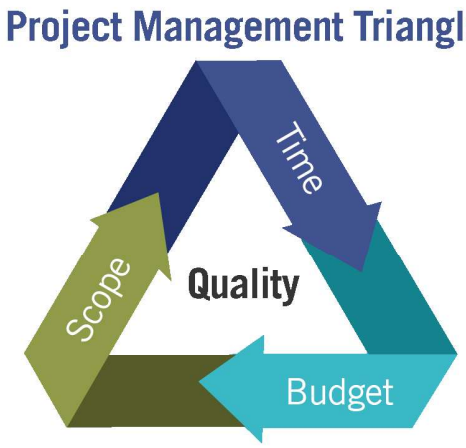
The Close stage signifies full implementation of all products purchased and encompassed in the Phase or Project. City transitions to the next cycle of their relationship with Tyler (next Phase of implementation or long-term relationship with Tyler Client Services).

Objectives:

- Agreement from Tyler and City teams that activities within this phase are complete.

Project Management

At Tyler, we have been perfecting our project governance approach for over 35 years. Our seasoned implementation staff each possess their own unique qualifications and knowledge base. Throughout the project, the City will be supported by Project Managers (PMs) assigned to each phase.



Project Communication

During implementation, each Tyler client is provided with a project portal. This site will allow you to plan, store, and access pertinent documentation and information related to your implementation project—all from a central location. The site will be jointly maintained by both the City and Tyler for up to a year after go-live.

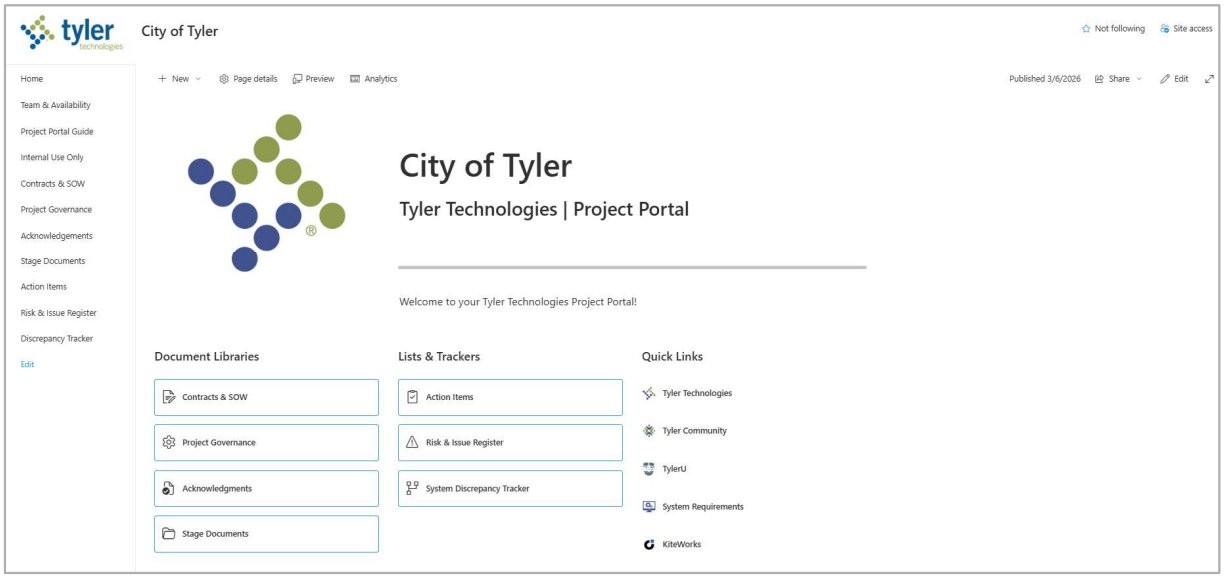


Figure 11. Easily access important project information and documents from your centralized Project Portal (Confidential and Proprietary).

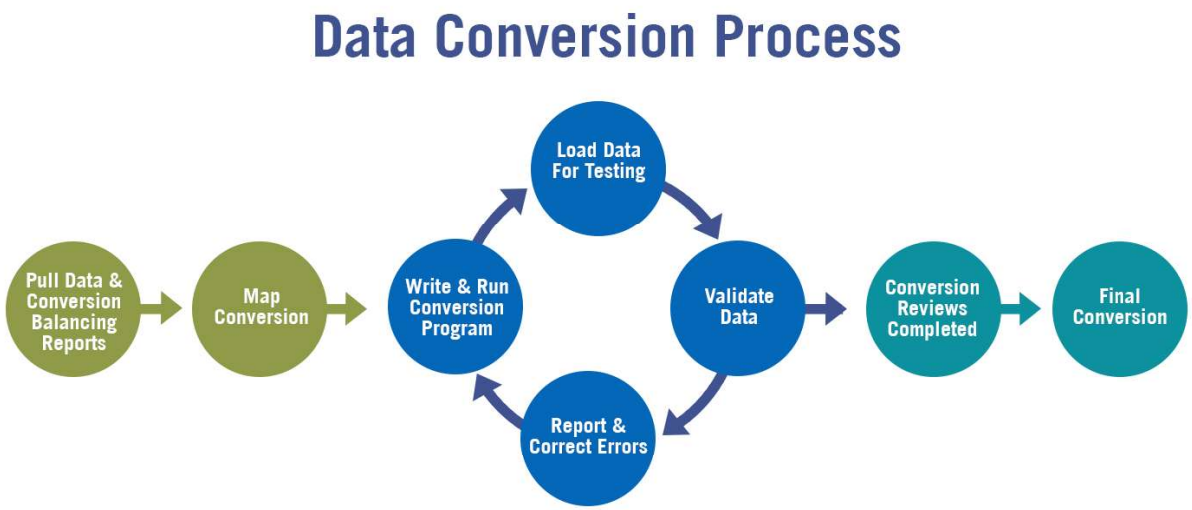
Management and Scope

As individual project deliverables are met, your implementation team will generate detailed reports. These reports will contain analyses of staff participation, information about material absorption, and an assessment of completed tasks. Tyler Project Managers will evaluate and measure these report results and communicate all gaps and adjustments. Should issues arise during the project, several escalation paths can be laid out according to the communication plan.

Data Conversion

At Tyler, our implementation is designed to ensure successful data conversion. Our data experts conduct hundreds of data conversions each year.

Transferring your data from your current (legacy) system(s) to Tyler's system(s) can be the most time-consuming implementation process. Your legacy data will need to be provided in a useable format which our conversion programmers will use to translate to the appropriate fields in the system.



After Tyler's data experts have completed your conversion, Tyler will guide the City through a review of specific data elements, helping you to identify and report any discrepancies. Tyler will collaborate with the City to resolve any conversion discrepancies. This process ensures that only clean, reconciled data transfers from your source system(s) to the Tyler system(s).

Data Conversion Standards & Responsibilities

Achieving a seamless, high-quality migration requires collaboration between Tyler and the City. While Tyler's data experts have extensive experience with data mining, conversion, and migration, it is your responsibility to provide Tyler with readable conversion data and review the converted data for accuracy and completeness.

- The client is responsible for providing data from the legacy system in one of the following formats:

- MSSQL Database Backup (.bak).
  - When providing a MSSQL backup, copy only the tables needed for conversion into a new SQL database and please send the news database backup, not the original source database backup.
  - Sending entire, large databases potentially slows down the transfer, conversion process and turnaround time.
- Files (ASCII)
- MS Access DB
- MS Excel
  - If the data is not native to Excel, please review data thoroughly as Excel will make assumptions on formatting and possibly change the source data causing problems. If data is not native to Excel, text files are a better option.

Solution Validation

Making sure your new system works the way you need it to is paramount to the success of the implementation. Tyler's quality management and validation plan addresses both the project and the product, while ensuring project objectives are met. The project teams validate the solution throughout the life of the project to expose issues that would normally only be revealed in a production environment.

A controlled environment is created for high-level product validation, import and export interface, functional flow, and reliability.

The goal of validation is for End Users to gain extensive product experience, develop a high level of confidence in Tyler's products, and understand their specific functions within the solution.

Expected benefits from the completion of validation also include:

- The infrastructure of hardware and network design is thoroughly vetted
- In-scope data conversions are delivered and fully integrated into the solution (if applicable)
- Modifications are delivered and fully integrated into the solution (if applicable)
- A managed Issues List is fully quantified

Issue tracking, resolution accountability, and completed issue resolution are necessary in a successfully completed project. The validation phase is a shared responsibility and must be recognized as such.

Solution Validation Responsibilities- City & Tyler

Tyler implementation consultants (ICs) are responsible for updating the solution validation plan and follow-up on all required issues. Tyler's project manager (PM), is held accountable for ICs completing these items. City functional leads are responsible for updating validation scripts, performing solution validation, and documenting issues that arise during solution validation. City PMs are accountable of ensuring functional leads complete all tasks for which they are responsible.

Go-Live Readiness Responsibilities- City & Tyler

The Tyler PM(s) are responsible for performing readiness assessments for the City and conducting go-live planning session with the City project team. The Tyler PM(s) are also responsible for confirming procedures for go-live issue reporting and resolution and developing a go-live checklist. Tyler's implementation manager(s) are ultimately accountable for ensuring Tyler PM(s) complete all tasks for which they are responsible. Tyler's technical services team is responsible for completing the final system infrastructure review prior to go-live.

The City PM is responsible for ordering any peripheral hardware, where applicable. All other City team members are consulted or kept informed throughout the go-live readiness stage.

Knowledge Transfer Approach

During implementation, Tyler's goal is to equip your organization with the knowledge and skills needed to use and support the solution successfully. Training and knowledge-transfer activities are tailored to the implementation approach and may include project managers, functional leads, power users, designated trainers, and end users, as appropriate.

Tyler's project team provides comprehensive instruction for each scheduled training or implementation topic. Depending on the project scope and participants' needs, a topic may be delivered in one or more sessions. Initial sessions focus on foundational processes and system functionality, while subsequent sessions may reinforce learning and address more advanced concepts. For functional leads, power users, and other designated resources, sessions may also cover system configuration so future changes can be managed effectively.

Ensuring users understand their daily job functions is essential to a successful go-live and sustained product adoption. Tyler's role-based approach introduces the solution to the appropriate participants at each stage, allowing system configuration, converted data, and new procedures to be thoroughly reviewed and validated before go-live. Throughout implementation and training, Tyler consultants evaluate knowledge transfer through assessments, guided exercises, mini-parallel processes, and validation activities.

Project Planning

Project Planning is an important piece of any implementation. Tyler takes a custom approach to every project we lead. The project schedule is developed collaboratively with both project teams in order to meet your needs, while keeping in mind Tyler's guidelines for implementation. Periodic project meetings will be scheduled where changes in scope, project length, or cost will be reviewed.

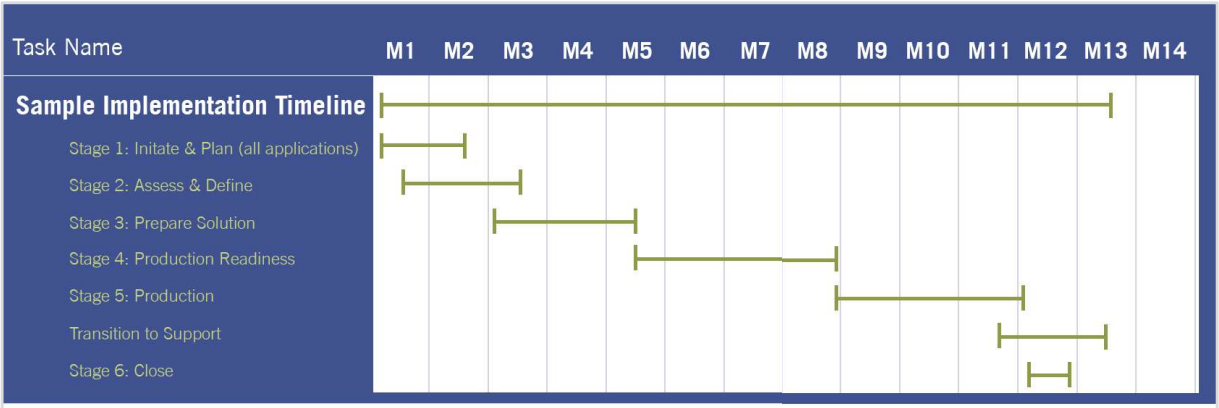
Tyler is open to discussing the project schedule in more detail and working out a mutually agreed upon plan that considers all project risks, requests, and resource constraints.

Tyler recommends a phased implementation approach, staggering start, and live dates for each phase of the project. Live dates will be targets but should not place unnecessary constraints on the project. The following schedule takes into consideration the City goals and Tyler's recommended approach, and assumes the product will be used as is, without additional go-live customizations.

Proposed Project Phases

Proprietary and Confidential – Subject to Restrictions on Disclosure

ERP Pro Financial Management Timeline



This timeline serves as a general reference. It illustrates the typical sequence of product implementation and the potential overlap of stages in each phase. The specific timing of each deliverable can vary based on several factors, including the client's resource availability, blackout dates, and alignment of their business practices with Tyler's implementation methodology. Tyler does not guarantee that actual implementation schedules will match this example.

Training and Support Plan

Describe the training and ongoing support that will be provided to City staff.

The response shall include:
- Initial implementation training
- Training for system administrators
- Department/user training
- Training materials and documentation
- Refresher and ongoing training
- Help desk availability
- Technical support hours
- Response and resolution timeframes
- Software updates and upgrades
- California-specific legislative or regulatory updates, when applicable
- Procedures for escalating unresolved issues.

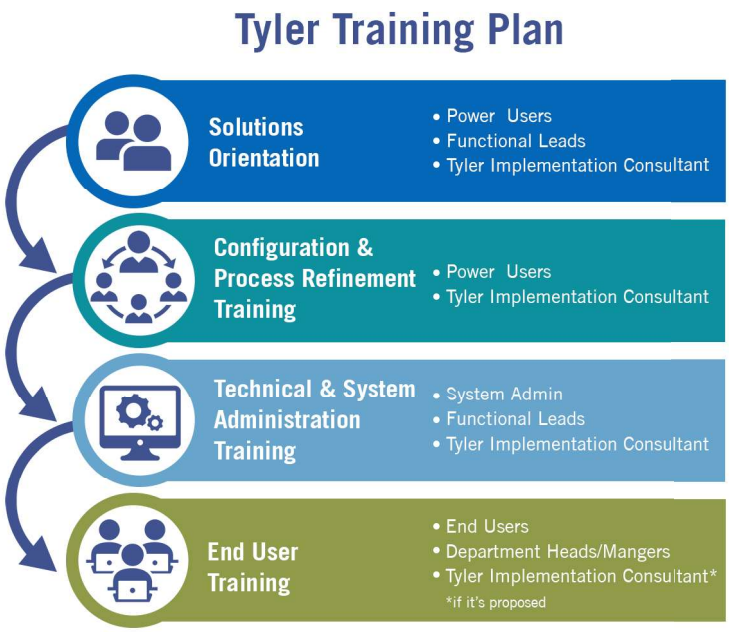
Tyler Training Plan

Everyone's learning style is different. That's why Tyler offers several training formats to accommodate our diverse clients' needs. Training by Tyler staff provides hands-on learning in your own labs. Your resources receive consultative knowledge transfer sessions that are a combination of lecture and hands-on education, using your organization's own data.

A mutually developed education plan lays out the process of transferring knowledge between you and Tyler. The purpose of the education plan is to:

- Communicate the process to stakeholders and functional leaders
- Answer specific questions (where classrooms will be established, what database environment will be utilized, etc.)
- Establish action items and link project personnel as owners
- Define measurement criteria to ensure the plan has been successfully followed

Your organization is set up for success with Tyler's train-the-trainer approach to training and education plan developed over years of industry experience.



Responsibilities

Tyler knows the value of being prepared for the use of our software in production. Our goal is to partner with you and lend our expertise based on experience, in order to allow your resources to be successful at go-live.

Both teams collaborate on all aspects of training, discussed, and documented during the planning stage of the project. The expectation is for Tyler to provide one or more occurrence of each scheduled training. You will be responsible for the logistics of the training by completing such tasks as scheduling resources and ensuring facilities are available. These sessions are to be attended by your key staff members (i.e. functional leads and power users) so that they can then disseminate the information they learn to others in your organization if or when necessary.

Training Options

- **Self-Study Learning:** No cost, on-demand digital courses available through Tyler University allow learners to progress at their own pace, access materials 24/7, and reinforce knowledge through built-in assessments.
- **Instructor-Led Remote Training:** Live, scheduled virtual classes provide interactive instruction, real-time feedback, and opportunities for discussion using online conferencing tools and sandbox environments.
- **Instructor-Led One-on-One Training:** Face-to-face or individualized sessions deliver focused, hands-on instruction tailored to your organization's workflows, supporting immediate application and deeper engagement.

Tyler Technical Support

Tyler's in-house support team is dedicated to delivering superior service in a timely manner. We strive to help our clients resolve issues and improve operations quickly. No one knows Tyler software better than us, which is why we provide all customer support services in-house—unlike other companies who outsource their application support to a third party.

Educational Resources



Tyler provides online and continuing education resources for our clients, including but not limited to the following:

- Tyler Search—An online query tool that provides answers to your questions by culling through all of Tyler's online resources.
- Tyler Knowledgebase – Tyler's centralized documentation library.
- Tyler Community – An online forum where Tyler clients can ask questions and share tips and tricks.
- Tyler Coach – Tyler's e-learning platform that leverages your data to optimize staff training.
- Tyler Release Management Console –Provides comprehensive release details, including summaries of each release, associated enhancements, and the status of all open, closed, and non-critical issues.
- Online Help – Offers context-sensitive field assistance and step-by-step guidance to assist your team in completing program tasks.
- Answer Panel – Enter a case, and Tyler's search will deliver results that best match your query.
- Online Support Portal – Tyler's Online Support portal allows you to log or manage incidents and attach documentation and screenshots.
- GoToAssist & Bomgar- GoToAssist and Bomgar are assistance software used by support to remotely connect to your desktop.
- Phone—Tyler provides a dedicated number your staff can use to make unlimited calls.
- State User Groups – State User Groups are forums organized by Tyler to bring together existing clients and share the latest information on Tyler products.

- Tyler Connect—Tyler Connect is our annual user conference, where subject matter experts teach various courses designed to provide insights and strategies for effectively utilizing Tyler products.

Focused by Application

Tyler Technical Support is divided into application-specific teams. By facilitating product specialization, we ensure that our staff can develop the product expertise they need to address your issues quickly and fully. Our customer support staff aims to return all requests for Support within one business hour.

Transparency

Tyler is committed to transparent issue resolution. All support incidents are logged into Tyler's Customer Relationship Management System (CRM) with a unique incident number. Our CRM maintains a comprehensive record of every incident, including contact information, timestamps, priority levels, case descriptions, correspondence, attached files, support recommendations, and final resolutions.

Tyler provides online and continuing education resources for our clients, including but not limited to the following resources.

Support Availability

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central and Eastern). Clients may receive coverage across these time zones. Tyler's holiday schedule is outlined below. There will be no support coverage on these days.



Software Updates & Maintenance

Tyler's Evergreen Philosophy guarantees ongoing upgrades at no extra cost. We offer a consistent stream of enhancements designed to bring substantial improvements while minimizing disruptions.

Tyler application upgrades are released quarterly. Software corrections, known as cumulative updates, are made available for download between quarterly releases. All releases are cumulative, meaning that clients are always upgraded to the latest application version.

Annual User Conference

Each year Tyler hosts an annual user conference, which brings together staff and clients from across all Tyler products. Tyler has appropriately named our conference Connect, and each year thousands of clients come to learn about Tyler, our products, and to connect with peers and staff. This premier event helps clients get the maximum use of their Tyler software. Clients can learn more about existing or proposed functionality through dozens of classes over several days. Development product managers attend the event to share their plans for the next upgrade and to solicit feedback from clients.

Our clients' input from past conferences continues to impact significantly the direction of software enhancements and changes. Client attendance each year ensures that appropriate needs are reflected in product development strategies. Connect is held in different locations every year to accommodate our geographically diverse client base and to provide fresh and exciting activities for our clients outside of the classes and labs.

