



AMENDMENT

This amendment (“Amendment”) is effective as of the date of signature of the last party to sign as indicated below (“Amendment Effective Date”), by and between Tyler Technologies, Inc. with offices at One Tyler Drive, Yarmouth, Maine 04096 (“Tyler”) and Hernando County, with offices at County Government Center, 20 N. Main Street, Brooksville, Florida 34601 (“Client”).

WHEREAS, Tyler and Client are parties to an agreement dated December 3, 2024 (“Agreement”); and

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

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

1. The items set forth in the Amendment Investment Summary attached as Exhibit 1 to this Amendment are hereby added to the Agreement as of November 1, 2026 and, notwithstanding anything to the contrary in Exhibit 1, ending coterminous with the SaaS Term as defined in the Agreement. Payment of fees and costs for such items shall conform to the following terms:
 - a. The annual SaaS fees payable under the Agreement shall be increased in the amount of \$167,130, for the Tyler Software added herein. The first year’s annual SaaS Fees shall be invoiced on November 1, 2026, prorated for the time period commencing on such date and ending concurrently with the Client’s annual SaaS Term under the Agreement. Subsequent SaaS Fees shall be invoiced in accordance with the terms of the Agreement.
 - b. Unless otherwise provided herein, services identified at Exhibit 1 and added to the Agreement pursuant to this Amendment, along with applicable expenses, shall be invoiced in accordance with Exhibit B of the Agreement.
2. Your use of the Tyler solutions listed below includes functionality provided by a Third-Party Developer, Twilio. Your rights, and the rights of any of your end users, to use said functionality are subject to the terms of the Twilio Acceptable Use Policy, available at <http://www.twilio.com/legal/aup>. By signing a Tyler Agreement or Order Form, or accessing, installing, or using any such Tyler solution, you certify that you have reviewed, understand, and agree to said terms. Tyler hereby disclaims any and all liability related to your or your end user’s failure to abide by the terms of the Twilio Acceptable Use Policy. Any liability for failure to abide by said terms shall rest solely with the person or entity whose conduct violated said terms.
 - Electronic Warrants
 - Online Dispute Resolution
 - Enterprise Justice Notifications Add On (text notifications)
 - Absence & Substitute
 - Notify

- Enterprise Jury Manager
 - Enterprise Supervision
3. Virtual Court

4. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
5. Except as expressly indicated in this Amendment, all other terms and conditions of the Agreement shall remain in full force and effect.

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

Tyler Technologies, Inc.

Hernando County

By: Erik Graney

By: _____

Name: Erik Graney

Name: _____

Title: Senior Corporate Attorney

Title: _____

Date: 05/01/26

Date: _____

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY
BY [Signature]
County Attorney's Office



Exhibit 1
Amendment Investment Summary

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

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Quoted By: Phil Sharp
 Quote Expiration: 05/25/26
 Quote Name: Hernando County - EERP - Tyler Enterprise Utilities
 Quote Description: Hernando County - EERP - Tyler Enterprise Utilities
 SaaS Term: 1.00

Sales Quotation For:
 Hernando County, Fl
 County Government Center
 20 N Main St
 Brooksville FL 34601-2817

Shipping Address:
 Hernando County
 County Government Center
 20 N. Main Street
 Brooksville FL 34601

Tyler SaaS and Related Services

Description	Qty	Imp. Hours	Annual Fee
Revenue Management			
Smart Meter Access - \$1.40 per meter	1	0	\$ 0.00
Utility Billing CIS	1	0	\$ 208,913.00
Utility Billing Meter Interface	1	0	\$ 0.00
Additional			
Notify includes 200,000 Msgs and 6,650 Mins per year	1	0	\$ 0.00
Sub-Total:			\$ 208,913.00
<i>Less Discount:</i>			\$ 41,783.00
TOTAL			\$ 167,130.00

Professional Services

Description	Quantity	Unit Price	Ext Discount	Extended Price	Maintenance
50% Dedicated Utility Billing Project Management (monthly)	12	\$ 12,500.00	\$ 0.00	\$ 150,000.00	\$ 0.00

EAM - UB Implementation (hours)	80	\$ 200.00	\$ 0.00	\$ 16,000.00	\$ 0.00
Tyler Custom Development - Four Reports (to be spec'd)	135	\$ 250.00	\$ 0.00	\$ 33,750.00	\$ 0.00
Utility Billing - Implementation (hours)	520	\$ 200.00	\$ 0.00	\$ 104,000.00	\$ 0.00
Utility Billing - Meter Read Interface (hours)	56	\$ 200.00	\$ 0.00	\$ 11,200.00	\$ 0.00
Utility Billing - Post Go Live Support (hours)	80	\$ 200.00	\$ 0.00	\$ 16,000.00	\$ 0.00
Conversions – See Detailed Breakdown Below				\$ 45,700.00	\$ 0.00
TOTAL				\$ 376,650.00	\$ 0.00

Payments

	List Price	Service %	Min	Basis Points	Rate	Cap	POS	Online	IVR
Payments - Payer Card Cost - Service Fees									
Enterprise ERP Payments									
Utility Billing		3.15%	\$ 1.50				X	X	X
Payments - Other Fees									

Payer eCheck Cost	\$ 1.95
Credit Card Chargebacks	\$ 15.00
eCheck Rejects	\$ 5.00

Payer Card Cost Per card transaction with Visa, MasterCard, Discover, and American Express.
IVR Cost Additional \$0.50 per transaction on top of Card and eCheck Fee.
Payer eCheck Cost Per electronic check transaction.
Credit Card Chargebacks If a card payer disputes a transaction at the card issuing bank (e.g. stolen card)
eCheck Rejects When an eCheck transaction comes back as declined (e.g bounced check)
Payments Your use of Payments and any related items included on this order is subject to the terms found at: <https://www.tylertech.com/terms/payment-card-processing-agreement>. By signing this order or the agreement in which it is included, you agree you have read, understand, and agree to such terms. Please see attached Payments fee schedule.

