

Thursday, June 16, 2016

Theresa Webb, CPPO, CPPB, CPSM, C.P.M, FCCM  
Chief Purchasing Officer  
City of Delray Beach  
100 NW 1<sup>st</sup> Avenue  
Delray Beach, FL 33444

Dear Ms. Webb:

Tyler Technologies is pleased to provide you with our updated Investment Summary, red-lined agreement and the Tyler New World ERP Scope of Work.

In reviewing the request to review our overall pricing, we have addressed the following areas:

- Removed Disaster Recovery
- Removed EnerGov Interface
- Removed Escrow set up fee
- Reduced EnerGov suite of products Annual Maintenance percentage
- Reduced the Implementation cost per day from \$1,360 to \$1,220
- Adjusted Professional Services overall costs after onsite with Andy Breeden

In doing so, Tyler New World has reduced the 5 year overall costs from \$2.9M to \$2.5M (excluding travel costs) and reduced the estimated first year costs \$1.9M to \$1.6M (excluding travel costs and first year maintenance). This includes an implementation plan that is Not-To-Exceed, a cost control opportunity for the City of Delray Beach. In order to provide a Not-To-Exceed, we have built in 30 additional days within the Implementation plan that will not be invoiced unless actually used.

Additionally, below are the advantages that separate the Tyler New World ERP from our competitors:

- Ability to start implementation process quickly and to deliver on time and on budget
- Strong customer presence within Florida and the Southeast region
- Continued Investment in the New World platform, company and employee base
- No cost for licensed software upgrades
- Evergreen Philosophy

We appreciate your continued trust in Tyler Technologies and our New World ERP solution and look forward to a long term partnership with the City of Delray Beach.

Sincerely,



Roger Routh  
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