State User Groups

Tyler clients benefit from networking and peer-to-peer collaboration through state user groups. The majority of user groups are run by clients, who set the meeting agenda, location, and frequency, assign topics, and involve the Tyler resources they need. In large states, there may be several user groups or different sessions planned.

Tyler provides staff to demonstrate new functionality and assist with materials and collateral. During the sessions, Tyler representatives collect important feedback and report back to product managers. Many clients form lasting connections with other users within these groups and help to make each other better users of their software.

State legislative or Regulatory updates

Tyler Technologies actively monitors, develops, and delivers state-specific legislative and regulatory updates to ensure that ERP Pro remains fully compliant with California statutes and state reporting mandates.

Issue Handling

Tyler records all your contacts and incidents in a customer relationship management system. This system tracks the history of each incident, including the contact, time, priority level, case description, correspondence, attached files, support recommendations, your feedback, and the resolution. The priority is assigned to each case as it is logged based upon the initial information provided and can be modified.

Support Analysis

With many our customers taking advantage of our Live Telephone Support, we track First Call Resolution. The Industry Standard for Call Back Resolution falls below 49 percent. Tyler stays well above the industry standard with an average of 70 percent resolution rate upon first contact by our customers. Taking support calls live allows us to resolve issues more quickly creating a more efficient environment for our customers.

Tyler carefully gauges all the aspects of support to maintain a customer-conscious atmosphere, so in addition to tracking First Call Resolution, we track relevant data that helps us to better serve our customers.

- Average wait time in the queue
- Average response time
- Average resolution time
- Average call volume by day
- Average incidents closed by agent by day
- Incident trend analysis

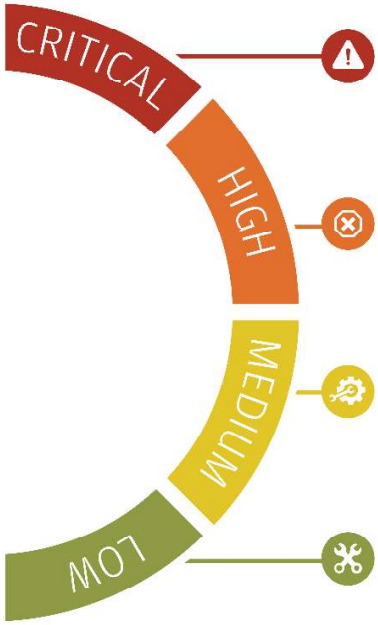
Problem Escalation

The goal of the Tyler Support department is to provide technical assistance to Tyler Product users in overcoming issues, understanding certain functionality, and recommending approaches to various situations.

An incident is originated when a customer contacts Tyler's support staff. Support can be contacted via the toll free support line, e-mail, or the support website. The incident can be received in several different ways via our flexible support systems.

If the support incident is received via the toll-free support line, a support representative will create and log the support issue into our help desk system. The support representative will take ownership of the incident and see it to resolution. The support representative will use many different resources to resolve the issue including on-line help, Knowledge Base, advisors, team leaders, managers, and software developers.

If the support incident is received via e-mail or online support portal, an incident is created and a support representative will contact the customer based on a combination of the priority of the issue and the order that the issue was received. The support representative will take ownership of the incident and see it to resolution. The support representative will use many different resources to resolve the issue including on-line help, Knowledge Base, advisors, team leaders, managers, and software developers.



RESPONSE ~ 1 Business Hour/Resolution within 1 Business Day
Issue is severe and requires immediate resolution. A critical issue is one where there is a complete work stoppage, or the loss of multiple essential system functions for all users.

RESPONSE ~ 4 Business Hours/Resolution within 10 Business Days
A high priority issue is one where there is a repeated, consistent failure of essential functionality affecting more than one user, or the loss or corruption of data. Your system is operational, but an essential piece of functionality is not working.

RESPONSE ~ 1 Business Day/Resolution in Next Release
Issue is non-severe, occasional, or only affects one user, and there is an existing circumvention procedure.

RESPONSE ~ 2 Business Days/Resolution in Future Release
Incident that causes failure of a non-essential functionality or a cosmetic or other issue that does not qualify as any other priority level.

Please see Tyler's Terms & Conditions for additional details

The Team Leaders and Manager of Support Services monitor the status of all support incidents received during the day. In situations where the Team Leaders or Manager identify an incident that needs escalation, the Team Leader or Manager may manually escalate the incident or assign it to a specific support representative. If the software support representative cannot resolve the incident, they have several different levels of help in order to resolve the incident in a timely manner. The levels are as follows: Support Specialist > Advisor > Team Leader > Manager of Support Services > Director of Client Services.

Hosting, Security and Technology

Describe the proposed system's hosting environment, technology, security, reliability, accessibility, and integration capabilities.
The response shall address the following:

- Hosting environment
- Data storage and location
- Security
- Backup and disaster recovery
- System availability and reliability
- Remote access capabilities
- Mobile accessibility
- Integrations strategy
- System administration
- City IT support requirements
- Maintenance and updates
- Technology requirements
- Cybersecurity and incident response
- Mobile hardware and operating system specifications

Tyler SaaS Overview

Tyler delivers its applications as fully managed Software as a Service (SaaS) solution**s that run on Amazon Web Services (AWS), leveraging the scalability, resiliency, security, and operational capabilities of the world's largest and most broadly adopted cloud platform. Tyler manages the application, underlying infrastructure, security, monitoring, maintenance, and ongoing platform operations, providing clients with a single trusted partner for both the software and the cloud environment.**

Tyler's managed SaaS model shifts responsibility for infrastructure, platform operations, security, maintenance, and ongoing software delivery from the client to Tyler, reducing operational complexity while allowing organizations to focus on delivering business outcomes rather than operating technology infrastructure.

Managed Cloud Services

Tyler's managed cloud platform includes the following operational services that support the security, availability, maintenance, and ongoing management of the environment.

- Platform Operations. Tyler performs ongoing application and platform administration, including routine maintenance, software updates, performance optimization, capacity management, and 24x7 monitoring through Tyler's Network Operations Center (NOC) to help ensure reliable, secure, and highly available service delivery.
- Security. Security is integrated throughout Tyler's SaaS operations using layered security controls, continuous monitoring, established security practices, and dedicated security personnel. Customer data is encrypted both in transit and at rest using industry standard encryption. Tyler undergoes annual independent SOC 2 Type II examinations to validate the effectiveness of its security controls. Applicable payment solutions also maintain PCI compliance.

- **Business Continuity & Disaster Recovery.** Tyler's cloud platform is designed for resiliency using redundant AWS infrastructure spanning multiple Availability Zones. Automated failover capabilities, regular encrypted backups, disaster recovery planning, and continuous monitoring help minimize service disruption while protecting customer data and supporting business continuity.
- **Software Maintenance & Updates.** Tyler continuously delivers application enhancements, security improvements, performance optimizations, and regulatory updates as part of the SaaS subscription. Tyler plans, tests, and deploys application and platform updates as part of the managed service, helping clients remain current without managing infrastructure maintenance or major software upgrade projects.

Benefits

Organizations using Tyler's managed cloud platform benefit from:

- **Reduced operational overhead** by transferring infrastructure management, maintenance, monitoring, and platform administration to Tyler.
- **Predictable subscription costs** that include software, cloud operations, maintenance, and support.
- **Enterprise-grade security** supported by independently audited controls, encryption, and continuous monitoring.
- **Improved resiliency** through redundant cloud infrastructure and managed disaster recovery capabilities.
- **Scalable operations** without requiring investment in additional on-premises infrastructure.
- **Continuous innovation** through regular delivery of new functionality, security enhancements, performance improvements, and regulatory updates.

Tyler Technologies' SaaS Agreement includes a Service Level Agreement (SLA) that guarantees a minimum monthly system availability of 99.7%, with a target of 100% uptime for cloud solutions. Clients may report any access issues through Tyler Support, and verified downtime is tracked against the SLA. The SaaS Agreement also defines a Recovery Point Objective (RPO) of 1 hour and a Recovery Time Objective (RTO) of 24 hours to ensure data integrity and timely service restoration.

Business Continuity, Disaster Recovery, and Resiliency

Business Continuity and High Availability

Tyler Technologies designs and operates its cloud solutions to support continuous availability and resiliency of client systems. Tyler leverages Amazon Web Services (AWS) to host its cloud solutions within resilient, geographically distributed data centers. Applications and data are replicated across multiple Availability Zones, each consisting of discrete facilities with independent power, networking, and connectivity, to support high availability and automatic failover. Tyler maintains monitoring and incident response processes to detect, respond to, and mitigate service disruptions. Tyler cloud services are delivered in accordance with its standard Service Level Agreement (SLA), which includes a service availability commitment of 99.7% uptime.

Disaster Recovery

Tyler maintains defined disaster recovery procedures aligned to its business continuity plan to restore services following a declared disaster. Standard recovery objectives include a 1-hour Recovery Point Objective (RPO) and a 24-hour Recovery Time Objective (RTO), defining the maximum expected data loss window and targeted timeframe for restoration of service. Tyler's business continuity and disaster recovery plans are tested at least annually, and related controls are independently assessed as part of its SOC 2 Type II audit. A copy of Tyler's most recent SOC 2 report may be requested at tylertech.com/soc.

Backups and Data Protection

Client data is protected through automated, enterprise-grade backup processes. Backups are encrypted in transit and at rest in accordance with FIPS 140-2 and FIPS 140-3 standards and are maintained in secure environments logically separate from production systems. Backup retention is governed by application-specific policies, and restoration requests are initiated through Tyler's support process by authorized client personnel.

Data Encryption

Transport Layer Security (TLS) 1.2 or higher encryption protects communication with Tyler applications, including end-user access through TLS-protected HTTPS. This widely adopted protocol secures sensitive data by preventing reading or modifying information transferred.

Tyler solutions run on AWS storage services, including Elastic Block Store (EBS) and Amazon Simple Storage Service (S3). The use of server-side encryption with AWS Key Management Service (AWS KMS) keys is used to encrypt at-rest data. This encryption is known as SSE-KMS. SSE-KMS uses one of the strongest block ciphers available to encrypt your data, 256-bit Advanced Encryption Standard (AES-256).

Tyler employs a FIPS-compliant enterprise backup solution certified for CJIS and GovCloud use. Data transfer and storage is encrypted as defined in FIPS140-2 and FIPS140-3 standards over private connections within the AWS network.

Network Security

Tyler's dedicated Network Operations Center (NOC) provides 24x7 utilization and network activity monitoring across Tyler's SaaS applications hosted on Amazon Web Services (AWS). Tyler uses industry-standard technologies and processes for network monitoring and intrusion detection and prevention.

Applications are protected through layered AWS controls that include Security Groups, Network ACLs, and AWS Web Application Firewall (WAF). These controls restrict traffic at the resource, subnet, and application layers, while AWS WAF helps protect against attacks such as SQL injection and cross-site scripting (XSS). Additional safeguards include Amazon Inspector for automated vulnerability management, Amazon GuardDuty for continuous threat detection, and AWS Shield for distributed denial-of-service (DDoS) protection. Access to applicable application domains is also blocked from IP addresses originating in designated higher-risk countries, based on a list informed by the U.S. Department of State and updated as needed.

Tyler also supports federation with customer identity providers, enabling customers to apply their own conditional access policies, including location-based restrictions, where supported by their identity provider.

As part of Tyler's defined business continuity plan, applications and data are replicated across multiple Availability Zones. Client-specific datasets are automatically backed up daily and retained as defined by application-specific retention policies. Data restoration requests must be submitted through the standard support ticketing process by client approved personnel only.

Safeguarding Client and Community Data Through Comprehensive Security Controls

At Tyler Technologies, protecting client and community data is central to how we design, deliver, and support our solutions. Security is embedded in our culture and operations through a comprehensive framework of policies, procedures, and practices aligned with the NIST 800-53 Moderate Framework and informed by industry best practices. Our dedicated security professionals continually monitor risks, conduct assessments, and adapt controls to address evolving threats, ensuring that security remains a proactive, not reactive, part of our business.

Our approach combines administrative, technical, and physical safeguards to provide layered protection at every level of the organization and within our software solutions. Policies such as risk management, incident response, and secure development lifecycle procedures are reinforced by regular audits, compliance with recognized standards like SOC 2 and PCI DSS, and ongoing employee training. By maintaining disciplined governance and a culture of accountability, Tyler ensures that clients can trust the integrity, confidentiality, and availability of their data.

1. Administrative Controls

Organizational Security Controls

Internal Organizational Structure

Tyler Technologies has an organizational structure that establishes delegation of authority. Jobs have been defined within the organizational structure, which provides for segregation of duties.

IT Department Oversight

The IT department has a management structure that provides for oversight and monitoring of activities. The director of IT Infrastructure is responsible for oversight of the corporate network and reports to the chief information officer (CIO). An information security plan (ISP) has been established to help govern the protection of client information and is available to all Tyler employees. Execution of the ISP is overseen by a full-time security staff who monitors security controls, conducts risk assessments, and stays apprised of evolving threats.

Hiring and Orientation Practices

Tyler follows a standard recruiting process when hiring new employees. Job opportunities are communicated internally through email, as well as externally through third-party job search sites. Prior to hire, criminal, and motor vehicle background checks as well as FBI fingerprint checks, as

applicable, are performed. A new-hire checklist is used during the on-boarding process to help ensure required tasks are performed.

Orientation is conducted for new employees in person or via the phone. Additionally, new employees are invited to attend Tyler Days, a more in-depth orientation focusing on the company and the specific departments in that division.

A member of the HR department notifies the IT department when a new employee is hired to provide the user's corporate network access. A username and password are required to access the corporate network. Employee access to corporate network resources and confidential information on the network is limited to active employees based on their job functions. Access is removed upon notification of termination from the HR department.

Corporate network administrative-level access is limited to employees that require access to perform their job functions. Corporate network user access reviews are performed monthly.

Identity and Access Management

Tyler implements a role-based access control methodology to ensure only authorized people with a need for access are given it. To the extent Tyler users have access, Tyler employs a least privileged access strategy, meaning that individuals are given and use only the least administrative rights possible to do the task at hand. Tyler compliments these strategies with controls and monitoring to ensure only those authorized users can access the systems allowed.

Employee Handbook

An employee handbook documents company policies. The employee handbook is reviewed by the Human Resources (HR) department and updated at regular intervals. Employees are required to sign an employee handbook acknowledgement, which includes security policies, upon hire. Employees are required to sign a confidentiality/non-disclosure agreement upon hire.

Termination Practices

Employee termination procedures exist to help ensure required tasks are performed. Managers are responsible for contacting the HR department to inform them of an employee termination. Upon notification, the HR department will create an information technology (IT) ticket to inform the parties responsible to disable the employees' access, and a termination notice email is sent to a distribution group. When appropriate, the HR department conducts an exit interview with the terminated employee.

Employee Training and Meetings

Tyler provides management with ongoing training. Division-wide meetings are held regularly for each division of Tyler to communicate company-wide policies and updates as well as division specific content.

Cloud Solutions Operations department meetings are held on a quarterly basis to discuss changes, updates on status of projects, and relevant topics that may have an impact on Cloud Solutions

clients. Additionally, team meetings are held weekly for the management team within the Cloud Solutions Operations department to discuss ongoing issues and events.

Employees are required to complete security awareness training on a regular basis. This training highlights Tyler's security policies. It also covers recommended security best practices regarding topics such as phishing, social engineering, malware, and confidential data handling.

Industry & Regulatory Compliance

To maintain the highest levels of security assurance, Tyler undergoes annual audits, including Service Organization Controls (SOC) 2 Type 2 assessments conducted by an independent firm. Tyler Technologies also completes an annual Payment Card Industry (PCI) Data Security Standards (DSS) assessment conducted by a PCI Security Standards Council (SSC) Qualified Security Assessor, validating compliance with stringent security requirements for handling payment data.

To learn more about Tyler's industry and regulatory compliance, including how to obtain a copy of Tyler's SOC report, visit tylertech.com/about-us/security-compliance.

Tyler deploys solutions in AWS regions that align with the operational, regulatory, and contractual requirements of the applicable application and customer. To learn more about AWS security controls and compliance, visit aws.amazon.com/security.

Incident Response

To effectively protect Tyler's business and the client data in our care, a Security Incident Response Procedure is in place, defines employee responsibilities, and is available to all employees. Tyler's incident response plan, based on the NIST 800-53 Framework, defines a measured, repeatable process for determining, managing, and recording when an incident occurs. Tyler Technologies' handling of incidents, including notification to customers, conforms to applicable state and federal law.

Design, implementation, and maintenance of the IRP are the responsibilities of Tyler's Information Security Office. The IRP establishes procedures for responding to and reporting security incidents. A Post Incident Review is conducted once a threat has been successfully eliminated. The Incident Response Plan is validated no less than annually.

Tyler regularly monitors the networks, systems, environments, and applications within its control. As part of that monitoring, if Tyler identifies a potential security incident, Tyler follows established policies and procedures to contain, respond to and mitigate such incidents. Tyler's standard practice is to treat the details of any such incident as confidential, given that releasing those details to the public itself creates a security risk, and/or because those details may include a client's confidential information.

Further information regarding Tyler's incident response plan can be found in our most recent Type 2 Service Organization Controls No. 2 (SOC 2) report which can be requested from tylertech.com/soc.

Secure Software Development Life Cycle

Tyler employs an enterprise Secure Software Development Life Cycle (SDLC) dedicated to continuously reviewing and enhancing the security posture of Tyler's products. Tyler uses enterprise-level dynamic and static security scanning tools throughout the software development lifecycle. In addition to scanning tools, Tyler's application security team executes manual assessments on Tyler products using a testing methodology based upon the OWASP Testing Framework.

Vulnerability Disclosure Program

Tyler has an enterprise-wide vulnerability disclosure program which includes Tyler products in its scope. Tyler makes available a communication channel for clients, partners, and the security community to report vulnerabilities in our products.

Tyler's Enterprise Application Security Team is responsible for triaging and managing product related vulnerability reports. This process involves confirming the vulnerability exists, assigning risk and impact, working with development on a fix, testing the fix, releasing the fix, and communicating the fix to clients.

2. Technical Controls

Data Segregation

Tyler multi-tenant applications allow multiple organizations to securely operate within a shared environment while maintaining logical separation of customer data. Access is scoped to the authenticated user's tenant and role for each web request, ensuring each client's information remains isolated and inaccessible to other organizations. Underlying AWS infrastructure leverages the AWS Nitro System, which provides hardware-enforced isolation and security controls for cloud workloads.

Data Encryption

Transport Layer Security (TLS) 1.2 or higher encryption protects communication with Tyler applications, including end-user access through TLS-protected HTTPS. This widely adopted protocol secures sensitive data by preventing reading or modifying information transferred.

Tyler solutions run on AWS storage services, including Elastic Block Store (EBS) and Amazon Simple Storage Service (S3). The use of server-side encryption with AWS Key Management Service (AWS KMS) keys is used to encrypt at-rest data. This encryption is known as SSE-KMS. SSE-KMS uses one of the strongest block ciphers available to encrypt your data, 256-bit Advanced Encryption Standard (AES-256).

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Tyler's dedicated Network Operations Center (NOC) provides 24x7 utilization and network activity monitoring across Tyler's SaaS applications hosted on Amazon Web Services (AWS). Tyler uses

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Applications are protected through layered AWS controls that include Security Groups, Network ACLs, and AWS Web Application Firewall (WAF). These controls restrict traffic at the resource, subnet, and application layers, while AWS WAF helps protect against attacks such as SQL injection and cross-site scripting (XSS). Additional safeguards include Amazon Inspector for automated vulnerability management, Amazon GuardDuty for continuous threat detection, and AWS Shield for distributed denial-of-service (DDoS) protection. Access to applicable application domains is also blocked from IP addresses originating in designated higher-risk countries, based on a list informed by the U.S. Department of State and updated as needed.

Tyler also supports federation with customer identity providers, enabling customers to apply their own conditional access policies, including location-based restrictions, where supported by their identity provider.

Application Authentication

Tyler's Identity solutions are foundational components for a zero-trust identity strategy that enables cloud-based authentication for Tyler application users, regardless of location, device, or network. Tyler's Identity Workforce and Identity Community are cloud Identity as a Service (IDaaS) solutions that improve the sign-in experience, enhance security, and simplify identity management.

