



AMENDMENT

This amendment ("Amendment") is made this 11th day of August, 2020 by and between Tyler Technologies, Inc. with offices at 11 Cornell Road, Latham, New York 12110 ("Tyler") and Vestal Central School District with offices at 201 Main Street, Vestal, New York 13850 ("Client").

WHEREAS, Tyler and the Client are parties to a Software as a Service ("SaaS") agreement dated February 27, 2018 ("Agreement"); and

WHEREAS, Tyler and Client desire to amend the Agreement;

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

1. The products and services in Exhibit 1 ("Investment Summary") are hereby added to the agreement.
2. In exchange for the SaaS and Services fees set forth in the Investment Summary, Tyler shall host at Tyler's data center and make available to Client the Tyler Software Products set forth in the Investment Summary licensed by Client ("Licensed Modules").
3. Hosting Services. We will host the Tyler Software in accordance with the terms and conditions set forth in the Hosting Services Exhibit, attached hereto as Exhibit 2, and the Service Level Agreement, attached hereto as Schedule 1 to Exhibit 2.
4. Payment of fees added to the Agreement pursuant to this Amendment shall be as follows:
 - a. Tyler will invoice Client for pro-rated SaaS fees of \$2,208.33 on the first day of the month following connectivity to the software, which cover the period commencing the first day of the month following connectivity to the software through March 31, 2021;
 - b. Client will remit \$2,650.00 for annual SaaS fees on or before April 1, 2021 for the year two (2) term
 - c. Client will remit \$2,703.00 for annual SaaS fees on or before April 1, 2022 for the year three (3) term
 - d. Subsequent annual SaaS fees shall be due annually thereafter on or before April 1.
 - e. Fees for Services of \$700.00 will be invoiced as incurred.
 - f. Payment is due within thirty (30) days of the invoice date.
5. The Data Security and Privacy Plan, attached hereto as Exhibit 3, shall be added to the Agreement to comply with New York Education Law §2-d.
6. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.

7. The terms and conditions of the Agreement shall remain in full force and effect except as modified by the terms, and attachments, of this Amendment.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment as of the dates set forth below.

Tyler Technologies, Inc.

Vestal Central School District

By: _____

By: _____

Name: _____

Name: Mario Nunes

Title: _____

Title: President, Board of Education

Date: _____

Date: 8/11/20



Exhibit 1

Investment Summary

The following Investment Summary details the software and services to be delivered by us to you under the Agreement. This Investment Summary is effective as of the Effective Date. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

In the event a comment in the following sales quotation conflicts with a provision of this Amendment, the provision in this Amendment shall control.

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Vestal Central School District - Sourcewell Pricing
prices are valid until August 18 2020

2. Software as a Service	Quantity	Price	Extended	Through 3/31/21	4/1/21- 3/31/22	4/1/22- 3/31/23
Traversa Advanced Activity Trips provided as SaaS for up to 70 vehicles	1	\$2,650.00	\$2,650.00	\$2,208.33	\$2,650.00	\$2,703.00
Traversa Reporting Tool provided as SaaS for up to 70 vehicles	1	inc.	inc.	inc.	inc.	inc.
Subtotal: Application Software Maintenance Fees			\$2,650.00	\$2,208.33	\$2,650.00	\$2,703.00

3. Services	Quantity	Price	Extended	This Year Total	Year 2	Year 3
Additional training hours which can be used for (1),(2) :	4	\$175.00	\$700.00	\$700.00		
Additional Traversa Core Training						
Traversa Advanced Activity Trips Training						
Subtotal: Application Services			\$700.00	\$700.00	\$0.00	\$0.00

Total One-Time Fees: **\$2,908.33**
Total Recurring Fees **: **\$2,650.00** **\$2,703.00**

** Subject to annual increase after Year 3

¹ Travel expenses for trainer and/or project manager to visit the user's site are not included and will be billed at actual costs

² Training Classes are limited to 5 persons and are delivered in 2 hour increments

Quote prepared on May 20, 2020

 Signature





Exhibit 2 Hosting Services

Tyler Hosting Services (also referred to as SaaS Services) for the Tyler Software will be provided subject to the following terms and conditions.