Summary	One Time Fees	Recurring Fees
Total Tyler License Fees	\$ 0.00	\$ 0.00

Total SaaS	\$ 0.00	\$ 167,130.00
Total Tyler Services	\$ 376,650.00	\$ 0.00
Total Third-Party Hardware, Software, Services	\$ 0.00	\$ 0.00
Summary Total	\$ 376,650.00	\$ 167,130.00

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

Customer Approval: _____ Date: _____

Print Name: _____ P.O.#: _____

All Primary values quoted in US Dollars

Detailed Breakdown of Conversions (Included in Summary Total)

Description	Qty	Unit Price	Unit Discount	Extended Price
Professional Services				
Utility Billing - Backflow	1	\$ 4,000.00	\$ 0.00	\$ 4,000.00
Utility Billing - Balance Forward	1	\$ 9,100.00	\$ 0.00	\$ 9,100.00
Utility Billing - Budget Billing	1	\$ 5,600.00	\$ 0.00	\$ 5,600.00
Utility Billing - Consumption	1	\$ 4,500.00	\$ 0.00	\$ 4,500.00
Utility Billing - Content Manager Core - Conversion	1	\$ 4,600.00	\$ 0.00	\$ 4,600.00
Utility Billing - Service Orders	1	\$ 6,200.00	\$ 0.00	\$ 6,200.00
Utility Billing - Services	1	\$ 5,600.00	\$ 0.00	\$ 5,600.00
Utility Billing - Standard	1	\$ 6,100.00	\$ 0.00	\$ 6,100.00
TOTAL				\$ 45,700.00

Optional 3rd Party Hardware, Software and Services

Description	Qty	Unit Price	Unit Discount	Total Price	Unit Maint/SaaS	Maint/SaaS Discount	Total Maint/SaaS
Payments EMV Terminal Purchase	3	\$ 529.00	\$ 0.00	\$ 1,587.00	\$ 0.00	\$ 0.00	\$ 0.00
Payments PCI Service Fee (Per Device)	3	\$ 0.00	\$ 0.00	\$ 0.00	\$ 180.00	\$ 0.00	\$ 540.00
TOTAL				\$ 1,587.00			\$ 540.00

Tyler Annual Discount Detail (Excludes Optional Products)

Description	Imp. Hours	Annual Fee	Annual Fee Discount	Annual Fee Net
Revenue Management				
Smart Meter Access - \$1.40 per meter	0	\$ 0.00	\$ 0.00	\$ 0.00
Utility Billing CIS	0	\$ 208,913.00	\$ 41,783.00	\$ 167,130.00
Utility Billing Meter Interface	0	\$ 0.00	\$ 0.00	\$ 0.00
Additional				
Notify includes 200,000 Msgs and 6,650 Mins per year	0	\$ 0.00	\$ 0.00	\$ 0.00
TOTAL		0	\$ 208,913.00	\$ 41,783.00
			\$ 41,783.00	\$ 167,130.00

Comments

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

- License fees for Tyler and third party software are invoiced upon the earlier of (i) deliver of the license key or (ii) when Tyler makes such software available for download by the Client;
- Fees for hardware are invoiced upon delivery;
- Fees for year one of hardware maintenance are invoiced upon delivery of the hardware;
- Annual Maintenance and Support fees, SaaS fees, Hosting fees, and Subscription fees are first payable when Tyler makes the software available for download by the Client (for Maintenance) or on the first day of the month following the date this quotation was signed (for SaaS, Hosting, and Subscription), and any such fees are prorated to align with the applicable term under the Agreement, with renewals invoiced annually thereafter in accord with the Agreement.
- Fees for services included in this sales quotation shall be invoiced as indicated below.
 - Implementation and other professional services fees shall be invoiced as delivered.
 - Fixed-fee Business Process Consulting services shall be invoiced 50% upon delivery of the Best Practice Recommendations, by module,

and 50% upon delivery of custom desktop procedures, by module.

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

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

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

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

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

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

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

Tyler provides onsite training for a maximum of 12 people per class. In the event that more than 12 users wish to participate in a training class or

more than one occurrence of a class is needed, Tyler will either provide additional days at then-current rates for training or Tyler will utilize a Train-the-Trainer approach whereby the client designated attendees of the initial training can thereafter train the remaining users.

Smart Meter Access annual subscription is calculated in year one based on smart meter estimates documented in this order. Subsequent year's subscription value is calculated based on actual smart meters for the previous year. Your use of Smart Meter Access is subject to the following terms: <https://www.tylertech.com/terms/twilio-terms-of-use>

Fees for year one of hardware maintenance will be invoiced as of the first day of the calendar month following the date the hardware is delivered and may be prorated to end coterminous with the Annual Support Maintenance term. Subsequent annual hardware maintenance fees shall be invoiced together with the Annual Support Maintenance term in accordance with the terms of the Agreement.

Your payment of the annual subscription or SaaS fee for Tyler Notify will include an identified amount of messages and/or minutes annually. Additional messages and/or minutes may be purchased from Tyler in defined packages at our then-current rates. Tyler Notify will not restrict use of messages and/or minutes that exceed the allotted messages but reserves the right to invoice you for documented overages occurring during the annual term. Any unused messages or minutes remaining at the end of your annual subscription term expire.

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






Hernando County, FL Amend 033126

Final Audit Report

2026-05-01

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