Identity Workforce supports industry-standard federation protocols, including Security Assertion Markup Language (SAML) and OpenID Connect (OIDC), and integrates with leading identity providers such as Microsoft Entra ID, Google Cloud Identity, and Okta Workforce Identity Cloud to authenticate users of Tyler back-office applications. This enables seamless single sign-on across Tyler and organizational applications, aligning with an organization's overall identity and access management (IAM) strategy. Additionally, it centralizes credential management policies, such as password requirements and multifactor authentication, enhancing identity verification and account security.

Identity Community is Tyler's secure authentication service to access public-facing self-service applications, such as those used by vendors, businesses, and residents. One account provides community members with single sign-on to Tyler applications, including across multiple jurisdictions that also use Tyler applications.

Application Authorization

Tyler applications utilize comprehensive role-based access control (RBAC), also known as role-based security, to manage end-user access. Roles can be customized to offer flexible access control through user-friendly, integrated applications that require minimal technical expertise.

Following the NIST model for RBAC, access can be granted across applications, processes, records, and fields. Role permissions can span multiple modules within an application suite, simplifying administration for users with varied responsibilities. In cases where overlapping or conflicting permissions arise, the system grants the highest priority or least restrictive access to the user.

Additionally, Tyler applications feature detailed security profile reporting and auditing capabilities. Security reports provide both summary and detailed views of permissions assigned to roles and user accounts, giving administrators clear visibility into access levels across the system. Comprehensive auditing tracks all changes made to roles and user accounts, ensuring transparency and accountability within the access control framework.

3. Physical Controls

Data Center Controls

AWS data centers employ layered physical and environmental security controls, including 24x7 monitoring, video surveillance, intrusion detection systems, multi-factor authentication for facility access, and visitor management procedures. Physical access is restricted to authorized personnel with a legitimate business need and is logged and audited.

AWS maintains redundant power, environmental controls, fire detection and suppression systems, and other operational safeguards designed to support service availability and resilience.

Storage media is sanitized and decommissioned in accordance with AWS procedures that align with NIST 800-88 guidance for media sanitization.

For additional information regarding AWS physical security controls, visit aws.amazon.com/compliance/data-center/controls.

Tyler Office Access

Access to Tyler offices and facilities requires a key card. Key cards are issued to active employees and authorized vendors. Upon notice of termination, facility access is removed. A visitor log is maintained to track visitor's access to the facility.

Confidential Destruction

Waste from Tyler offices containing confidential data is placed in locked shredding bins and destroyed by a third-party company.

Application Authentication

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Identity Community is Tyler's secure authentication service to access public-facing self-service applications, such as those used by vendors, businesses, and residents. One account provides community members with single sign-on to Tyler applications, including across multiple jurisdictions that also use Tyler applications.

Clarifications & Understandings

Please see the following pages for exceptions to the City of Exeter's terms outlined within this RFP for Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services .

City of Exeter, CA ("Client")
Request for Proposals for Municipal Financial Management System Software, Application Hosting, Implementation and Technology Services, No. 2026-06

Tyler's Statement of Exceptions to the Procurement Documents

Tyler's Proposal is based on the delivery of the requested software and services according to Tyler's standard implementation methodology and Tyler's standard contract. That methodology, and that contract, have been refined and enhanced over Tyler's many years of operation in the public sector information technology market. ***Tyler's submission of its Proposal does not waive Tyler's right to negotiate any and all terms to the mutual satisfaction of the parties.*** Tyler will be obligated to provide products and services only upon execution, and under the terms and conditions, of the mutually negotiated contract between Tyler and the Client.

Tyler considers its implementation methodology and its contract to be the starting point for those negotiations. A link to, or copy of, Tyler's standard contract is included for your reference. If you ask to incorporate your procurement documents and our Proposal documents into the contract package, we will agree to do so as long as the order of priority is: (a) the final, negotiated contract; (b) our Proposal documentation; and (c) your procurement documentation.

Tyler is providing representative exceptions to standard procurement terms and conditions for your review. This list may not include all RFP terms and conditions Tyler may wish to negotiate if selected, and it does not negate any of the expectations Tyler has stated above.

- Contract Document: Tyler expects to use the standard Tyler contract as the basis for beginning contract negotiations, as it contains language specific to the software industry, such as license grant and intellectual property infringement. Tyler recognizes that there may be clauses of particular importance to the Client that may not be included in the Tyler contract. Tyler is amenable to accommodating the Client's contract requests by incorporating mutually agreed clauses into the Tyler contract. As stated above, if you ask to incorporate your procurement documents and our Proposal documents into the contract package, we will agree to do so as long as the order of priority is: (a) the final, negotiated contract; (b) our Proposal documentation; and (c) your procurement documentation.
- Insurance: Tyler has provided its evidence of insurance certificate. Tyler's insurance program is established at a corporate level and is not subject to change for individual customers. While performing services under an agreement with the Client, we will agree to maintain the following levels of insurance: (a) Commercial General Liability (CGL) of $1,000,000 per occurrence and $2,000,000 in the aggregate; (b) Automobile Liability of $1,000,000; (c) Professional Liability (including Cyber Liability) of $2,000,000; (d) Workers' Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of $5,000,000 per occurrence and in the aggregate. We agree to secure our insurance from a carrier with a minimum AM Best rating of A-:VII. Tyler's insurance coverage is evidenced using a standard Acord form. The coverage limits set forth

on our certificate of insurance do not apply separately. Certificates of insurance listing the customer as certificate holder are available upon request after a contract is signed. Copies of Tyler's insurance policies are made available only in the event a claim is disputed or denied. Tyler will disclose its deductibles upon written request, but those deductibles are not subject to customer approval. Tyler is well-positioned financially to satisfy its deductibles. At your request during contract negotiations, we will add language to the insurance provision that adds you as an additional insured to our CGL and auto liability policy for claims caused, in whole or in part, by Tyler as respects the contract, which automatically affords you the same status under our excess/umbrella liability policy. A certificate of insurance reflecting that status may be provided at your request after the contract is executed. Our carrier has issued blanket endorsements regarding additional insured status; we do not issue separate endorsements specific to each customer. We agree that our insurance is primary for claims under our CGL or auto policies that are caused, in whole or in part, by Tyler as respects the contract. If required, Tyler will agree to waive subrogation, but only on claims under our CGL or auto policies that arise out of or relate to the contract and are between us and you, except to the extent the damage or injury is caused by you. If you require it in the contract, we will agree to provide you with notice of cancellation or non-renewal, or reduction in our insurance coverages below the minimum requirements set forth in the contract within thirty (30) days thereof unless replaced. Renewal certificates of insurance will be provided as close as practicable to the date the applicable policy or policies is/are renewed. Tyler's insurance program does not cover a Tyler subcontractor. Any subcontractor used by Tyler and approved by the Client will be required to carry its own insurance. Tyler will require that any such insurance meet the minimum requirements agreed to by Tyler and the Client. Tyler does not agree to covering insurance coverage costs the City chooses to incur.

- Ownership: We do not agree to work-for-hire provisions. Tyler retains all intellectual property and confidentiality rights in and to our proprietary and/or confidential information and deliverables.
- Public Disclosure: Tyler will comply with applicable public records laws. Disclosure may be made only to the extent disclosure is required by law, provided, however, that the Client shall give prompt notice of the service of process or other documentation that underlies such requirement to Tyler so that it may obtain a protective order or otherwise protect the confidentiality of Tyler's confidential information.
- Pricing: Tyler adheres to its pricing as set forth in its Proposal. Any fees for subsequent periods of time or additional services not addressed in Tyler's Proposal shall be at Tyler's then-current rates. Unless noted otherwise, our services rates do not include travel expenses, which are separately estimated and are payable in accordance with our then-current Business Travel Policy. Unless expressly indicated otherwise, the fees we have quoted do not include any taxes.
- Information Security and Privacy: Information security is important to Tyler and to every agency and jurisdiction we serve. Tyler agrees to comply with all relevant federal and state laws and regulations on security and privacy, and its handling of security breaches, including notification to customers, conforms to applicable state and federal law. Tyler maintains industry-standard information technology and security policies and practices at a company-wide level, including a documented security incident response plan, that are not subject to change on a client-by-client basis. For hosted services, Tyler utilizes industry standard public cloud deployment methods that provide the highest commercially reasonable system availability and performance. Tyler implements systems utilizing shared responsibility models where responsibility for physical infrastructure is provided by the public cloud provider, application deployment is managed by Tyler, and application

configuration is maintained by the customer, where applicable. Tyler follows security best practices dictated and defined by the following three assurance audits: SOX-404 Financial and IT General Controls, PCI Security Council PA-DSS/PCI-DSS, and the AICPA SSAE-21 SOC 1 & SOC 2 Assurance Audits. Our security policy is based on the full NIST Cybersecurity Framework and is reviewed during each audit.

- Compliance with Laws and Regulations: We will comply with all applicable state and federal laws, ordinances, orders, decrees, and regulations. Tyler reserves the right to review and discuss with the Client specific laws and regulations that the Client wishes to incorporate into the final contract. The quoted fees are based, in part, on the cost of compliance with applicable laws existing as of the Proposal submission date. Should laws applicable to Tyler's performance under the contract change, Tyler reserves the right to, for example, seek a change order for the additional work, time and/or cost that may be required to comply with the new law, ordinance or regulation. To the extent compliance requires a modification to the Tyler software, Tyler will provide that modification according to the provisions set forth in the Tyler contract or as otherwise agreed to by the parties.
- Termination: Tyler's standard practice is not to include a termination for convenience provision in its contracts, given the significant investments made by both parties to the procurement and implementation. Tyler relies instead on its termination provisions for cause, non-appropriation, and/or force majeure. The Client may terminate the contract for cause in the event Tyler fails to cure a material breach according to the terms of the dispute resolution process set forth in Tyler's standard contract. The Client will make payment to Tyler for all products, services and expenses delivered or incurred through the effective date of termination that were not previously disputed under the contract. Payment for disputed products, services and expenses, and the Client's remedies, will be determined through the mutually agreed dispute resolution process.
- Warranties: Tyler provides a comprehensive, objective software warranty tied to functional descriptions of the Tyler software. Tyler does not provide implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, as they are subjective. For as long as the Client is current on paying its fees, Tyler warrants that the Tyler software will substantially conform to the functional descriptions of the Tyler software contained in Tyler's Proposal, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current documentation. Tyler warrants that it will perform services in a professional, workmanlike manner, consistent with industry standards. In the event Tyler provides services that do not conform to this warranty, Tyler will re-perform the services at no additional cost to the Client. Tyler passes through to its clients all warranties received on third party products. Tyler disclaims all other warranties.
- Limitation of Liability: Except as otherwise expressly set forth in the agreement, Tyler's liability for damages arising out of the contract, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to the lesser of (a) Client's actual direct damages or (b) the amounts paid by Client under the contract for the then-current term. To the maximum extent permitted by applicable law, in no event shall Tyler be liable for any special, incidental, punitive, indirect, or consequential damages whatsoever, even if Tyler has been advised of the possibility of such damages.
- Indemnification: Tyler shall defend, indemnify and hold harmless the Client from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including reasonable attorney's fees and costs) from third parties for personal injury or property damage arising from

Tyler's negligence or willful misconduct; or Tyler's violation of a law applicable to Tyler's performance under the contract. Tyler also will indemnify the Client from third-party claims that the Tyler software and/or documentation infringes an intellectual property right in accordance with Tyler's standard contract. In either case, the Client must notify Tyler promptly in writing of the claim and give Tyler sole control over its defense or settlement. The Client agrees to provide Tyler with reasonable assistance, cooperation, and information in defending the claim at Tyler's expense.

- Support: Tyler's support services are documented in our current Support Call Process. Tyler's Service Level Agreement outlines the information technology service levels that we provide to our clients to ensure the availability of the application services requested.
- Backups: Tyler will perform backups of the production system sufficient to support contracted RPO and RTO commitments. Tyler reserves the right to negotiate any additional obligations with respect to such backups.
- Disaster Recovery Plan: Tyler's Disaster Recovery Plan is one of the controls that is audited in our SOC report. We do not share our Disaster Recovery Plan as that would create a security exposure that could be detrimental to keeping our SaaS Services secure.
- Personnel: Tyler will provide information on representative Tyler personnel. We are unable to assign personnel to a project until Tyler is selected and a contract is signed, in an effort to most effectively use resources.
- Payment Terms: Tyler's standard payment terms are set forth in the Invoicing and Payment Policy (Exhibit B) to the standard Tyler contract. Payment is due within forty-five (45) days of invoicing.
- Acceptance: Tyler is willing to negotiate a mutually agreeable acceptance process based on warranted functionality.
- Project Schedule/Project Commencement: Software implementations are a collaborative process and require the resources and performance of both parties. Accordingly, Tyler does not guarantee compliance with a specific project schedule at this time but will work with the client during contract negotiations to establish an estimated timeline for project activities. Unless expressly stated otherwise in Tyler's Proposal, Tyler does not agree that work will commence immediately upon contract execution, or to contractual language requiring that the project be completed within a set timeframe. Unless noted otherwise, Tyler's Proposal includes a sample project plan; Tyler will deliver the actual project plan upon obtaining further information from the Client.
- Dispute Resolution: In the event a dispute arises, or Client believes Tyler has materially breached the contract, the Client shall follow the mutually agreed to dispute resolution process.
- Venue: Tyler reserves the right to file a complaint with, or remove any litigation to, a federal court of competent jurisdiction.
- Attorney's Fees: Tyler prefers that a court of competent jurisdiction determine liability for attorney's fees.
- Disentanglement: In connection with the termination of the contract for any reason, and only upon the execution of a mutually agreed change order or addendum, Tyler will use commercially reasonable efforts to accomplish an adequate and timely transition from Tyler to the Client, or to any replacement providers designated by the Client (a "Disentanglement"). The parties shall reasonably cooperate during Disentanglement. Client shall reimburse Tyler for Disentanglement

services provided by Tyler at Tyler's then-current rates, plus reasonable costs and expenses, as set forth in the parties' executed change order or addendum.

- Cover: Tyler is opposed to Client procuring replacement products and/or services at Tyler's expense.
- Assignment: Neither party may assign the contract without the prior written consent of the other party, except that Tyler may, without the prior written consent of the Client, assign the contract in its entirety to the surviving entity of any merger or consolidation or to any purchaser of substantially all of Tyler's assets.
- Offset: Tyler is opposed to allowing the Client the right to offset or withhold payment and prefers instead to resolve the dispute through the mutually agreed-upon dispute-resolution process.
- Audit; Records Retention: The Client may audit Tyler's books and records relating directly to the contract once per year on one-week advance written notice, and at Client's expense. Unless otherwise agreed, the location of the records will be the Tyler office servicing the contract. The audit will not include access to Tyler's personnel records, or conditions of employment. Tyler will maintain complete and accurate records of time and expense relating directly to the contract for the greater of five (5) years from their creation or the period required by applicable law.

Sample Contracts

Please see the Tyler Technologies standard Terms and Conditions contract in this section of this RFP Response. Tyler Technologies is willing to negotiate contract terms to suit both parties upon award of contract.

https://www.tylertech.com/portals/0/terms/public-administration/New-Public-Administration-Group-Clients-SaaS-Agreement.pdf

Agenda Item Staff Report

Agenda Item Number: **I.6.**

For action by:
☒City Council

Regular Session:
☒Consent Calendar
☐Regular Item
☐Public Hearing

Review:
City Administrator
(Initials Required)

J.R.

Meeting Date:
November 10, 2026

Wording for Agenda:
Approval of a Street Closure Request for the Second Annual Santa Beer Run & Elf Run to be Held on December 19, 2026, Including the Temporary Street, Lane, Parking, and Alleyway Closures Identified on the Attached Event Map, Subject to the Recommended Conditions of Approval.

Submitting Department:
Administration

Contact Name:
Jason Ridenour, City Administrator

Department Recommendation:
Staff recommends that the City Council consider the Street Closure Request submitted by Melissa Bell on behalf of the Santa Beer Run for the Second Annual Santa Beer Run & Elf Run on Saturday, December 19, 2026, including the temporary street, lane, parking, and alleyway closures identified on the attached event map, subject to the recommended conditions of approval.

Background & Summary:
The City has received a Street Closure Application from Melissa Bell requesting temporary street closures in downtown Exeter on Saturday, December 19, 2026, for the Second Annual Santa Beer Run & Elf Run.

The Santa Beer Run is a holiday-themed community event featuring a one-mile course consisting of four quarter-mile laps, with designated stops at the Stag Saloon and Bell Craft Brewery. The event will also include an Elf Run, a family-friendly activity for children to also run the route.

Following the races, live entertainment by Outlaw Country is planned on the Bell Craft Brew Co. patio, with food vendors located at the City Hall parking lot. The event organizer noted in the

application that event proceeds will benefit the FOXG1 Research Foundation, which supports rare disease research and families affected by FOXG1 syndrome.

To accommodate the event, the applicant is requesting temporary closures in the downtown area, including portions of E Street, Pine Street, F Street, and the city hall public parking lot and alleyway adjacent to Bell Craft Brewery. The proposed route begins in the alley north of the Stag Saloon, proceeds north toward Palm Street, east toward E Street, south along E Street to Pine Street and west along Pine Street, then North on F Street before returning to the starting area.

The proposed traffic restrictions include the closure of part of the City Hall parking lot from 7:00 AM to 4:00 PM, closure of the alleyway between East Pine Street and East Palm Street from 7:00 AM to 4:00 PM, street parking closure from the alleyway at East Palm Street to the corner of East Palm Street to E street, a southbound lane closure along E Street between Palm Street and Pine Street, and a westbound lane closure along Pine Street down to F street, a northbound lane closure along North F Street up to city hall parking lot from 7:00 AM – 12:00 PM or as soon as the run concludes. North F Street starting at the southern boundary of the parking lot will remain open to allow for necessary Fire Department ingress and egress to the Fire Station.

The proposed event route and street closure map along with signatures from affected businesses acknowledging the requested closures are attached to this report. The applicant has identified this as their preferred event route for City Council consideration.

As part of the application process, the organizer obtained signatures from businesses affected by the requested closures. Of the 16 businesses identified on the submitted authorization forms, 15 indicated support and one indicated opposition.

Conditions of Approval:
Approval of the event is subject to the following conditions:

1. **Insurance:** The event organizer shall provide a Certificate of Liability Insurance meeting the City's insurance requirements, including naming the City of Exeter as an additional insured, prior to the event.
2. **Traffic Control:** The applicant shall coordinate with the Public Works Department and Police Department regarding all required barricades, signage, traffic control measures, and street closure arrangements. All closures shall be implemented in accordance with the approved event map and any additional requirements established by City staff.
3. **Emergency Access:** Adequate access for emergency vehicles shall be maintained throughout the event. The applicant shall comply with any directions issued by the Police Department, Fire Department, or other emergency personnel.
4. **Permits and Alcohol Regulations:** The applicant and participating businesses shall obtain all applicable permits and approvals, including any required California Department of Alcoholic Beverage Control authorizations and Tulare County

Environmental Health permits. Approval of the street closures does not authorize the sale, service, or consumption of alcoholic beverages in public rights-of-way.

5. **Event Safety:** The applicant shall provide appropriate course monitoring, participant guidance, and safety measures throughout the event, including the designated staging and finish areas.
6. **Cleanup:** The event organizer shall be responsible for removing event-related materials, equipment, signage, and trash and restoring all affected streets, sidewalks, parking areas, and public facilities to their original condition following the event.

Fiscal Impact:

There will be minimal staff time associated with processing the street closure request and coordinating event activities.

The street closure fee to be paid by the applicant is $107.

Prior City Council Actions:

This is an annual event most recently approved on October 28, 2026.

Attachments:

- Street Closure Request Application
- Street Closure Authorization Signatures
- Event Map
- Event Information
- Event Street Closure Map

Recommended motion to be made by the City Council:

I move to approve the Street Closure Request for the Second Annual Santa Beer Run & Elf Run on December 19, 2026, including the temporary street, lane, parking, and alleyway closures identified on the attached event map subject to the recommended conditions of approval.