SECTION A – DEFINITIONS

- **“Data”** means your data necessary to utilize the Tyler Software.
- **“Data Storage Capacity”** means the contracted amount of storage capacity for your Data identified in the Investment Summary.
- **“Defined Users”** means the number of users that are authorized to use the SaaS Services. The Defined Users for the Agreement are as identified in the Investment Summary.
- **“Hosting Fees”** means the fees for the SaaS Services identified in the Investment Summary. Hosting Fees may also be referred to as SaaS Fees.
- **“SaaS Services”** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services may also be referred to as Hosting Services. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting or other professional services.
- **“SLA”** means the Service Level Agreement. A copy of our current SLA is attached hereto as Schedule 1.

SECTION B – SAAS SERVICES APPLICABLE TO TYLER SOFTWARE

1. Rights Granted. We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your internal business purposes for the number of Defined Users only. The Tyler Software will be made available to you according to the terms of the SLA. You acknowledge that we have no delivery obligations and we will not ship copies of the Tyler Software as part of the SaaS Services. You may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Exhibit C of the Agreement. The foregoing notwithstanding, to the extent we have sold you perpetual licenses for Tyler Software, if and listed in the Investment Summary, for which you are receiving SaaS Services, your rights to use such Tyler Software are perpetual, subject to the terms and conditions of this Agreement including, without limitation, Section B(1). We will make any such software available to you for download.
2. Hosting Fees. You agree to pay us the annual Hosting Fees. Those amounts are payable as set forth in Section D below and in accordance with our Invoicing and Payment Policy. The Hosting Fees are based on the number of Defined Users and amount of Data Storage Capacity. You may add additional users or additional data storage capacity on the terms set forth in Section I(1) of the



Agreement. In the event you regularly and/or meaningfully exceed the Defined Users or Data Storage Capacity, we reserve the right to charge you additional fees commensurate with the overage(s).

3. Ownership.

3.1. We retain all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by us under this Agreement.

3.2. The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.

3.3. You retain all ownership and intellectual property rights to the Data. You expressly recognize that except to the extent necessary to carry out our obligations contained in this Agreement, we do not create or endorse any Data used in connection with the SaaS Services.

4. Restrictions. You may not: (a) make the Tyler Software or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party's business operations; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services; (c) access or use the SaaS Services in order to build or support, and/or assist a third party in building or supporting, products or services competitive to us; or (d) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the SaaS Services, Tyler Software, or Documentation available to any third party other than as expressly permitted by this Agreement.

5. SaaS Services.

5.1. Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 18. We have attained, and will maintain, SOC 1 and SOC 2 compliance, or its equivalent, for so long as you are timely paying for SaaS Services. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), we will provide you with a summary of our compliance report(s) or its equivalent. Every year thereafter, for so long as the NDA is in effect and in which you make a written request, we will provide that same information.

5.2. You will be hosted on shared hardware in a Tyler data center or in a third-party data center. In either event, databases containing your Data will be dedicated to you and inaccessible to our other customers.

5.3. Our Tyler data centers have fully-redundant telecommunications access, electrical power, and the required hardware to provide access to the Tyler Software in the event of a disaster or component failure. In the event any of your Data has been lost or damaged due to an act or omission of Tyler or its subcontractors or due to a defect in Tyler's software, we will use best commercial efforts to restore all the Data on servers in accordance with the architectural design's capabilities and with the goal of minimizing any Data loss as greatly as possible. In no case shall the recovery point objective ("RPO") exceed a maximum of twenty-four (24) hours from declaration of disaster. For purposes of this subsection, RPO represents the maximum tolerable period during which your Data may be lost, measured in relation to a disaster we declare, said declaration will not be unreasonably withheld.