City of Exeter Street Closure Application

350 W. Firebaugh – PO Box 237, Exeter, CA 93221
Ph. #559-592-3318 Fax # 559-592-3516

Received
10/29/26
PW

Date of Event: 12.19.26

Name of group requesting street closure: Santa Beer Run
Name of contact person: Melissa Bell **Phone:** [redacted]
Mailing address: [redacted] **Email :** [redacted]

Alternate Contact Person: Erin Schrumpf **Phone** [redacted]
Mailing Address: _____ **Phone:** _____

Type of event: Charity

Time of closure: 7:00 Am **until** 2 pm 12 PM or as soon as run is completed
Parking Lot and alleyway closed until 4 PM

Details of streets/parking lots/public right of way requesting to be closed: (*provide map or additional pages if necessary*)
Map provided

MB **I have been provided a copy of the City of Exeter *Street Closure Policy* and understand the provisions.**

MB **I have been provided a copy of the City of Exeter *Street Closure Application Attachment* for insurance/waiver requirements and COVID information and understand my responsibilities.**

MB **I understand my $50 application fee is nonrefundable and if my event needs to be rescheduled, I will not be required to pay a second application fee.**

Applicant Signature: [redacted] **Date** 9.29.26

Office use: **********
Fee paid _____

Public Works Director _____ Chief of Police _____

Council Approval: _____

STREET CLOSURE APPLICATION ATTACHMENT

INSURANCE & WAIVERS

General Liability Insurance: *The undersigned shall maintain commercial general liability insurance with coverage at least as broad as Insurance Services Office form CG 00 01 in an amount not less than two million dollars ($2,000,000) per occurrence for bodily injury, personal injury, and property damage including without limitation, blanket contractual liability. If a general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit. The Undersigned's general liability policies shall be primary and shall not seek contribution from the City's coverage, and shall be endorsed using Insurance Services Office form CG 20 10 (or equivalent) to provide that City and its officers, officials, employees, and agents shall be additional insureds under such policies. When alcohol is being served or sold at any permitted facility, it is mandatory that the General Liability Policy include Liquor Liability Coverage.*

Any failure to comply with reporting provisions of the policies by the Undersigned shall not affect coverage provided the City.

Workers' Compensation: *Organizations with employees shall maintain Workers' Compensation Insurance (Statutory Limits) and Employer's Liability Insurance with limits of at least one million dollars ($1,000,000). Undersigned shall submit to City, along with the certificate of insurance, a Waiver of Subrogation endorsement in favor of City, its officers, agents, employees, and volunteers.*

Indemnity/Hold Harmless Agreement: *Undersigned shall indemnify, defend, and hold harmless the City, its officers, employees, agents and volunteers ("City indemnitees"), from and against any and all causes of action, claims, liabilities, obligations, judgments, or damages, including reasonable legal counsels' fees and costs of litigation ("claims"), arising out of the Undersigned's performance of its obligations under this agreement or out of the operations conducted by Undersigned, except for such loss or damage arising from the sole negligence or willful misconduct of the City. In the event the City indemnitees are made a party to any action, lawsuit, or other adversarial proceeding arising from Undersigned's performance of this agreement, the Undersigned shall provide a defense to the City indemnitees, or at the City's option, reimburse the City indemnitees their costs of defense, including reasonable legal counsels' fees, incurred in defense of such claims.*

I have read the Street Closure Request Application Attachment and do hereby certify that I have been duly authorized by the organization which I represent to enter into this agreement, and that the activity which the organization is sponsoring fully meets the conditions set forth herein and that we agree to observe all rules and procedures as stated.

Print Name of Applicant: Melissa Bell

Signature of Applicant: [redacted] Date: 10/28/26

Primary Phone Number(s): [redacted] Email: [redacted]



SECOND ANNUAL SANTA BEER RUN 2026

ROUTE :
START Alley North of Stag heading East to NS Alley. Turn Left North Bound to Palm. Right, East on Palm Street Sidewalk - Bikelane. Right, South on E Street to Pine Street. Right, West on Pine Street to F Street. North on F Street Side Walk. Right at Alley.

AREA TO SHUTDOWN TO TRAFFIC
E Street between Palm and Pine, half lane
Pine Street between E and F Street , half lane.
Utilizing side walk and bike lane on portion of Palm and F. Will rope.

TEAM STAGING AREA
Rope lanes for each 4 person relay team racing at that specific time.
Rope alley both sides to prevent spectators in race area
Food trucks should arrive prior to roping in alley.

City of Exeter
Street Closure Authorization Form

Melissa Bell (Bellcraft Brew) is requesting a street closure to include E St from Palm St to Pine St. half lane on Pine St. between E & F St. half lane between the hours of 7 Am and ~~2~~ 12 pm for Santa Run. Parking lot until 4. pm.
12 pm or as soon as run is completed

The locations listed below will be affected by this closure.

Address	Agree	Oppose	Business Name	Signature	Phone
132 N. E St.			Rock Yard.	[redacted]	yes
114 N. E St.			Dusty Wagon.	[redacted]	yes
115 E. Pine St			Stag Saloon	[redacted]	yes
136 N. E St			DS Realty, TH	[redacted]	yes
199 E. Pine St.			Exeter marketplace	[redacted]	yes
169 E. Pine St.			Family Treasures	[redacted]	yes
163 E. Pine St.			Mandarin House	[redacted]	yes
145 E. Pine St			Hometown Emporium	[redacted]	
121 E. Pine St.			Ow Point Pilates	[redacted]	No
125 E. Pine St.			Embellish Beauty	[redacted] (yes)	
117 E. Pine St.			Volition Hair	[redacted]	yes

101 E. Pine St. / El Nuevo Tlaquepaque [redacted] yes

139 E. Pine St. / Vallarta [redacted] yes

130 N. E St. / Bell Craft [redacted] yes

140 N. E St. / Health + Wellness + [redacted] yes

/ Rich Cuts [redacted] yes



EVENT DESCRIPTION

The 2026 Santa Beer Run & Elf Run is a festive, community-focused event held in Downtown Exeter on December 19, 2026. The Santa Beer Run features a one-mile course consisting of four quarter-mile laps, with beer stops at The Stag Saloon, Rock Yard Tavern, and Bell Craft Brew Co. The Elf Run is a family-friendly event featuring age-appropriate running distances for children.

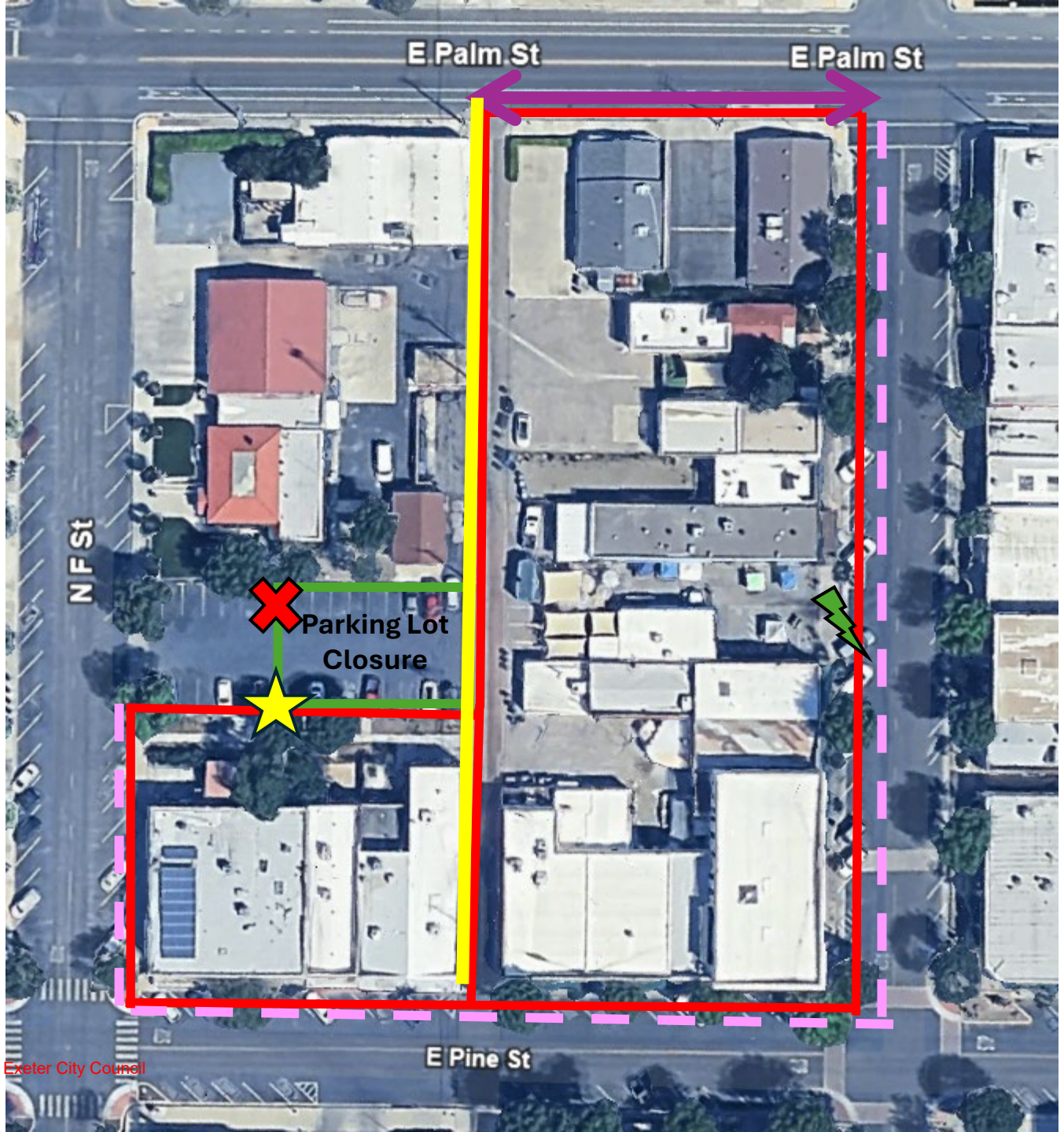
Following the races, Outlaw Country will perform live on the Bell Craft Brew Co. patio, with food vendors located on Bell Craft's premises for participants and spectators to enjoy. The event supports local businesses, encourages community participation, and celebrates the holiday season.

100% of event proceeds will benefit the FOXG1 Research Foundation, supporting rare disease research and families affected by FOXG1 syndrome.

Santa Beer Run

Legend

- Run Route
- Start
- Break
- Half Lane Closure
- Closure
- End
- Street Parking Closure



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Agenda Item Staff Report

Agenda Item Number: **I.7.**

Meeting Date:
November 10, 2026

Wording for Agenda:
Consider Approval of a Community Beautification Project Request to Paint Five (5) Additional Fire Hydrants with Citrus and Character-Themed Designs, Including Authorization for the City Administrator to Approve One Pending Hydrant Location.

Submitting Department:
Administration

Contact Name:
Jason Ridneour, City Administrator

For action by:
☒City Council

Regular Session:
☒Consent Calendar
☐Regular Item
☐Public Hearing

Review:
City Administrator
(Initials Required)

J.R.

Department Recommendation:
Staff recommends that the City Council approve the submitted Community Beautification Project Request to paint five additional fire hydrants with citrus and character-themed designs, subject to compliance with the City of Exeter Community Project & Beautification Guidelines and the conditions of approval.

Staff further recommends that the City Council authorize the City Administrator to review and approve the final location of one proposed fire hydrant once clarification is received from the applicant, provided the location is consistent with the scope of the approved project.

Background & Summary:
The City of Exeter encourages community participation in beautification and improvement projects on City-owned property through its Community Project & Beautification Coordinator Guidelines, adopted by City Council Resolution No. 2025-40 (attached to this report).

On March 10, April 14, and June 9, 2026, the City Council approved community beautification requests to paint multiple fire hydrants throughout the City with a patriotic theme. The City has since received an additional request from Laura Hamilton, representing CACHE, to paint five additional fire hydrants as part of the ongoing community beautification effort.

Unlike the previously approved patriotic designs, the proposed project would incorporate citrus-themed artwork and Minion-inspired character designs at the following locations:

- Palm Street, between E Street and F Street, south side – proposed citrus design.
- East Clarence Street, at F Street – proposed citrus design.
- Cedar Street and D Street, east side near the Lincoln playground – proposed Minion-themed design.
- Chestnut and D Street, east side in front of Lincoln School – proposed Minion-themed design.

During staff's review of the application and accompanying location map, clarification was requested regarding one of the proposed fire hydrant locations to ensure that the correct hydrant is identified for painting. However, due to unforeseen personal circumstances, the applicant has been unable to provide the requested clarification prior to preparation of this staff report.

Rather than delay consideration of the entire project, staff recommends that the City Council approve the proposed beautification project and authorize the City Administrator to confirm and approve the outstanding hydrant location once the applicant is available to provide the necessary information.

The project will be completed by volunteers in accordance with the City's Community Project & Beautification Guidelines.

The proposed designs are intended to enhance the visual appearance of public infrastructure, promote community pride, and incorporate artwork that reflects Exeter's agricultural heritage and provides a welcoming appearance near Lincoln School. Staff has reviewed the request and determined that it is consistent with the City's adopted Community Project & Beautification Guidelines, which allow volunteer-led painting and beautification projects on City property when properly coordinated and approved.

As with prior approvals, staff recommends the following conditions:

- All hydrant caps must remain consistent with their current color to ensure visibility and compliance with standard fire hydrant identification practices for emergency response.
- Final designs and painting materials shall be reviewed and approved by the Public Works Department prior to commencement of the project to ensure that hydrant functionality and accessibility are maintained.
- Approval of this request applies only to the five hydrants identified in the submitted request. Any future expansion or additional locations would require a separate project request and City Council approval.

Fiscal Impact:

There is no direct fiscal impact to the City associated with this project. The beautification activities will be completed by volunteers in accordance with the City's volunteer program guidelines.

Prior City Council Actions:

- September 23, 2025 – Adoption of Resolution No. 2025-40 establishing the Community Project & Beautification Coordinator Guidelines.
- March 10, 2026 – Approval of a Community Beautification Project Request to paint one fire hydrant with a patriotic theme.
- April 14, 2026 – Approval of a Community Beautification Project Request to paint additional fire hydrants with a patriotic theme.
- June 9, 2026 – Approval of a Community Beautification Project Request to paint four additional fire hydrants with a patriotic theme.

Attachments:

- City of Exeter Community Project & Beautification Coordinator Guidelines
- Community Project Request Form – Additional Fire Hydrants Beautification Project
- Map of Proposed Fire Hydrant Locations with draft design

Recommended motion to be made by the City Council:

I move to approve the Community Beautification Project Request to paint five (5) additional fire hydrants with citrus and character-themed designs, subject to compliance with the City of Exeter Community Project & Beautification Guidelines conditions of approval and authorize the City Administrator to review and approve the final location of one outstanding fire hydrant upon receiving clarification from the applicant.

RESOLUTION NO. 2025-40

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF EXETER APPROVING THE CITY OF EXETER GUIDELINES FOR COMMUNITY & BEAUTIFICATION PROJECT COORDINATORS

WHEREAS, the City of Exeter values the contributions of community members and volunteer groups who dedicate time and effort to beautification, maintenance, and cleanup projects throughout the City; and

WHEREAS, the City Council finds it important to establish clear procedures to ensure such events are well-coordinated, conducted safely, and supported with appropriate City oversight; and

WHEREAS, the adoption of formal guidelines for Community Project & Beautification Coordinators will provide consistent direction for volunteer groups, reduce liability risks, and promote effective partnerships between volunteers and City staff; and

WHEREAS, the guidelines include standardized forms such as volunteer liability releases, guardian release forms, and sign-in sheets to ensure accountability and recordkeeping; and

WHEREAS, this program excludes hazardous waste collection and disposal coupon systems, focusing instead on community-driven cleanup, beautification, and assistance projects within the City of Exeter;

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Exeter as follows:

1. The City of Exeter Guidelines for Community Project & Beautification Coordinators, attached hereto as Exhibit "A," are hereby adopted.
2. City staff are directed to implement the program and make the guidelines available to community members, volunteer groups, and organizations coordinating cleanup or project assistance events.
3. This Resolution shall take effect immediately upon adoption.

PASSED AND ADOPTED by the City Council of the City of Exeter this 23rd day of September 2025 by the following vote:

AYES: ALVES; WILSON, LENTZ, RIDDLE; JOHNSON
NOES: 0
ABSTAIN: 0
ABSENT: 0

Jacob Johnson, Mayor

ATTEST:

Francesca Quintana, City Clerk

City of Exeter

Guidelines for Community Project & Beautification Coordinators

Approval by City Council: Resolution 2025-40

Date Approved: September 23, 2025

Purpose

The City of Exeter welcomes and encourages the participation of residents, businesses, schools, and community organizations with improvement projects, community cleanup, and beautification projects that benefit City-owned property and public spaces. These guidelines establish a consistent framework for coordinating such efforts to ensure safety, accountability, and alignment with City objectives.

Scope

These guidelines apply to all community volunteer projects conducted on City property or under City coordination, including but not limited to:

- Park and street cleanups.
- Trash and litter collection.
- Painting, landscaping, or beautification projects.
- Small maintenance or assistance efforts coordinated with Public Works.

Exclusions: Hazardous waste collection events and disposal coupon programs are not included in these guidelines, as those services are not offered by the City of Exeter.

Coordinator Responsibilities

Each volunteer group must designate a Project Coordinator to serve as the main contact with the City. The Coordinator is responsible for:

1. Submitting the request to the City for review and approval at least 30 days in advance of the proposed project.
2. Completing and signing all required City forms, including liability releases.
3. Coordinating with the assigned City staff liaison on project logistics, safety requirements, and supply needs.
4. Ensuring all participants sign in and complete the required release forms prior to participating.
5. Returning completed forms and attendance sheets to the City after the event.

City Responsibilities

The City of Exeter will:

- Review and approve proposed projects based on feasibility, safety, and alignment with City priorities.
- Designate a staff liaison for approved projects.
- Provide reasonable support such as trash pickup after events, access to disposal containers, and limited supplies (as available).

- Retain all signed liability releases and records for City files.

Safety Guidelines

All volunteers must comply with the following safety standards:

- Wear appropriate clothing, gloves, and protective gear.
- Use caution around streets, vehicles, and equipment.
- Report hazardous or unsafe conditions immediately to the Coordinator or City staff.
- Volunteers under age 18 must have a parent/guardian release on file before participating.
- Alcohol, drugs, and firearms are prohibited at volunteer events.

Required Forms

The following forms must be completed and returned to the City for every cleanup/project:

1. Volunteer Services Agreement and Release – required for all participants (if under 18 parental consent required).
2. Event Sign-In Sheet – to be completed at the event by all volunteers.
3. Project Request Form – to be submitted by the Coordinator for City approval prior to the event.

All forms are attached as part of this Exhibit.

Acknowledgement

By signing the Cleanup/Project Request Form, the Coordinator acknowledges that they have read and agree to follow these guidelines and will ensure compliance by all participants.

City of Exeter Community Project and Beautification
Volunteer Services Agreement and Release

Confidentiality Agreement: I respect the confidentiality of City information, and will discuss or give official information only as directed by a City supervisor. No confidential information will be provided to the public without specific authority from the appropriate City staff.

Photo Release: I give the City of Exeter, free of compensation, unlimited permission to use, publish, and republish, in any media now in existence or that may later be developed, for any lawful purpose as it may determine, information and reproductions of my likeness and my voice related to any aspect of my volunteer service for the City. I hereby waive my right to first review the use of my likeness or voice before any use or publication.

Reference Verification and Background Checks: The information I have provided in this application will only be used for volunteer application purposes. I understand that as a volunteer I will not be paid for my services. I authorize reference and employment verification as necessary for specific positions that I have volunteered to perform. I understand that I may be asked to complete one or all of the following for specific positions that I have volunteered to perform: fingerprinting, photographing, criminal background checks, Department of Motor Vehicles checks, TB test, and signed waiver from my doctor. Volunteers assigned to the Police Department may be required to provide additional reference and background information.

Permission to Seek Medical Treatment: In the event of an emergency, I hereby give the City of Exeter permission to seek medical attention for myself or my child, if volunteer applicant is less than 18-years-old. I authorize qualified physicians to render medical treatment or care that they may deem necessary for me or my child in case of illness or accident in the course of performing volunteer activities or services for the City of Exeter.

Insurance Information and Liability Release: I understand that there are some risks and that I may be injured in the course of performing volunteer activities or services for the City of Exeter. I understand that the City's policy is to cover volunteers as "employees" of the City for sole purpose of California Workers' Compensation benefits. I also understand that under Workers' Compensation laws, Workers' Compensation benefits will be the sole and exclusive remedy in the event I am injured while performing these volunteer activities and services. I further understand and agree that I will only be entitled to medical expenses under the City's Workers' Compensation. I will not be entitled to any other Workers' Compensation benefits which may include, but are not limited to, permanent or temporary loss of use damages, replacement income or vocational rehabilitation benefits.

I agree that I will observe, comply, and abide by, all of the rules and regulations of the City at all times that I am performing volunteer services on behalf of the City. Additionally, I agree that I will comply with the reasonable orders and directives given to me by responsible City employees. In the event that I do not agree or wish to comply with any reasonable order or directive given to me by any City employee or have any concern regarding my services or orders or directives given to me, I agree that I will bring the matter to the

attention of a City supervisor. I further agree that I will not misuse City property or attempt to profit from, or exploit others, or misuse my capacity as a volunteer with the City to gain any unfair advantage from the City, any business or organization having business or dealings with the City, or any member of the public that I may serve as a volunteer of the City.

With the exception of Workers' Compensation benefits as set out above, I hereby agree that I, my heirs, guardians, legal representatives and assigns will not make a claim against or file an action against the City of Exeter or their respective departments, officials, officers, agents, employees, or volunteers (hereinafter referred to as 'RELEASEES"), for injury or damage arising out of, related to, or connected with, my participation in the volunteer activities or services, from any cause whatsoever, including but not limited to RELEASEES' sole, active, or passive negligent acts or omissions. In addition, I hereby RELEASE and DISCHARGE the RELEASEES from all actions, claims, and demands of any nature that I, my heirs, guardians, legal representatives or assigns now have or may hereafter have for injury or damage arising out of, related to, or connected with, my participation in these volunteer activities or services, from any cause whatsoever, including but not limited to RELEASEES' sole, active, or passive negligent acts or omissions.

By my signature below, I signify that I have read, understand, and voluntarily agree to be bound by each of the terms stated above.

Signature _____

Date_____

If under 18, parental consent is required. I, _____, give permission for my child, _____, to participate in volunteer work with the City of Exeter Volunteer Program.

Signature _____

Date_____

The City of Exeter will make reasonable efforts in the selection process to accommodate persons with disabilities. Please advise the City of such special needs at the time of application. City of Exeter is an Equal Opportunity Employer.

Event Sign-In Form

Name	Phone/Email	Signature	Time In/Out

Project Request Form

Requested By: _____

Organization (if applicable): _____

Phone/Email: _____

Proposed Location: _____

Proposed Date/Time: _____

Description of Project: _____

_____

City Staff Approval: _____ Date: _____

Project Request Form

Requested By: Teresa Hamilton

Organization (if applicable): CACHE

Phone/Email: [redacted]

Proposed Location: 5 locations

Proposed Date/Time: NOV. 1, 2026

Description of Project: Painting of Fire Hydrants

City Staff Approval: _____ Date: _____

1. Palm - between E & F South side (Possible Citrus Design)
2. E. Clarence & F St. (Possible Citrus Design)
3. S. Clarence close to F St. (Possible Citrus Design)
4. Cypress & D - E. side by Lincoln playground (minion design)
5. Cypress & Clarence E side in Front of Lincoln School (minion design)

DRAFT/SAMPLE DESIGN

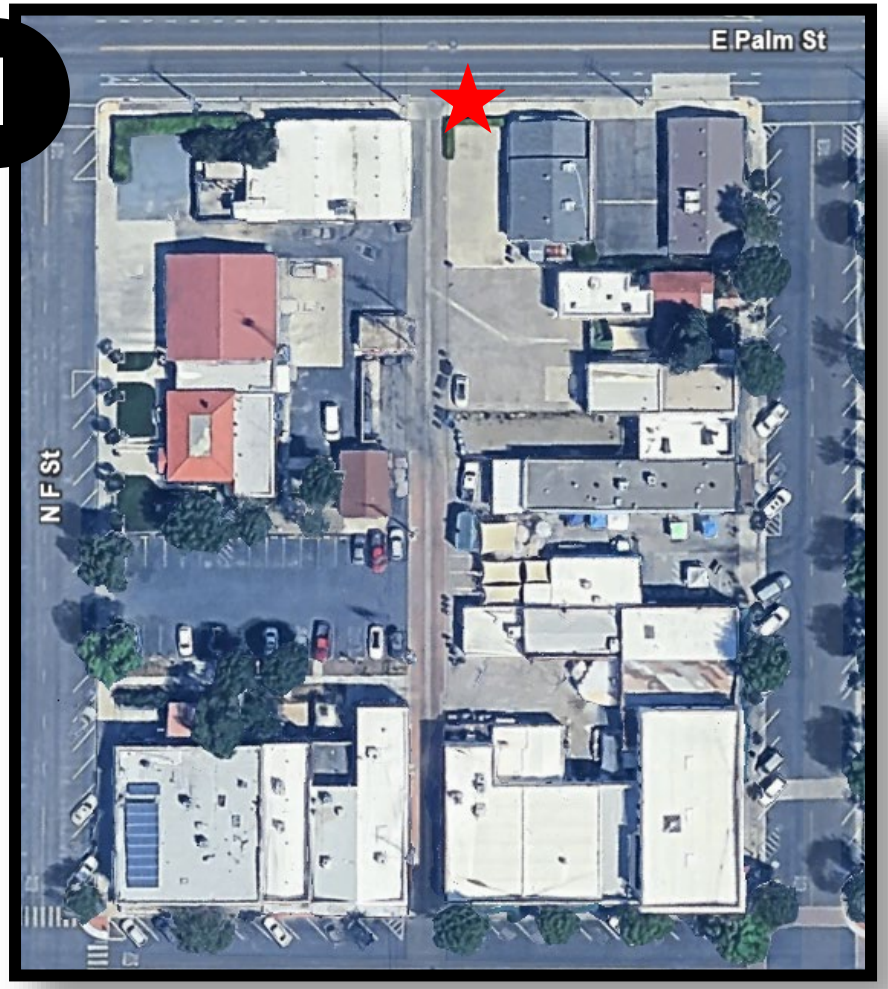


City of Exeter

Legend

★ Proposed hydrant location

1



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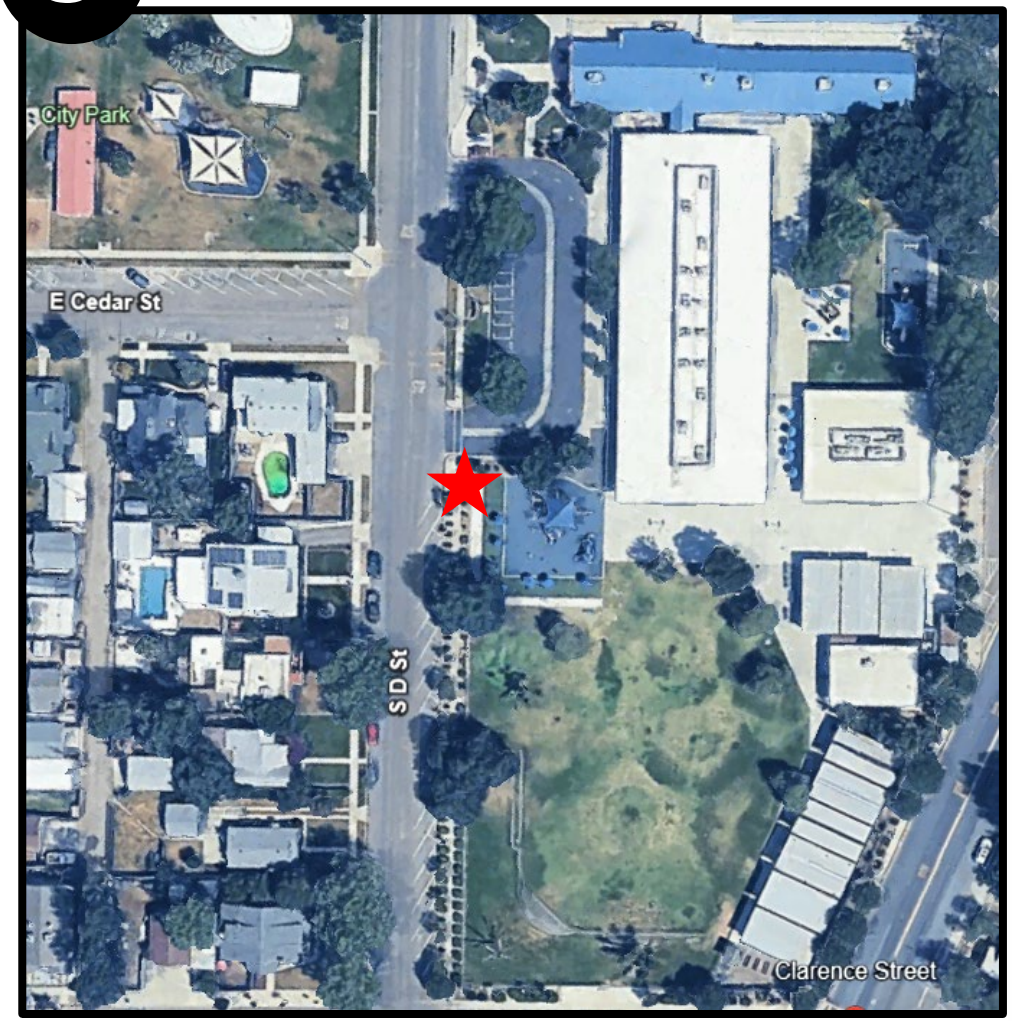
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City of Exeter

Legend

★ Proposed hydrant location

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Agenda Item Staff Report

Agenda Item Number: **I.8.**

Meeting Date:
November 10, 2026

Wording for Agenda:
Cancellation of the November 24, 2026, and December 22, 2026, Regular City Council Meetings Due to Upcoming Holidays.

Submitting Department:
Administration

Contact Name:
Jason Ridenour, City Administrator

For action by:
☒City Council

Regular Session:
☒Consent Calendar
☐Regular Item
☐Public Hearing

Review:
City Administrator
(Initials Required)

J.R.

Department Recommendation:
Staff recommends that the City Council approve the cancellation of the regularly scheduled City Council meetings on November 24, 2026, and December 22, 2026, due to their proximity to the Thanksgiving and Christmas holidays.

Background & Summary:
The City Council's regularly scheduled meetings take place on the second and fourth Tuesdays of each month. Due to the upcoming Thanksgiving and Christmas holidays and historical practices of the City, staff are requesting that the City Council consider canceling the second regularly scheduled meetings in November and December 2026.

The November 24, 2026, meeting falls during Thanksgiving week, while the December 22, 2026, meeting falls during Christmas week. Historically, the City Council has canceled these meetings to accommodate holiday schedules and anticipated reduced availability.

The regularly scheduled meetings on November 10, 2026, and December 8, 2026, will proceed as scheduled. Should any urgent matters arise that require Council consideration during the holiday period, a special meeting may be called in accordance with applicable noticing requirements.

Fiscal Impact:
There is no direct fiscal impact associated with this action.

Prior City Council Actions:
In past years, Council has canceled the second meetings in November and December due to holiday observances.

Attachments:
- November – December 2026 Calendar

Recommended motion to be made by the City Council:
I move to cancel the regularly scheduled City Council meetings on November 24, 2026, and December 22, 2026, due to the Thanksgiving and Christmas holidays.

NOVEMBER 2026						
Sunday	**Monday**	**Tuesday**	**Wednesday**	**Thursday**	**Friday**	**Saturday**
1	2	3	4	5	6	7
8	9	10 City Council Meeting	11	12	13	14
15	16	17	18	19	20	21
22	23	24 Proposed Cancellation Council Meeting	25	26 Thanksgiving	27	28
29	30					

DECEMBER 2026						
Sunday	**Monday**	**Tuesday**	**Wednesday**	**Thursday**	**Friday**	**Saturday**
		1	2	3	4	5
6	7	8 City Council Meeting	9	10	11	12
13	14	15	16	17	18	19
20	21	22 Proposed Cancellation Council Meeting	23	24	25 Christmas Day	26
27	28	29	30	31		

Agenda Item Staff Report

Agenda Item Number: **I.9.**

Meeting Date:
November 10, 2026

Wording for Agenda:
Award of a Construction Bid for the Rose Garden Park Improvement Project to Advanced Engineering USA.

Submitting Department:
Administration

Contact Name:
Jason Ridenour, City Administrator

For action by:
☒City Council

Regular Session:
☒Consent Calendar
☐Regular Item
☐Public Hearing

Review:
City Administrator
(Initials Required)

J.R.

Department Recommendation:
Staff recommends that the City Council award the construction contract for the Rose Garden Park Improvement Project to Advanced Engineering USA in the amount of $40,986.53, approving a ten percent construction contingency for a total of $45,085.18, and authorizing the City Administrator to execute the contract approved as to form by the City Attorney.

Summary/Background:
Rose Garden Park is a 0.22-acre specialty park at Palm Street and A Street along State Route 65 (Kaweah Avenue) that the City of Exeter Parks Master Plan (September 2025) identifies for renovation. On June 23, 2026, the City Council accepted a $50,000 donation from McWane Plant & Industrial for improvements at the park, and on August 11, 2026, the Council reviewed the proposed improvements and provided direction to staff.

The project replaces broken sidewalk with approximately 265 square feet of City standard sidewalk, renovates the park irrigation system with a new controller, master valve, flow sensor, moisture sensor, valves, valve boxes and backflow preventer, repairs the electrical switch gear box and removes abandoned conduit and wiring, and constructs concrete pads with a new round table with chairs and a bench. The donor recognition plaque will be furnished by the City and set by the contractor.

Under Exeter Municipal Code section 3.36.090, which governs contracts between $25,001 and $74,999, the City Engineer requested written quotations from three contractors on October 12,

2026, with follow-up requests through October 22, 2026. One quotation was received, from Advanced Engineering USA, in the amount of $40,986.53, revised on November 2, 2026 after the plans were clarified. The quotation is within the project budget, and the City Engineer has determined that Advanced Engineering USA, the contractor on the City's Downtown ADA Parking Project, is the lowest responsible bidder meeting the specifications.

The project is categorically exempt from the California Environmental Quality Act under CEQA Guidelines section 15301, Class 1 (Existing Facilities); a Notice of Exemption will be filed with the Tulare County Clerk following award.

Fiscal Impact:

The construction contract is $40,986.53, with a ten percent construction contingency of $4,098.65, for a total construction authorization of $45,085.18, funded in its entirety by the donation received from McWane Plant & Industrial. The remaining $4,914.82 of the donation is available for the donor recognition plaque, construction signage and other project costs. No General Fund appropriation is requested; City costs are limited to staff and engineering time.

Prior Council/Board Actions:

Council actions related to this item:

- Resolution No. 2025-37, adopted September 9, 2025, adopting the City of Exeter Parks Master Plan, which identifies the renovation of Rose Garden Park.
- Acceptance of a $50,000 donation from McWane Plant & Industrial and the Rose Garden Park project concept and recognition signage on June 23, 2026.
- Review of the proposed Rose Garden Park improvements and direction to staff on August 11, 2026.

Attachments:

- Advanced Engineering USA bid schedule (November 2, 2026)
- Rose Garden Park Improvement Plan (Revision 1)

Recommendation motion to be made by the City Council:

I move to find the project categorically exempt from the California Environmental Quality Act under CEQA Guidelines section 15301, Class 1 (Existing Facilities) and award the construction contract for the Rose Garden Park Improvement Project to Advanced Engineering USA in the amount of $40,986.53, approving a construction contingency of $4,098.65 for a total of $45,085.18, and authorizing the City Administrator to execute the contract approved as to form by the City Attorney.

BID SCHEDULE

CITY OF EXETER

ROSE GARDEN PARK IMPROVEMENT PROJECT

Item No.	Description	Units	Estimated Quantity	Unit Cost	Total Item Cost
1*	Mobilization & Demobilization	L.S.	1	$500.00	$500.00
2	Traffic Control	L.S.	1	$700.00	$700.00
3	Demolition, Clearing, & Grubbing	L.S.	1	$4,800.00	$4,800.00
4	Sawcut	L.F.	10	$45.00	$450.00
5	Construct City Standard Sidewalk	S.F.	265	$17.25	$4,571.25
6	Class II Aggregate Base	TON	6	$250.00	$1,500.00
7	Install Irrigation System, Complete and In Place	L.S.	1	$13,000	$13,000
8	Electrical Items	L.S.	1	$5,000.00	$5,000.00
9	Construct 4" Thick Concrete Pad	S.F.	224	$46.72	$10,465.28

***Mobilization Lump Sum Item No. 1 shall not exceed 5% of total Bid.**

Total Amount of **CITY OF EXETER ROSE GARDEN PARK IMPROVEMENT PROJECT BID** (written in words) is: $40,986.53

Forty- Thousand Nine-Hundred and Eighty-Six Dollars and Fifty-Three Cents.

IMPROVEMENT KEYNOTES

1. PROTECT IN PLACE EXISTING CURB, GUTTER, & SIDEWALK.
2. PROTECT IN PLACE EXISTING UTILITY COVER.
3. PROTECT IN PLACE EXISTING ROSE BUSHES.
4. REMOVE EXISTING CONDUIT STUB-UPS & WIRING.
5. REPAIR SWITCH GEARBOX (CURRENTLY LIFTING AND LEANING) TO BE PLUMB AND LEVEL.
6. REPLACE EXISTING ORBIT CONTROLLER WITH A NEW HUNTER HCC-□00-PL CONTROLLER OR APPROVED E□UAL.
7. CONSTRUCT CITY STANDARD SIDEWALK PER CITY STD. C-1□ C-10□& C-11.
8. CONSTRUCT WILKINS □5XL BACKFLOW PREVENTER OR APPROVED E□UAL PER CITY STD. W-11.
9. CONSTRUCT □" THICK CONCRETE PAD PER DETAIL 1
10. INSTALL NEW HUNTER ICV-101G (1") IRRIGATION VALVE OR APPROVED E□UAL WITH WIRING□COMPLETE AND IN PLACE.
11. INSTALL NEW HUBBELL □UA□ITE POLYMER CONCRETE PG SERIES VALVE BOX WITH TIER □□LOCKING LID TO WITHSTAND A VEHICLE'S WEIGHT OR APPROVED E□UAL.
12. INSTALL NEW HUNTER ICV-101G (1") MASTER VALVE OR APPROVED E□UAL.
13. INSTALL NEW HUNTER HC-100-FLOW (1") FLOW SENSOR OR APPROVED E□UAL.
14. INSTALL NEW HUNTER SOIL-CLIK MOISTURE SENSOR OR APPROVED E□UAL.
15. INSTALL NEW □' BARCO GEORGETOWN BENCH IN THE COLOR "CEDAR" WITH CONCRETE PAD PER DETAIL 1.
16. INSTALL NEW KINGS RIVER CASTING □0" IRON VALLEY ROUND TABLE □W□BACKED CHAIRS□SOLID TOP□& IN THE COLOR BLUE ON CONCRETE PAD PER DETAIL 1.
17. INSTALL MCWANE PLANT & INDUSTRIAL PLA□UE ON PILLAR.