- 5.4. In the event we declare a disaster, our Recovery Time Objective (“RTO”) is twenty-four (24) hours. For purposes of this subsection, RTO represents the amount of time, after we declare a disaster, within which your access to the Tyler Software must be restored.
- 5.5. We conduct annual penetration testing of either the production network and/or web application to be performed. We will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. We will provide you with a written or electronic record of the actions taken by us in the event that any unauthorized access to your database(s) is detected as a result of our security protocols. We will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties, at your written request. You may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords or other confidential information, and unauthorized vulnerability and penetration test scanning of our network and systems (hosted or otherwise) is prohibited without the prior written approval of our IT Security Officer.
- 5.6. We test our disaster recovery plan on an annual basis. Our standard test is not client-specific. Should you request a client-specific disaster recovery test, we will work with you to schedule and execute such a test on a mutually agreeable schedule. At your written request, we will provide test results to you within a commercially reasonable timeframe after receipt of the request.
- 5.7. We will be responsible for importing back-up and verifying that you can log-in. You will be responsible for running reports and testing critical processes to verify the returned Data.
- 5.8. We provide secure Data transmission paths between each of your workstations and our servers.
- 5.9. Tyler data centers are accessible only by authorized personnel with a unique key entry. All other visitors to Tyler data centers must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.
- 5.10. Where applicable with respect to our applications that take or process card payment data, we are responsible for the security of cardholder data that we possess, including functions relating to storing, processing, and transmitting of the cardholder data and affirm that, as of the Effective Date, we comply with applicable requirements to be considered PCI DSS compliant and have performed the necessary steps to validate compliance with the PCI DSS. We agree to supply the current status of our PCI DSS compliance program in the form of an official Attestation of Compliance, which can be found at <https://www.tylertech.com/about-us/compliance>, and in the event of any change in our status, will comply with applicable notice requirements.

SECTION C – SAAS TERM AND TERMINATION of SAAS SERVICES

1. Term. The term for Tyler SaaS Services will commence on the first day of the first month following the Effective Date and will remain in effect for one (1) year. Thereafter, the term will renew automatically for additional one (1) year terms at our then-current Hosting Fees unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current term. Your right

to access or use the SaaS Services will terminate at the end of the term for SaaS Services.

2. Failure to Pay Hosting Fees. You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of the Hosting Fees. If you fail to timely pay the Hosting Fees, we may discontinue the SaaS Services and deny your access to the Tyler Software. We may also terminate this Agreement if you don't cure such failure to pay within forty-five (45) days of receiving written notice of our intent to terminate.

SECTION D – PAYMENT OF HOSTING FEES

1. Hosting Fees. Hosting Fees are invoiced annually in advance, beginning on the Effective Date. Subsequent annual Hosting Fees are invoiced annually in advance of each anniversary thereof. Your fees for each subsequent year will be set at our then-current rates.



Exhibit 2
Schedule 1
SERVICE LEVEL AGREEMENT

I. Agreement Overview

This SLA operates in conjunction with, and does not supersede or replace any part of, the Agreement. It outlines the information technology service levels that we will provide to you to ensure the availability of the application services that you have requested us to provide. All other support services are documented in the Support Call Process.

II. Definitions. Except as defined below, all defined terms have the meaning set forth in the Agreement.

Attainment: The percentage of time the Tyler Software is available during a calendar quarter, with percentages rounded to the nearest whole number.

Client Error Incident: Any service unavailability resulting from your applications, content or equipment, or the acts or omissions of any of your service users or third-party providers over whom we exercise no control.

Downtime: Those minutes during which the Tyler Software is not available for your use. Downtime does not include those instances in which only a Defect is present.

Service Availability: The total number of minutes in a calendar quarter that the Tyler Software is capable of receiving, processing, and responding to requests, excluding maintenance windows, Client Error Incidents and Force Majeure.

III. Service Availability

The Service Availability of the Tyler Software is intended to be 24/7/365. We set Service Availability goals and measures whether we have met those goals by tracking Attainment.

a. Your Responsibilities

Whenever you experience Downtime, you must make a support call according to the procedures outlined in the Support Call Process. You will receive a support incident number.

You must document, in writing, all Downtime that you have experienced during a calendar quarter. You must deliver such documentation to us within 30 days of a quarter's end.