GENERAL CONSTRUCTION NOTES

1. EXISTING UTILITIES AND EXISTING IMPROVEMENTS MAY BE SHOWN AT APPROXIMATED LOCATIONS DUE TO THE AVAILABLE RECORD INFORMATION AT THE TIME OF PLAN PREPARATION. OTHER UTILITY LINES MAY EXIST. IT SHALL BE THE RESPONSIBILITY OF THE CONTRACTOR TO FIELD VERIFY ALL EXISTING UTILITIES BY POTHOLING OR NOTIFYING UNDERGROUND SERVICES "□11" AT LEAST TWO WORKING DAYS AND NOT MORE THAN 1□ CALENDAR DAYS BEFORE ANY EXCAVAITON□INCLUDING POTHOLING.
2. ALL DAMAGE TO AREAS AND□OR PROPERTY NOT SPECIFICALLY PART OF THE PROJECT SITE CAUSED DURING CONSTRUCTION ACTIVITIES WILL BE THE RESPONSIBILITY OF THE CONTRACTOR TO RETURN TO PRE-CONSTRUCTION CONDITIONS.
3. CONTRACTOR SHALL CLEAR AND DISPOSE OF EXISTING VEGETATION OR DEBRIS AS NEEDED PRIOR TO ANY EARTHWORK.
4. ALL SIDEWALKS AND PADS SHALL BE AT A □□ MAXIMUM SLOPE WITH 1.5□ MAXIMUM CROSS SLOPE.
5. SAWCUT EXISTING CONCRETE WITH NEAT CLEAN EDGE LINES.
6. ANY CONTRACTOR PERFORMING WORK ON THIS PROJECT SHALL FAMILIARI□E THEMSELVES WITH THIS SITE AND SHALL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO EXISTING FACILITIES RESULTING DIRECTLY OR INDIRECTLY FROM THEIR OPERATIONS□WHETHER OR NOT SUCH FACILITIES ARE SHOWN ON THESE PLANS.
7. SIDEWALKS SHALL HAVE A LIGHT BROOM FINISH. ALL BROOMING SHALL BE PARALLEL TO THE DIRECTION OF FLOW.
8. ALL WORK CONSIDERED BY THESE PLANS SHALL BE IN COMPLIANCE WITH A.D.A. REGULATIONS.
9. EXISTING UTILITIES□TREES□SHRUBS□SIGNAGE□AND OTHER IMPROVEMENTS SHALL BE PROTECTED IN PLACE UNLESS EXPLICITLY STATED.

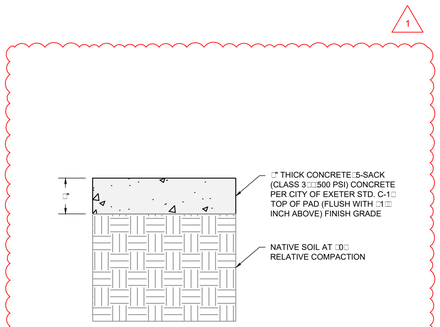
INDEMNIFICATION & LIABILITY

1. TO THE FULLEST EXTENT PERMITTED BY LAWS AND REGULATIONS□THE CONTRACTOR SHALL INDEMNIFY AND HOLD HARMLESS THE OWNER AND ENGINEER□AND THE OFFICERS□DIRECTORS□MEMBERS□PARTNERS□EMPLOYEES□AGENTS□CONSULTANTS AND SUBCONTRACTORS OF EACH AND ANY OF THEM□FROM AND AGAINST ALL CLAIMS□COSTS□LOSSES□AND DAMAGES (INCLUDING BUT NOT LIMITED TO ALL FEES AND CHARGES OF ENGINEERS□ARCHITECTS□ATTORNEYS□AND OTHER PROFESSIONALS AND ALL COURT OR ARBITRATION OR OTHER DISPUTE RESOLUTION COSTS) ARISING OUT OF OR RELATING TO THE PERFORMANCE OF THE WORK□PROVIDED THAT ANY SUCH CLAIM□COST□LOSS□ OR DAMAGE IS ATTRIBUTABLE TO BODILY INJURY□SICKNESS□DISEASE□OR DEATH□OR TO INJURY TO OR DESTRUCTION OF TANGIBLE PROPERTY (OTHER THAN THE WORK ITSELF)□INCLUDING THE LOSS OF USE RESULTING THEREFROM□BUT ONLY TO THE EXTENT CAUSED BY ANY NEGLIGENT ACT OR OMISSION OF THE CONTRACTOR□ANY SUBCONTRACTOR□ANY SUPPLIER□OR ANY INDIVIDUAL OR ENTITY DIRECTLY OR INDIRECTLY EMPLOYED BY ANY OF THEM TO PERFORM ANY OF THE WORK□OR ANYONE FOR WHOSE ACTS ANY OF THEM MAY BE LIABLE.

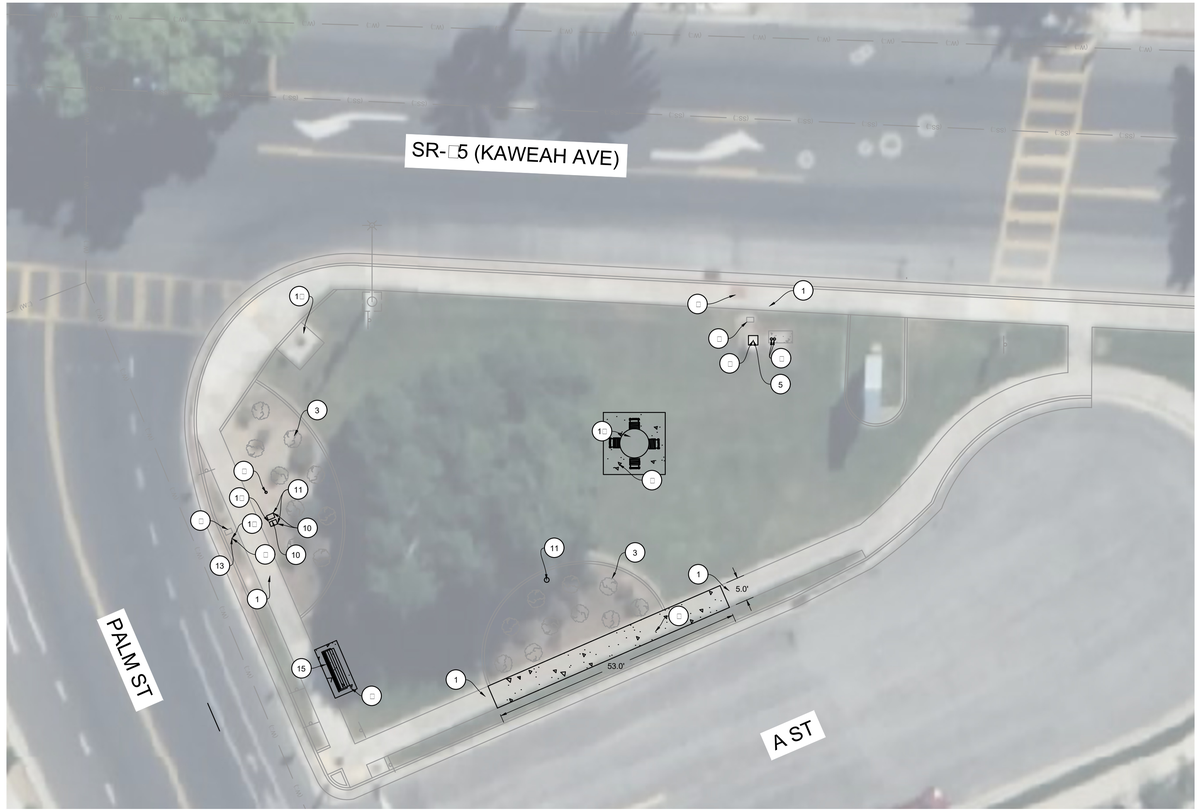
LEGEND

CONSTRUCT CITY STANDARD CONCRETE SIDEWALK PER CITY STD C-1□C-10□& C-11.

IRRIGATION SCHEDULE	
ITEM	□TY
HUNTER HCC-□00-PL CONTROLLER OR APPROVED E□UAL	1
HUNTER ICV-101G (1") MASTER VALVE OR APPROVED E□UAL	1
HUNTER HC-100-FLOW (1") FLOW SENSOR OR APPROVED E□UAL	1
HUNTER SOIL-CLIK MOISTURE SENSOR OR APPROVED E□UAL	1
HUNTER ICV-101G (1") IRRIGATION VALVE OR APPROVED E□UAL	3
HUBBELL □UA□ITE POLYMER CONCRETE PG SERIES VALVE BOX WITH TIER □□ LOCKING	3
WILKINS □5XL BACKFLOW PREVENTER OR APPROVED E□UAL	1



DETAIL 1 - 4" THICK CONCRETE
NOT TO SCALE



GENERAL CONCRETE NOTES

1. ALL CONCRETE SHALL BE CLASS 3 CONCRETE UNLESS OTHERWISE SPECIFIED.
2. CLASS 2 CONCRETE SHALL CONTAIN NOT LESS THAN 564 POUNDS OF PORTLAND CEMENT PER CUBIC YARD WITH 1 INCH AGGREGATE. 5 INCH MAXIMUM SLUMP. 3500 P.S.I AT 28 DAYS.
3. CLASS 3 CONCRETE SHALL CONTAIN NOT LESS THAN 470 POUNDS OF PORTLAND CEMENT PER CUBIC YARD WITH 1 INCH AGGREGATE. 5 INCH MAXIMUM SLUMP. 3500 P.S.I AT 28 DAYS.
4. CLASS 4 CONCRETE SHALL CONTAIN NOT LESS THAN 376 POUNDS OF PORTLAND CEMENT PER CUBIC YARD WITH 1 INCH AGGREGATE. 5 INCH MAXIMUM SLUMP. 3500 P.S.I AT 28 DAYS.
5. WHEN MAXIMUM DAYTIME TEMPERATURE EXCEEDS 90° F. ALL NEWLY PLACED CONCRETE SHALL BE SPRAYED UNIFORMLY WITH A CURING COMPOUND. CURING COMPOUND SHALL BE APPLIED AT A NOMINAL RATE OF ONE GALLON PER 150 SQUARE FEET, UNLESS OTHERWISE SPECIFIED.
6. ALL WORK CONSTRUCTED BY THESE STANDARDS SHALL BE IN COMPLIANCE WITH ALL CURRENT ADA REGULATIONS.
7. WHERE REBAR IS USED, CONSTRUCTION SHALL INSTALL WIRE TIES SECURELY AT ALL REBAR CROSSINGS. CONCRETE BLOCKS OR OTHER MEANS APPROVED BY THE CITY ENGINEER SHALL BE INSTALLED PRIOR TO CONCRETE INSTALLATION TO KEEP REBAR IN THE PROPER LOCATION.
8. BASE SHALL BE 6 INCHES CLASS 2 AGGREGATE BASE, TO 95% RELATIVE COMPACTION (ASTM D1557).

CURBS AND GUTTERS

1. ALL CURB AND GUTTER, VEE GUTTER, MEDIAN CURB AND LANDSCAPE CURB SHALL BE CLASS 3 CONCRETE.
2. BARRIER TYPE CURB AND GUTTER SHALL HAVE A MINIMUM GRADIENT OF 0.20 FEET PER 100 FEET OR AS APPROVED BY THE CITY ENGINEER.
3. BARRIER TYPE CURB AND GUTTER ON THE CURVE OF CUL-DE-SACS AND STREET BULBS SHALL HAVE A MINIMUM GRADIENT OF 0.30 FEET PER 100 FEET OR AS APPROVED BY THE CITY ENGINEER.
4. ROLL TYPE CURB AND GUTTER SHALL HAVE A MINIMUM GRADIENT OF 0.30 FEET PER 100 FEET OR AS APPROVED BY THE CITY ENGINEER.
5. VEE GUTTER SHALL HAVE A MINIMUM GRADIENT OF 0.50 FEET PER 100 FEET OR AS APPROVED BY THE CITY ENGINEER.
6. ALL CURB AND GUTTER, VEE GUTTER, MEDIAN CURB, CROSS GUTTER, AND LANDSCAPE CURB SHALL BE PLACED ON 6 INCH CLASS 2 AGGREGATE BASE OVER MOIST AND COMPACTED BASE MATERIALS. 95 PERCENT MINIMUM RELATIVE COMPACTION.
7. ALL CURB AND GUTTER, VEE GUTTER, MEDIAN CURB AND LANDSCAPE CURB SHALL HAVE A LIGHT BROOM FINISH.
8. ALL CURB AND GUTTER AND VEE GUTTER SHALL HAVE MEANDERED PLANE JOINTS CONSTRUCTED AT 10 FOOT CENTERS. ALL SIDEWALK AND RAMPS SHALL BE SCORED, TROWELED AND HAVE A LIGHT BROOM FINISH. WHERE MEANDERED PLANE JOINTS SHALL BE A MINIMUM OF ½ INCH DEEP IN DEPTH AND SHALL BE FINISHED WITH A SCORING TOOL LEAVING THE EDGES ROUNDED.
9. ALL EXPOSED SURFACES OF CURB AND GUTTER, VEE GUTTER, MEDIAN CURB AND LANDSCAPE CURB SHALL NOT VARY MORE THAN ¼ INCH PER 10 FEET WHEN A 10 FOOT STRAIGHT EDGE IS PLACED ON THE SURFACE, EXCEPT AT GRADE CHANGES OR CURVES.
10. ALL CURB AND GUTTER AND VEE GUTTER SHALL BE WATER TESTED FOR FLOW UPON COMPLETION OF CONSTRUCTION.
11. ALL CURB AND GUTTER, VEE GUTTER, MEDIAN CURB AND LANDSCAPE CURB SHALL BE CURED IN ACCORDANCE WITH THE PROVISIONS IN THE GENERAL CONCRETE NOTES IN THESE IMPROVEMENT STANDARDS.

CITY OF EXETER
DEPARTMENT OF PUBLIC WORKS
APPROVED BY: CITY ENGINEER DATE
REVISIONS DATE
CONCRETE STANDARDS — APPROVED STANDARD C-1 — 1 OF 3

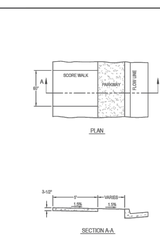
SIDEWALKS AND RAMPS

1. ALL SIDEWALKS AND RAMPS SHALL BE CLASS 3 CONCRETE.
2. SIDEWALKS AND RAMPS SHALL BE PLACED ON 6 INCH MOIST AND COMPACTED BASE MATERIALS. 90 PERCENT RELATIVE COMPACTION UNDER SIDEWALKS. 95 PERCENT RELATIVE COMPACTION UNDER RAMPS AND SIDEWALKS AT CURB RETURNS.
3. SIDEWALKS AND RAMPS SHALL BE STEEL TROWELED AND HAVE A LIGHT BROOM FINISH UNLESS OTHERWISE NOTED. RAMPS SHALL HAVE A HEAVY BROOM FINISH ACROSS THE SLOPE OF THE RAMP.
4. SIDEWALKS AND RAMPS SHALL HAVE MEANDERED PLANE JOINTS CONSTRUCTED AT 10 FOOT CENTERS AND WHERE SHOWN IN THESE IMPROVEMENT STANDARDS. MEANDERED PLANE JOINTS SHALL BE A MINIMUM OF ½ INCH IN DEPTH AND SHALL BE FINISHED WITH A ROUNDING TOOL, LEAVING THE EDGES ROUNDED.
5. ESTABLISHED SIDEWALK PATTERN IN BLOCK SHALL BE MATCHED.
6. SPECIAL SIDEWALK DESIGNS AND MATERIALS SHALL BE SUBJECT TO APPROVAL BY THE CITY ENGINEER.
7. SIDEWALK INSTALLED IN INFILL OF EXISTING AREAS SHALL BE SUBJECT TO THE APPROVAL OF THE CITY ENGINEER.
8. ALL SIDEWALKS AND RAMPS SHALL BE CURED IN ACCORDANCE WITH THE PROVISIONS IN THE GENERAL CONCRETE NOTES OF THESE IMPROVEMENT STANDARDS.
9. DETECTABLE WARNING SURFACES SHALL BE INSTALLED PER THESE IMPROVEMENT STANDARDS AND AS REQUIRED BY THE CITY ENGINEER.

DRIVE APPROACHES

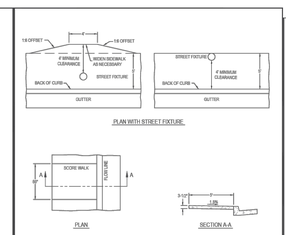
1. ALL DRIVE APPROACHES SHALL BE CLASS 3 CONCRETE UNLESS OTHERWISE NOTED.
2. SINGLE FAMILY RESIDENTIAL DRIVE APPROACHES SHALL BE PLACED ON 6 INCH MOIST AND COMPACTED BASE MATERIALS. 95 PERCENT RELATIVE COMPACTION.
3. MULTI-FAMILY RESIDENTIAL, OFFICE AND COMMERCIAL DRIVE APPROACHES SHALL BE PLACED ON 8 INCH MOIST AND COMPACTED CLASS 2 AGGREGATE BASE OVER 6 INCH MOIST AND COMPACTED BASE MATERIALS. 95 PERCENT RELATIVE COMPACTION.
4. MAJOR COMMERCIAL DRIVE APPROACHES SHALL BE PLACED ON 8 INCH MOIST AND COMPACTED CLASS 2 AGGREGATE BASE OVER 8 INCH MOIST AND COMPACTED BASE MATERIALS. 95 PERCENT RELATIVE COMPACTION.
5. DRIVE APPROACHES SHALL BE STEEL TROWELED AND HAVE A LIGHT BROOM FINISH.
6. DRIVE APPROACHES SHALL HAVE A MEANDERED PLANE JOINT CONSTRUCTED AT EACH EDGE AND AT THE CENTERLINE. MEANDERED PLANE JOINTS SHALL BE A MINIMUM OF ½ SD INCH IN DEPTH AND SHALL BE FINISHED WITH A SCORING TOOL, LEAVING THE EDGES ROUNDED.
7. NOT MORE THAN 66 PERCENT OF PROPERTY FRONTAGE SHALL BE USED AS DRIVE APPROACH.
8. DRIVE APPROACHES ON STATE ROUTES ARE SUBJECT TO APPROVAL BY CALTRANS.
9. ALL EXPOSED SURFACES OF DRIVE APPROACHES AND FLOWLINES SHALL NOT VARY IN EXCESS OF 5/32 FEET WHEN A 10 FOOT STRAIGHT EDGE IS PLACED ON THE SURFACE, EXCEPT AT GRADE CHANGES OR CURVES.
10. ALL DRIVE APPROACHES SHALL BE CURED IN ACCORDANCE WITH THE PROVISIONS IN THE GENERAL CONCRETE NOTES OF THESE IMPROVEMENT STANDARDS.

CITY OF EXETER
DEPARTMENT OF PUBLIC WORKS
APPROVED BY: CITY ENGINEER DATE
REVISIONS DATE
CONCRETE STANDARDS — APPROVED STANDARD C-1 — 2 OF 3



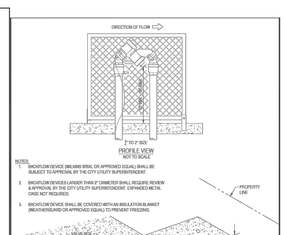
NOTE:
1. ALL CONCRETE SHALL BE CLASS 3 CONCRETE.

CITY OF EXETER
DEPARTMENT OF PUBLIC WORKS
APPROVED BY: CITY ENGINEER DATE
REVISIONS DATE
SIDEWALK - RESIDENTIAL WITH PARKWAY — APPROVED STANDARD C-10



NOTES:
1. ALL CONCRETE SHALL BE CLASS 3 CONCRETE.
2. SIDEWALK SHALL BE WIDENED AT STREET FIXTURE LOCATIONS PROVIDING A MINIMUM CLEARANCE OF 4' TO BACK OF SIDEWALK, OR AS APPROVED BY CITY ENGINEER.

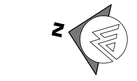
CITY OF EXETER
DEPARTMENT OF PUBLIC WORKS
APPROVED BY: CITY ENGINEER DATE
REVISIONS DATE
SIDEWALK - RESIDENTIAL ADJACENT TO CURB — APPROVED STANDARD C-11



NOTES:
1. BACKFLOW DEVICE (BREAKING BTSS, OR APPROVED EQUAL) SHALL BE SUBJECT TO APPROVAL BY THE CITY UTILITY SUPERINTENDENT.
2. BACKFLOW DEVICES LARGER THAN 2" DIAMETER SHALL REQUIRE REVIEW & APPROVAL BY THE CITY UTILITY SUPERINTENDENT. EXPANDED METAL CAGE NOT REQUIRED.
3. BACKFLOW DEVICE SHALL BE COVERED WITH AN INSULATION BLANKET (MEATH/ENERGARD OR APPROVED EQUAL) TO PREVENT FREEZING.

NOTE: ISOMETRIC VIEW DOES NOT SHOW BACKFLOW DEVICE AND METAL CAGE

CITY OF EXETER
DEPARTMENT OF PUBLIC WORKS
APPROVED BY: CITY ENGINEER DATE
REVISIONS DATE
R.P. BACKFLOW PREVENTER (0° TO 19°) — APPROVED STANDARD W-11



PREPARED UNDER THE RESPONSIBLE CHARGE OF:
JAVIER ANDRADE, PE
RCE NO. □□□□□
DATE
DOCUMENT STATUS:
□ PRELIMINARY - NOT FOR CONSTRUCTION
■ FOR PLAN CHECK ONLY
□ FINAL - FOR CONSTRUCTION

REGISTERED PROFESSIONAL ENGINEER
JAVIER ANDRADE
NO. □□□□□
CIVIL
STATE OF CALIFORNIA
NOT FOR CONSTRUCTION

PREPARED BY:
A&M CONSULTING ENGINEERS
120 E. CENTER AVE. VISALIA, CA 93291
(559) □□□-□□□□

ENGINEERING PLANS FOR:
ROSE GARDEN PARK IMPROVEMENT PROJECT

SHEET TITLE:
IMPROVEMENT PLAN

SCALE: AS SHOWN
JOB NO.: ROSE GARDEN PARK
□A□□C: J.A.
FILE: ROSEGARDENPARK
DATE: 11/□□/□□
REVISIONS
NO. 1 (11/□□/□□)

SHEET NO.
1
OF 1

FOR PLAN CHECK ONLY - NOT FOR CONSTRUCTION

Agenda Item Staff Report

Agenda Item Number: **J.1.**

Meeting Date:
November 10, 2026

Wording for Agenda:
Consider Authorizing Purchase of Well E12W Filtration Equipment from ATEC Water Systems, LLC.

Submitting Department:
Public Works

Contact Name:
Zachary Boudreaux, Director of Public Works

For action by:
☒City Council

Regular Session:
☐Consent Calendar
☒Regular Item
☐Public Hearing

Review:
City Administrator
(Initials Required)

J.R.

Department Recommendation:
Staff recommends that the City Council authorize the City Administrator, or designee, to execute a purchase agreement, approved as to form by the City Attorney, with ATEC Water Systems, LLC for four filter vessels and related iron and manganese filtration equipment for Well E12W in an amount not to exceed $180,946.88, including sales tax.

Summary/Background:
The City Council authorized the rehabilitation of Well 12 at its meeting on May 12, 2026. Following the rehabilitation of the well staff conducted a water sample in accordance with State Water Board policies. On July 29, 2026, the sample resulted in manganese being above the State Water Board's response level. The proposed iron and manganese filtration equipment that will return it to service is fabricated to order, so staff recommends purchasing it ahead of the installation, which will be bid separately.

The City contacted three filtration suppliers. ATEC Water Systems, LLC, whose process was piloted at the well in September 2026, has stated it can deliver four 48-inch filter vessels on the City's schedule, and its budgetary pricing for Well E12W is $166,750. In addition to the filter vessels, the City will need to purchase a PLC and remote I/O control package estimated at $50,000. The PLC and remote I/O control package will be purchased separately at a later date. Loprest (a division of WRT) quoted $570,000, including controls, with delivery at least 52 weeks after order, and Envirogen Technologies did not submit a quotation. ATEC's proposal was the most cost-effective proposal received and complies with the City's project schedule.

Timely procurement of the filtration equipment is necessary to meet the Department of Water Resources (DWR) grant funding requirements and maintain the project schedule. The filtration equipment is fabricated to order, and procurement must occur sufficiently in advance to allow for manufacturing, delivery, and installation. Delaying the purchase could cause the project to extend beyond the applicable grant funding timeframe, jeopardizing the City's ability to complete the project and utilize the available grant funding. The Well E12W project is an important component of the water system and will support long-term water supply reliability and service to the Tooleville area.

The procurement was processed in accordance with Exeter Municipal Code Chapter 3.36.150, Emergency Purchases. Under this provision, an emergency purchase may be made when an essential departmental operation affecting the public health, welfare or safety would be greatly hampered if the prescribed purchase would cause an undue delay in procurement of the needed item or service. Given the specialized equipment, fabrication and installation lead times, and the applicable DWR grant funding requirements, following the City's standard procurement process would create a significant delay that could impact the City's ability to complete the project within the required timeframe.

Fiscal Impact:

The purchase price, not to exceed $180,946.88 including applicable sales tax, will be paid from the Water Fund and submitted for reimbursement under DWR Grant Agreement No. 4600015438, with no General Fund cost.

Prior Council/Board Actions:

Council actions related to this item:

- Resolution No. 2022-40, adopted September 13, 2022, authorizing the DWR Small Community Drought Relief Program grant.
- Authorization of Well 12 Rehabilitation Project, Including Pump and Motor Replacement
- Resolution No. 2026-43, adopted October 13, 2026, approving the Well E12W manganese treatment project, its CEQA exemption and the request for DWR Grant Amendment No. 4.

Attachments:

- ATEC Water Systems budgetary quotation (August 5, 2026)
- ATEC Water Systems final pilot test report, equipment costs (Section 4 and Table 11, October 12, 2026)
- Loprest Quote 26-076 (August 20, 2026)

Recommendation motion to be made by the City Council:

I move to authorize the City Administrator, or designee, to execute a purchase agreement, approved as to form by the City Attorney, with ATEC Water Systems, LLC for Well E12W filtration equipment in an amount not to exceed $180,946.88.

Project Name: City of Exeter

Location: Exeter, CA

Engineering Consultant: Javier A. - A&M Consulting

Rep Firm: Goble Sampson - Joel Tiss

Prepared By: C. Aaron Gress - Design Manger

Prepared On: 8/5/2026

Treatment Summary
Treatment Application: Mn - Manganese
Treatment Process: High-Rate Adsorption (Single Stage)

Equipment Design Criteria Summary

Process User Inputs		
Well Number or Name:	TBD	TBD
Design Scenario:	Scenario 1	Scenario 2 (Pilot)
Capacity, MGD	0.58	0.58
Plant Capacity (gpm)	400	400
Mn - Manganese, mg/L	-	-
Please Provide Available Water Quality Data		
Filters		
Diameter of Vessels, in	42	42
Diameter of Vessels, ft	3.5	3.5
Surface areas, per vessel, sq ft	9.62	9.62
Vessel Shell Height, in	60	60
Number of Vessels	5	4
Number of Filter Banks	1	1
Loading Rate, gpm/sq ft	8.3	10.4
Loading Rate During Backwashing, gpm/sq ft	10.4	13.9
Media type	ADW	ADW
Media Depth, in	42	42
Media, c.f.	135	135
EBCT, min	3.1	2.5
Backwash		
Backwash Loading Rate gpm/sq ft	20	20
Backwash Flow Rate, Each Vessel, gpm	192	192
Backwash Frequency, Hrs	24	24
Backwash Duration per Filter (min)	5	5
Total Backwash Duration (min)	25	20
Backwash Volume, Gal/BackWash	4,811	3,848
Number of Backwashes Per Day	1	1
Backwash % of Production	0.8%	0.7%
Configuration & Pricing		
Base Equipment Model	05-60-42	04-60-42
Price per Filter Train	$147,500.00	$118,000.00
Backwash Assembly	$4,750.00	$4,750.00
Number of Filter Trains	1	1
Total Equipment Costs	*$152,250.00*	*$122,750.00*
Start-up & Training (2 days onsite including travel)	$4,500.00	$4,500.00
Shipping & Handling Fee	$10,000.00	$10,000.00
Total Budgetary Equipment Price	*$166,750.00*	*$137,250.00*
ATEC Model-->	1x05-60-42	1x04-60-42
System Description(s)	*Fully skidded treatment system consisting of 1 bank(s) of 5 filtration vessels of 42-inch diameter with 60-inch sidewalls including media, controls, valves & header piping*	*Fully skidded treatment system consisting of 1 bank(s) of 4 filtration vessels of 42-inch diameter with 60-inch sidewalls including media, controls, valves & header piping*

City of Exeter, CA

Well No. 12 (E-12W)

PWSID: CA5410003

September 2026

Manganese Pilot Test Report – Final

ATEC
A Cadiz Solution

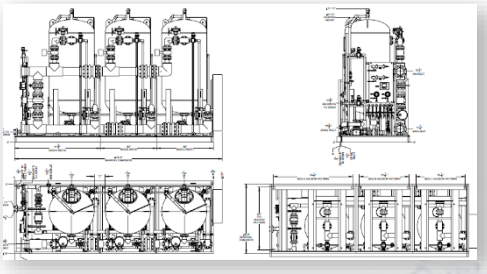
ATEC Water Systems, LLC

4. Equipment Costs

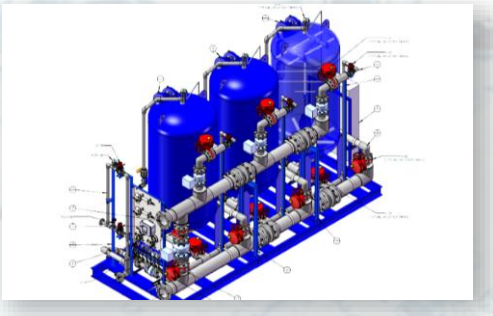
This section provides the estimated equipment cost for both options, shown in Table 11, from the ATEC System Design Tool 2.27 (Appendix D). ATEC will provide a firm quote for the selected system within 90 days of the report, if requested. The prices include media shipped with the system and exclude sales tax, installation, and the optional PLC/remote I/O package (starting at ~$50,000).

Table 11
ATEC Complete System Cost

Configuration & Pricing	Option 1 (recommended)	Option 2
Base Equipment Model	05-60-42	04-60-42
Price per Filter Train	$147,500	$118,000
Backwash Assembly	$4,750	$4,750
Number of Filter Trains	1	1
Total Equipment Costs	**$152,250**	**$122,750**
Start-up & Training (2 days onsite including travel)	$4,500	$4,500
Shipping & Handling Fee	$10,000	$10,000
Total Budgetary Equipment Price	**$166,750**	**$137,250**
Loading rate, all filters / one in backwash (gpm/ft²)	8.3 / 10.4	10.4 / 13.9
System Description	Fully skidded treatment system consisting of 1 bank(s) of 5 filtration vessels of 42-inch diameter with 60-inch sidewalls including media, controls, valves & header piping.	Fully skidded treatment system consisting of 1 bank(s) of 4 filtration vessels of 42-inch diameter with 60-inch sidewalls including media, controls, valves & header piping.



DESIGN



DEVELOP



Proposal for Manganese Removal

Well 12

Exeter, California

August 20, 2026

Loprest Representative Contact
Jeff Frey, Envirotrol
Email: envirotrolrep@aol.com
Phone: 916-939-7924

Loprest Contact
Daryl Bond, National Sales Manager
Email: dbond@wrtnet.com
Phone: 610-568-6742

Quote Number 26-076

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Manganese Removal

PROCESS DESCRIPTION

Manganese will be oxidized catalytically by the manganese oxide coating on the Manganese GreensandPlus media in the presence of a chlorine oxidant, filtered out by the anthracite and GreensandPlus media, and backwashed to waste.

GREENSAND+ MEDIA

- High filtration rate
- Longer runtimes
- Low waste volumes
- Limited chemical addition

About Loprest

LOPREST'S CAPABILITIES

- Design and manufacturing of treatment systems: 10 to 10,000 GPM
- Process design for the removal of numerous contaminants
- Pressure filters, ion exchange systems, activated carbon systems
- Controls design, manufacturing, and programming
- Onsite filter inspection, evaluation, and maintenance

EFFICIENT Energy- and water-efficient designs to meet client needs

ECONOMICAL Design choices such as multi-cell horizontal filters and stainless steel underdrains reduce cost of ownership

PROVEN Thousands of treatment systems, over 90 years of experience

Complete System

Complete filtration system for iron and manganese removal:

- Filter Vessels and Media
- System Valving
- PLC based controls with Touchscreen OIT
- System commissioning

AUTOMATED BACKWASH

When one cell is in the backwash mode, the other cells will remain in filtration mode to provide treated water for backwashing. The filter cells will backwash sequentially.

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Design Parameters

The treatment system shall be specifically designed to remove the target contaminants from the groundwater supply. All components and media in contact with water are NSF-61 compliant for potable water consumption.

The treatment system shall be designed based on the following parameters:

INFLUENT WATER QUALITY

Total Iron	ND	PPM
Total Manganese	0.24	PPM

SIZING

System Design Flow Rate	400	GPM
Number of Filters	2	
Filter Area per Filter	28.3	SQ FT
Hydraulic Loading Rate	7.07	GPM / SQ FT
Maximum Design Pressure	100	PSI
Anthracite Bed Depth	12	IN
GreensandPlus Bed Depth	18	IN
Estimated Service Cycle	> 24	HRS
Backwash Flow Rate	340	GPM
Waste Volume per Backwash per Filter	3,900	GAL
Estimated Operating Weight per Filter	26,000	LBS

EFFLUENT WATER QUALITY

Total Iron	< 0.1	PPM
Total Manganese	< 0.02	PPM

Note: Design parameters can be modified to accommodate site-specific limitations.

Scope of Supply

Engineering	Engineering including submittals, calculations, seismic, and installation instructions
Filter Vessels	Two (2) ASME Code vertical vessels: 72” diameter x 72” sideshell Internal Lining: NSF-61 Epoxy External Coat: Epoxy prime, with topcoat
Internals	Upper: fully perforated header, SS304 Lower: full-length header with wedgewire laterals, SS304
Filtration Media	43 CU FT support media 142 CU FT filter media
Control Valves	(6) Discrete Electrically Actuated Butterfly Valves @ 6” (3) Modulating Electrically Actuated Butterfly Valves @ 6”
Other Valves	(2) Air/vacuum release valves
Electromagnetic Flow Meters	(2) Effluent flow meters @ 6” (1) Backwash flow meter @ 6”
Pressure Panel	(2) Pressure/sample board. Each board contains effluent flow transmitter and: (1) Differential pressure transmitter (2) Pressure gauge/sample tap assemblies
Filter System Piping	Carbon steel spools with ductile iron fittings, NSF-61 epoxy lined with external prime, no topcoat. Bolt-up kits provided for furnished pipe.
Filter Control Panel	(1) Control panel, NEMA 4, with Allen Bradley PLC and OIT, Panel is factory wired and tested. PLC is factory programmed and tested.
Start-up and Commissioning	Rinse to Quality Electrical Check Operation Training Operation and Maintenance Manual

Budgetary Pricing

WATER TREATMENT SYSTEM — $570,000

as described above

PAYMENT TERMS

- 20% upon submitted drawings
- 35% upon release for fabrication
- 40% upon delivery to site
- 5% upon system commissioning

Payment of invoices is due in full within 30 days of the date of the invoice. All orders are accepted subject to credit approval of purchaser.
Payments must be made by ACH or check.

DELIVERY

- 12-14 weeks for submittals after execution of purchase order
- 40-44 weeks for delivery after approval of submitted drawings

NOTES

- This proposal is based upon today's costs and is valid for a period of 30 days.
- System shipped as vessel and accessories loose for field assembly by Contractor.
- Concrete subfill required but not included, approx. 36 CF per vessel.
- Pricing is based on Loprest standard terms and conditions.
- Pricing includes freight to site.
- Pricing assumes current tariffs on imports of steel, aluminum, and products from Canada, China, and Mexico.
- Compliance with Build America, Buy America (BABA) Act has not been taken into consideration for this proposal.

EXCLUSIONS

- Pipe supports.
- Offloading, setting, and installation.
- Taxes, bonding, and permitting.

Standard Terms and Conditions

1. Payment. Unless otherwise agreed by the parties in writing, payment for all products purchased pursuant to this Agreement shall be made within 30 day of Seller's invoice. Any amount not paid as agreed shall be subject to an interest charge of 1% per month, compounded monthly. Buyer will be liable for all of Buyer's costs to collect amounts due under this agreement, including reasonable attorney's fees, whether or not any collection action is commenced.

2. Limited Warranty. Seller warrants the products sold to the Buyer to be free of defects in materials and workmanship for a period of one year after the products are delivered to Buyer. In the event of any such defect in the products during the warranty period, Seller will provide all parts and labor necessary to correct such defect. For equipment proved by third-parties, or any other equipment further specified by Seller in writing, the above limited warranty shall not apply, and the applicable warranty shall be limited to that provided by the original manufacturer, to the extent assignable.

3. Disclaimer Of Implied Warranties; Limitation Of Remedies. THE BUYER'S SOLE AND EXCLUSIVE REMEDY UNDER THE LIMITED WARRANTY PROVIDED HEREIN SHALL BE THE PARTS AND LABOR AS PROVIDED IN THIS AGREEEMENT. ALL IMPLIED WARRANTIES, INCLUDING THOSE OF **MERCHANTABILITY** AND OF **FITNESS FOR A PARTICULAR PURPOSE** ARE EXCLUDED. SELLER SHALL NOT BE RESPONSIBLE OR LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM THE BREACH OF ANY WARRANTIES WITH RESPECT TO THE PRODUCTS PURCHASED PURSUANT TO THIS AGREEMENT.

4. Waiver of and Indemnification for Claims. BUYER HEREBY AGREES TO WAIVE, RELEASE, DISCHARGE, INDEMNIFY AND HOLD SELLER HARMLESS FOR ANY AND ALL CLAIMS FOR DAMAGES, FOR DEATH, PERSONAL INJURY, AND/OR PROPERTY DAMAGE WHICH IT OR THIRD PARTIES MAY HAVE OR WHICH MAY HEREAFTER ACCRUE AS A RESULT OF THE BUYERS' USE, MISUSE, IMPROPER INSTALLATION, OR MODIFICATION, OF THE PRODUCTS SOLD PURSUANT TO THIS AGREEMENT.

5. Storage and Shipping. Items shipped to site shall be stored or installed consistently with the Original Equipment Manufacturer's requirements. Storage and installation requirements, instructions, and best practices are widely and commercially available and shall utilize a commonsense approach. Buyer acknowledges that these installation requirements, instructions, and best practices are the responsibility of the Buyer or Buyer's contractor(s) or agents, and those parties acknowledge the responsibility to seek and identify the proper installation and storage instructions for all supplied equipment. Equipment and instrumentation shipped to site is considered Free On-Board Destination (FOB).

Equipment shall be shipped FOB Destination, freight prepaid, to the project site. Seller's responsibility for the equipment shall terminate upon delivery to the designated site location for unloading.

Buyer and/or Contractor shall be responsible for:

- Offloading and receiving equipment;
- Inspection for shipping damage upon receipt – any claims for which must be submitted to Seller in writing within three business days or such claim is waived;
- Proper storage and protection of equipment;
- Site handling, rigging, and movement after delivery;
- Protection from weather, flooding, vandalism, contamination, or other site conditions;
- Assembly, installation, wiring, startup preparation, and commissioning activities not expressly included in Seller's scope.

Any damage occurring after delivery, including damage resulting from improper storage, handling, installation, or site conditions, shall not be the responsibility of Seller.

6. Intellectual Property. To the extent the products sold pursuant to this Agreement contain, reflect or consist of the Seller's intellectual property, the sale does not include a sale of such intellectual property or of a license to use such intellectual property beyond the use by the Buyer of the products sold.

7. Assignment. In the event that Buyer assigns its rights and obligations under this Agreement any assignment of its payment obligation will be ineffective and Seller will remain jointly and severally liable, with its assignee, to pay all amounts due pursuant to this Agreement.

8. Non-Reliance on Written or Oral Statements. Buyer has relied on its own investigation about the qualities and performance of the products purchased pursuant to this Agreement and has not relied upon the written or oral statements of Seller or its representatives in entering into this Agreement.

9. Only Agreement. This is the only Agreement between the Buyer and Seller relating to the products purchased pursuant to this Agreement, and no oral or other statements, not contained herein, shall be binding on either the Buyer or the Seller.

10. Modification. The terms of this Agreement may not be modified, except in a writing signed by the party to be bound.

11. Non-Waiver; Severability. Waiver by either party hereto of non-performance of any term, provision, covenant, obligation or condition of this Agreement shall not be considered a waiver of any subsequent nonperformance, nor as waiver of the term, provision, covenant, obligation or condition itself. If any provision of this Agreement is found to be prohibited, invalid or unenforceable, such finding will not invalidate or render unenforceable any remaining provisions of this Agreement.

12. Arbitration. Any disputes arising in any way in connection with this Agreement or the products sold by the Seller shall be resolved by binding arbitration under the Colorado Uniform Arbitration Act (C.R.S. § 13-22-201 *et seq.*) (the "Act"). The parties agree that the District Court of Jefferson County, Colorado shall have jurisdiction over them for the purposes of applying the provisions of the Act. All arbitration proceedings shall take place within the greater metropolitan area of Denver, Colorado. Buyer will reimburse Seller for all attorney's fees incurred by Seller in any arbitration (for collection or otherwise) in which Seller prevails.