The documentation you provide must evidence the Downtime clearly and convincingly. It must include, for example, the support incident number(s) and the date, time and duration of the Downtime(s).

b. Our Responsibilities

When our support team receives a call from you that Downtime has occurred or is occurring, we will work with you to identify the cause of the Downtime (including whether it may be the result of a Client Error Incident or Force Majeure). We will also work with you to resume normal operations.

Upon timely receipt of your Downtime report, we will compare that report to our own outage logs and support tickets to confirm that Downtime for which we were responsible indeed occurred.

We will respond to your Downtime report within 30 day(s) of receipt. To the extent we have confirmed Downtime for which we are responsible, we will provide you with the relief set forth below.

c. Client Relief

When a Service Availability goal is not met due to confirmed Downtime, we will provide you with relief that corresponds to the percentage amount by which that goal was not achieved, as set forth in the Client Relief Schedule below.

Notwithstanding the above, the total amount of all relief that would be due under this SLA per quarter will not exceed 5% of one quarter of the then-current SaaS Fee. The total credits confirmed by us in one or more quarters of a billing cycle will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

Every quarter, we will compare confirmed Downtime to Service Availability. In the event actual Attainment does not meet the targeted Attainment, the following Client relief will apply, on a quarterly basis:

Targeted Attainment	Actual Attainment	Client Relief
100%	98-99%	Remedial action will be taken.
100%	95-97%	4% credit of fee for affected calendar quarter will be posted to next billing cycle
100%	<95%	5% credit of fee for affected calendar quarter will be posted to next billing cycle

You may request a report from us that documents the preceding quarter's Service Availability, Downtime, any remedial actions that have been/will be taken, and any credits that may be issued.

IV. Applicability

The commitments set forth in this SLA do not apply during maintenance windows, Client Error Incidents, and Force Majeure.

We perform maintenance during limited windows that are historically known to be reliably low-traffic times. If and when maintenance is predicted to occur during periods of higher traffic, we will provide advance notice of those windows and will coordinate to the greatest extent possible with you.

V. Force Majeure

You will not hold us responsible for not meeting service levels outlined in this SLA to the extent any failure to do so is caused by Force Majeure. In the event of Force Majeure, we will file with you a signed request that said failure be excused. That writing will at least include the essential details and circumstances supporting our request for relief pursuant to this Section. You will not unreasonably withhold its acceptance of such a request.



EXHIBIT 3

Data Security and Privacy Plan

Tyler sets forth the following Data Security and Privacy Plan with respect to Tyler Software and services (“Plan”) in accordance with the requirements of New York Education Law §2-d and the implementing regulations set forth in Part 121 of the Regulations of the Commissioner of Education (“NY Education Privacy Laws”). Capitalized but undefined terms shall have the meaning attributed to them in the NY Education Privacy Laws.

The Plan amends the Agreement and is incorporated into the Agreement by reference.

SECTION A

Bill of Rights for Data Privacy and Security

Client has provided to Tyler, and Tyler has reviewed, Client’s Parents Bill of Rights for data privacy and security (“Bill of Rights”) in effect as of the Effective Date of the Agreement, and agrees to incorporate the Bill of Rights by reference in its entirety, as if fully set forth herein. Any changes made by Client to its Bill of Rights after the Effective Date shall not be incorporated into the Agreement unless agreed to by Tyler in writing. Client and Tyler agree to cooperate in good faith to address each party’s respective obligations under applicable data privacy and security requirements.

Additionally, the following information is provided to assist Client with developing the supplemental information required by Part 121.3(c) of the NY Education Privacy Laws:

1. Student Data, or Teacher or Principal Data, will be used and disclosed by Tyler solely for providing the Tyler Software and Tyler services purchased by Client through its Agreement with Tyler. Nothing in this Plan shall be construed to apply to Third Party Products and Third Party Services purchased by Client pursuant to the Agreement.
2. Tyler subcontractors or other third party authorized persons or entities, if any, to whom Tyler discloses Student Data, or Teacher or Principal Data, must agree to comply with data protection and security requirements as required by applicable federal and state laws and regulations.
3. Upon the expiration of the term of the Agreement, Tyler will, at Client’s election, either (i) return all Student Data, Teacher or Principal Data which is in Tyler’s possession, to the Client in an industry standard data format, or as otherwise agreed to by Tyler and Client; or (ii) destroy all Student Data, Teacher or Principal Data, in Tyler’s possession to the fullest extent commercially feasible, as soon as practicable upon expiration of the Agreement or as otherwise required by applicable law. To the extent that destruction of all Student Data, and Teacher or Principal Data, is infeasible Tyler’s obligations under this Plan with respect to such Student Data, and Teacher or Principal Data, will continue for as long as Tyler retains such data.
4. Client shall be solely responsible for addressing challenges to the accuracy of Student Data, or Teacher or Principal Data, processed by Tyler pursuant to the Agreement, or any other inquiry made by a third party with respect to said data. In the event that Tyler receives a third party request for access to Student Data, or Teacher or Principal Data, whether such request is made in accordance with the NY Education Laws or other applicable Federal or State law or regulation, Tyler will promptly inform Client of such request in writing, if allowed by law or judicial and/or administrative order.

5. If Tyler is hosting Student Data, or Teacher or Principal Data, such hosted data will be stored in a secure hosting facility in the United States. Tyler maintains industry standard intrusion detection and prevention systems to monitor malicious activity attempting to access hosted data. Tyler data centers are accessible only by authorized personnel with a unique key entry. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access. In the event a third party will be hosting said data, Tyler will ensure that said third party has security protections equivalent or more stringent than those set forth herein.
6. Student Data or Teacher or Principal Data transmitted between Client workstations and the Tyler or third party hosting center will be encrypted using industry standard methods for data in transit, as applicable. Student Data or Teacher or Principal Data hosted in a Tyler or third party data center will be encrypted using industry standard methods for data at rest, as applicable.

SECTION B

Data Security and Privacy Plan

As required by Part 121.6(a) of the NY Education Privacy Laws, Tyler hereby identifies and incorporates into this Plan the following elements:

1. During the term of the Agreement, Tyler will use reasonable, industry standard and technically feasible internal controls to address its compliance obligations under federal and state data security and privacy laws, including NY Education Privacy Laws, as apply to Tyler's performance of services under the Agreement. Additionally, Tyler will use reasonable, industry standard and technically feasible internal controls to address compliance with those provisions of Client's data security and privacy policy that apply to Tyler's performance of services under the Agreement, to the extent Client's data security and privacy policy has been provided by Client and agreed to by Tyler in writing as of the Effective Date, and thereafter only as mutually agreed to by Client and Tyler.
2. Tyler will protect Personally Identifiable Information that it receives under the Agreement using industry standard security measures utilizing the following: (i) administrative controls (for example, Tyler organizes itself to emphasize security and ensure human resource processes are in place to help facilitate security); (ii) physical controls (for example, Tyler invests in secure data centers and associated practices in support of its hosted solutions); and (iii) technical controls (for example, Tyler hosted solutions are secured through a layered series of barriers and monitoring tools that are designed to detect and defeat unauthorized attempts to reach client hosted data).
3. Tyler has provided all information required of it by Part 121.3(c) of the NY Education Privacy Laws in Section A of this Plan, and will comply with the applicable requirements of the supplemental information, as required and to the extent not inconsistent with its obligations under applicable law.
4. All Tyler employees who have access to Student Data, or Teacher or Principal Data under the Agreement have or will receive, prior to obtaining access to said data, Tyler's standard information security and privacy awareness training. Additionally, all Tyler employees sign confidentiality agreements which extend to Student Data and Teacher and Principal Data.
5. Tyler will manage data security and privacy incidents that implicate Personally Identifiable Information in Tyler's possession or control in accordance with the applicable requirements of Part 121.10 of the New York Education Privacy Laws.
6. Tyler will comply with applicable requirements of Part 121.9 of the NY Education Privacy Laws in its performance of the Agreement.

7. Tyler will comply with applicable requirements of Part 121.10 of the NY Education Privacy Laws in notifying Client in the event of any Breach or Unauthorized Release of Client's Personally Identifiable Information in Tyler's possession or control.