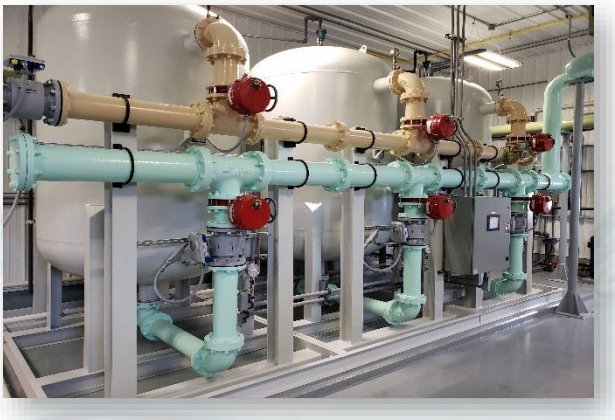
13. Governing Law. This Agreement and any disputes or claims arising from it shall be governed by and construed according to the laws of the State of Colorado.

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Agenda Item Staff Report

Agenda Item Number: **J.2.**

Meeting Date:
November 10, 2026

Wording for Agenda:
Consider Acceptance of the E Street Trail Preliminary Design Concept and Authorization to Proceed with Final Design.

Submitting Department:
City Engineering

Contact Name:
Javier Andrade, City Engineer

For action by:
☒City Council

Regular Session:
☐Consent Calendar
☒Regular Item
☐Public Hearing

Review:
City Administrator
(Initials Required)

J.R.

Department Recommendation:
Staff recommends that the City Council accept the preliminary design concept for the E Street Trail Project and authorize the City Engineer to proceed with final design.

Summary & Background:
On April 28, 2026, the City Council adopted Resolution No. 2026-13 which funded the E Street Trail Project with up to $2,000,000 in Measure R Transit/Bike/Environmental Mitigation funds and directed that design proceed in phases, with the preliminary design concept returning to the City Council before final design. On August 25, 2026, the City Council selected the design treatments for the decorative sidewalk, decorative crosswalks and lighting.

The E Street Trail Project is intended to enhance pedestrian connectivity, accessibility, and the overall appearance of the E Street corridor and adjacent public spaces. The project incorporates pedestrian infrastructure improvements and decorative elements designed to create a more inviting and accessible environment for residents and visitors.

On August 25, 2026, the City Engineer presented design options for the project and received input from the City Council. Staff received the comments regarding decorative concrete treatments at crosswalks, lighting, trail connections to improvements within the park, and curvilinear meandering trail around City Park.

The attached preliminary design exhibit illustrates the proposed improvements, which include:

- Decorative Sidewalks, trail, and Crosswalks
- Pedestrian Lighting
- Accessibility Improvements
- Landscaping and Streetscape Enhancements

The preliminary concept reflects the City's goal of improving pedestrian accessibility while incorporating design elements that complement Exeter's existing downtown character and public facilities.

At this stage, the exhibit represents the proposed overall design concept rather than final construction plans.

Acceptance of the preliminary design concept will allow the City Engineer to proceed with preparing final engineering plans, specifications, and construction bid documents. This next phase will include the necessary technical design work to establish improvements for construction and prepare the project for competitive bidding.

The requested action does not authorize construction or award a construction contract. Following completion of final design staff will present the design and engineer’s estimate completed with the design to the City Council for consideration prior to bidding.

Staff recently applied for a Highway Safety Improvement Program grant for the intersection improvements at Pine Street and E Street, which is included as a component of this project.

Fiscal Impact:

There is no fiscal impact associated with this item. Final design is funded within the Project's Measure R allocation, and no General Fund contribution is required.

Prior Council/Board Actions:

Council actions related to this item:

- Resolution No. 2026-13, April 28, 2026, approving the Project, its Measure R funding and phased design.
- Selection of the design treatments, August 25, 2026.

Attachments:

- E Street Trail Preliminary Exhibit
- E Street Trail Preliminary Design Concept

Recommendation motion to be made by the City Council:

I move to accept the E Street Trail Preliminary Design Concept, as presented, and authorize the City Engineer to proceed with final design and preparation of construction bid documents, consistent with the previously approved project scope and Measure R funding allocation.

E ST

E ST
MATCHLINE SEE
BELOW LEFT

E ST
MATCHLINE SEE
BELOW MIDDLE

D ST

STOP

ADA PARKING IMPROVEMENTS PROJECT

DRIVEWAY IMPROVEMENTS

DRIVEWAY IMPROVEMENTS

DRIVEWAY IMPROVEMENTS

PROPOSED STAMPED CONCRETE CURB EXTENSIONS (TYP)

PROPOSED ADA VAN PARKING

PROPOSED ORANGE BLOSSOM MOSAIC (TYPICAL)

EXETER SENIOR CENTER

EXETER BRANCH LIBRARY

CITY PARK

PROPOSED BATHROOM LOCATION

EXISTING PAVILION

PROPOSED PEDESTRIAN LIGHT

PROPOSED SIDEWALK IMPROVEMENTS

PROPOSED BENCHES (LOCATIONS TBD)

EXISTING WADING POOL

EXISTING HORSESHOE AREA

EXISTING SHADE

EXISTING PLAYGROUND

EXISTING PICNIC AREA

EXISTING SWINGS

E ST
MATCHLINE SEE
ABOVE RIGHT

E ST
MATCHLINE SEE
ABOVE MIDDLE

E ST

D ST

...\PDF\Logo-Motto-150.png

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CITY OF EXETER
E STREET TRAIL
PRELIMINARY EXHIBIT

SCALE:
1" = 30'

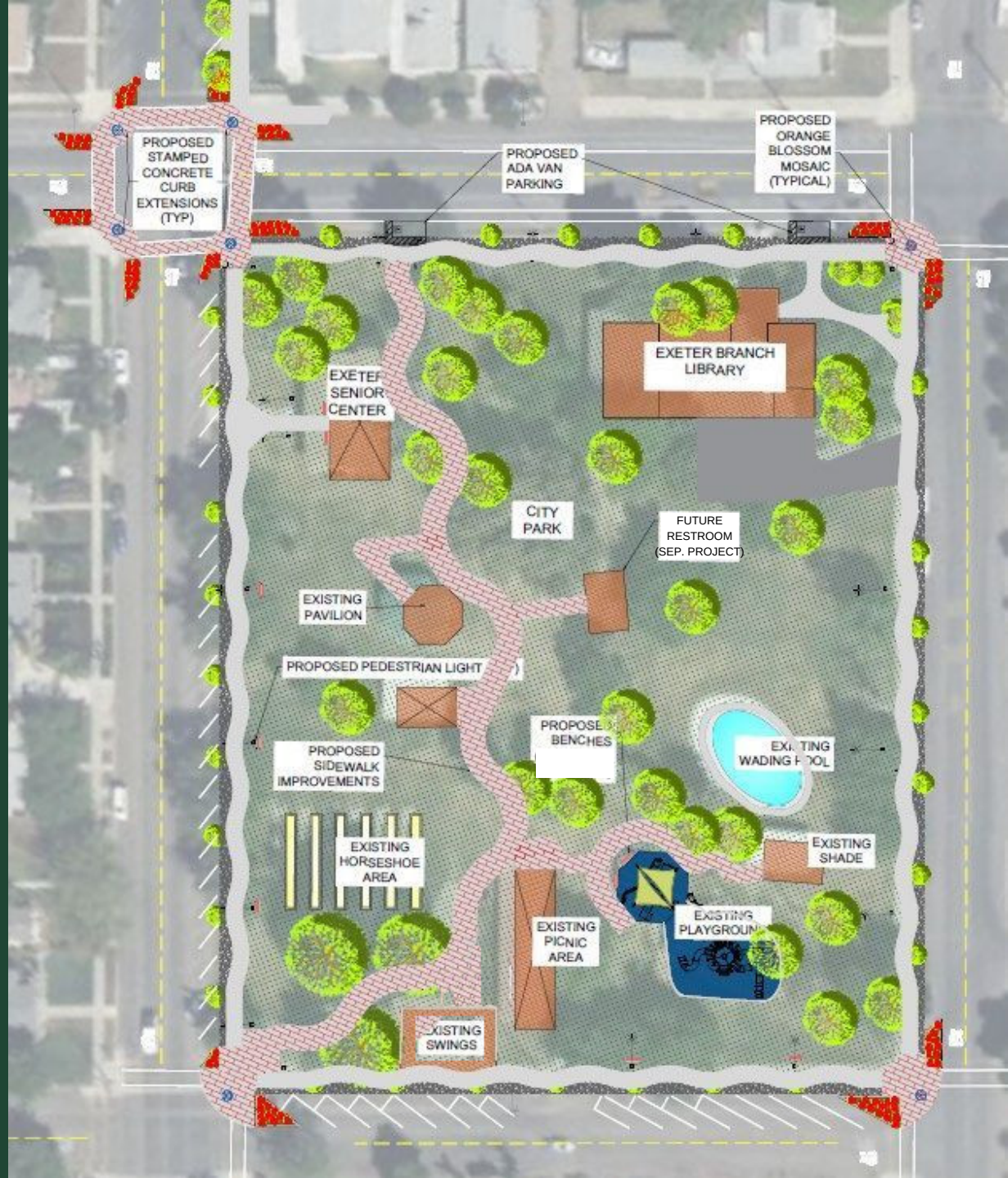
A & M
CONSULTING ENGINEERS

CITY OF EXETER

E STREET TRAIL

PRELIMINARY DESIGN CONCEPT

City Council Meeting | 11/10/2026









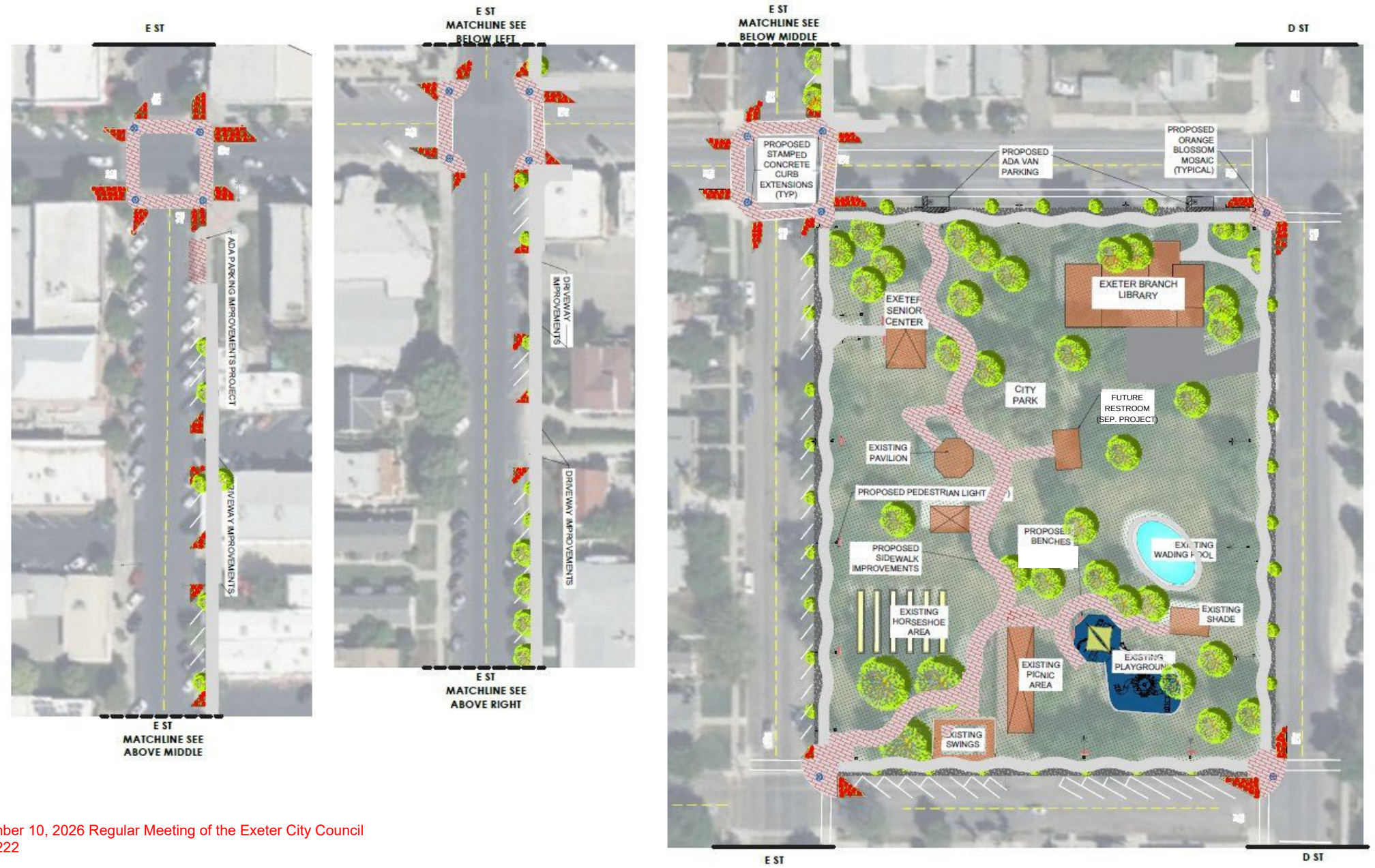


OVERVIEW

PROPOSED IMPROVEMENTS

- ADA Improvements
- New Sidewalk
- Decorative Sidewalk Sections
- Driveway Improvements
- Replace damaged curb and gutter
- New Curb Extensions / Bulb-outs at Intersections
- Stamped Concrete Crosswalks
- Street Lighting
- Updated Striping
- Benches
- Trees in tree wells with irrigation
- Planting strip with landscaping and irrigation
- Planters with landscaping and irrigation

PROJECT EXHIBIT: E STREET TRAIL – OVERALL PLAN



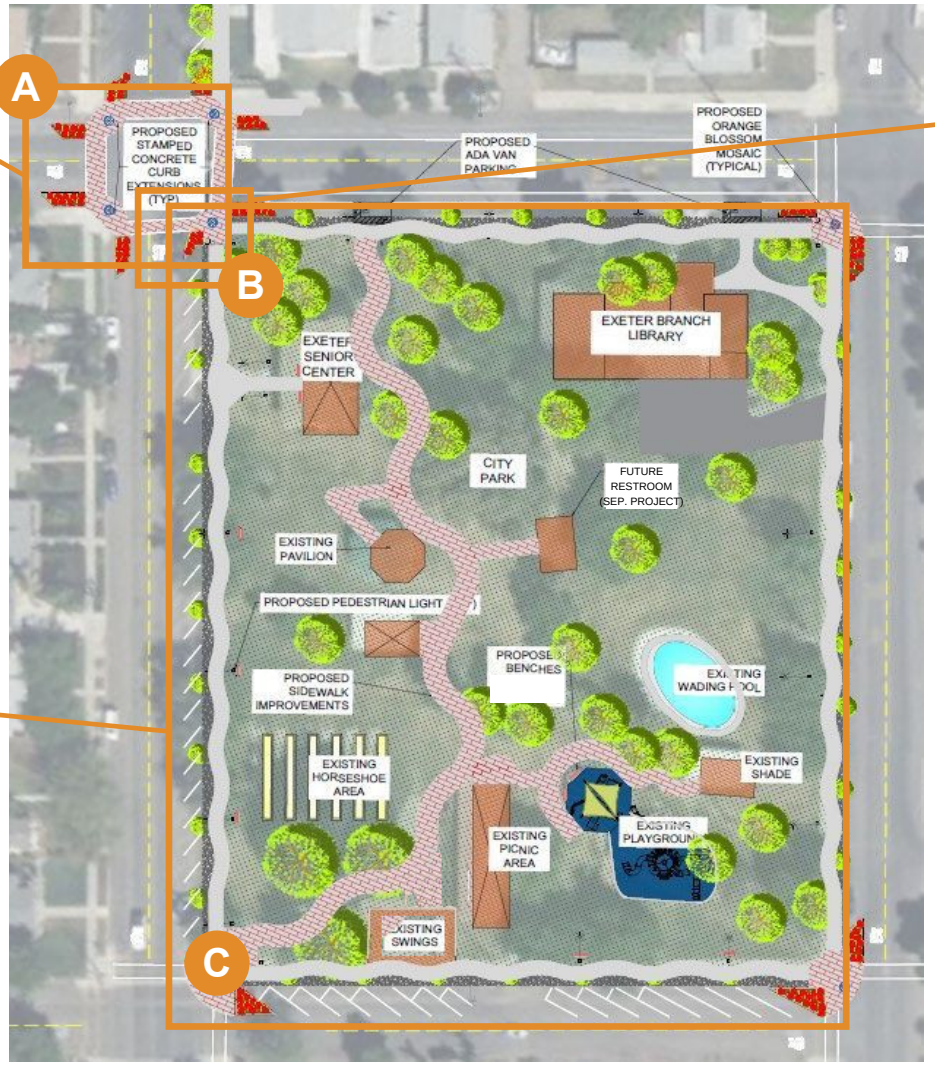
Exeter City Park



A E St & Chestnut St Intersection



C City Park Overview





B Curb Extension & Crosswalk

RENDERINGS

City Park
Proposed Site Overview



RENDERINGS

E Street & Chestnut Street Intersection



- **Curb extensions (bulb-outs)** at all four corners shorten the pedestrian crossing distance
- **Stamped red concrete** corner landings in a brick pattern
- **Curb planters** with drought-tolerant perennials
- **High-visibility crosswalks** on all four legs of the intersection
- **Street trees** in planter strips along the City Park frontage
- **Pedestrian lights** along the park sidewalk

Curb Extension & Crosswalk



- **A**
  - **Stamped red concrete landing** with a refined brick pattern at the crossing
  - **Curb planters** planted with lavender, Russian sage, salvia, yarrow, blanket flower and lamb's ears
  - **Crushed rock mulch** in the planter strips, with feather reed grass accents
- **B**
  - **High-visibility crosswalks** in stamped red brick
- **C**
  - **Medallion mosaic:** cast bronze disc with EXETER and CALIFORNIA around the rim, centered in the corner landing



C

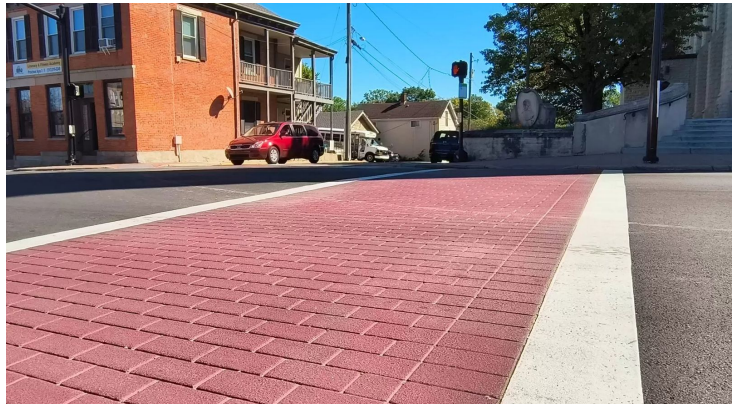
Brick pattern for the landings and crosswalks:
Council selection from the pattern options on the next page.

Brick Pattern Options

Stamped concrete in a red brick color at the corner landings and crosswalks. Council to select one pattern.



A Running bond, transverse
bricks laid across the crossing



B Running bond, longitudinal
bricks laid along the crossing



C Herringbone, 45 degree
stamped red



D Herringbone with medallion inset
stamped, with cast medallion



E Herringbone, two-tone
red and charcoal blend



F Herringbone, red
stamped asphalt

Pedestrian Lighting Options



A

- **Double-head bronze fixture, scrollwork cross-arm**
- **Clear ribbed glass globes**
- **Best for wide walkways or park entry points**



B

- **Single hexagonal lantern head, fluted pole**
- **Traditional gas-lamp silhouette**
- **Strongest “historic” character of the three**



C

- **Clean globe on tapered pole**
- **Classic acorn look, minimal ornamentation**
- **Lower cost, simpler maintenance**

Council to select one fixture for the new pedestrian lights around City Park.