



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 Jackson County, Missouri, with offices at 415 East 12th Street, Kansas City, Missouri 64106 ("Client" or "County").

WHEREAS, Tyler and the Client are parties to a Software as a Service and Professional Services Agreement dated October 28, 2020 ("Agreement"); and

WHEREAS, Tyler and Client acknowledge and agree that the challenges posed by the COVID-19 pandemic, both during its initial wave and its aftermath, have disrupted the labor market and impacted various project activities, including without limitation, data collection;

WHEREAS, the circumstances brought about by the COVID-19 pandemic have necessitated efforts by Tyler and the Client to recruit and retain staff beyond what was anticipated as of the Effective Date of the Agreement;

WHEREAS, despite those efforts by both Tyler and the Client, staffing challenges have resulted in unforeseen delays in the performance of the services under the Agreement, and

WHEREAS, Tyler and Client in recognition of the unforeseen delays caused by the impacts of the COVID-19 pandemic, desire to extend the Agreement and to adjust the Statement of Work for certain services to be provided under the Agreement as set forth herein;

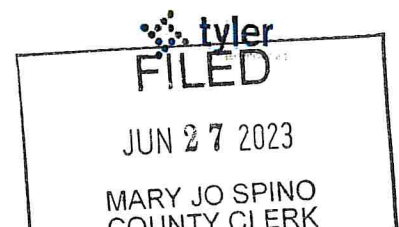
NOW THEREFORE, in consideration of the mutual promises hereinafter contained, Tyler and the Client agree as follows:

1. Section F(1.2) of the Agreement is hereby deleted in its entirety and replaced with the following:

1.2 Appraisal Services. The term for the Appraisal Services shall commence on the Effective Date and shall continue through December 31, 2025, notwithstanding any non-renewal of SaaS Services as set forth in Section 1.1 of this Agreement that may occur in advance of that date, provided that in the event there are any appeals, Tyler shall provide litigation support, as set forth in the Statement of Work, and the term shall continue through expiration of all such appeals. The term for Appraisal Services may be renewed upon written mutual agreement of the parties.

2. Paragraph 3 of the Statement of Work for Maintenance of Assessment Records and Data and Reassessment Services section entitled "Purpose of the Maintenance of Assessment Records and Data Project" is hereby deleted in its entirety and replaced with the following two (2) paragraphs:

Market value estimates will be prepared for each Residential and Agricultural parcel and



the date of value for this appraisal shall be January 31, 2025, with a taxable status date as to parcel inventory of January 1, 2025. All work, except support of values, shall be completed no later than January 31, 2025. The Residential and Agricultural parcel reassessment will be completed by December 31, 2025.

Market value estimates will be prepared for each Commercial, Industrial, and Exempt parcel and the date of value for this appraisal shall be January 31, 2025, with a taxable status date as to parcel inventory of January 1, 2025. All work, except support of values, shall be completed no later than January 31, 2025. The Commercial, Industrial, and Exempt parcel reassessment will be completed by December 31, 2025.

3. The Statement of Work for Maintenance of Assessment Records and Data and Reassessment Services section entitled "Plan Approach and Timeline" is hereby deleted in its entirety and replaced with the following:

Plan Approach and Timeline

Tyler’s performance of its obligations under this Agreement shall begin within thirty (30) days of signing with the commencement of planning and creation of a work plan, subject to the Director of Assessment’s approval. Unless specifically set forth in this Statement of Work, said work plan will indicate the starting and completion dates for all the various phases of the project.

The appraisals shall be Tyler’s opinion of the true value. The appraisal of each Residential and Agricultural parcel shall be made as of January 1, 2025, the Tax Lien Date, and shall reflect the status of each parcel as it exists as of January 1, 2025, also the Cutoff Date. The County shall appraise improvements partially complete on the Cutoff Date.

The appraisal of each Commercial, Industrial, and Exempt parcel shall be made as of January 1, 2025, the Tax Lien Date, and shall reflect the status of each parcel as it exists as of January 1, 2025, also the Cutoff Date. The County shall appraise improvements partially complete on the Cutoff Date.

Table 5: Project Milestone Schedule

Activity	From	To
Contract executed; project commenced	May-2020	May-2020
Public information - press releases, speaking engagements	June-2020	April-2025
Project office set-up	May-2020	June-2020
Data collection training*	June-2020	July-2024
Data Collection* Residential and Agricultural	July-2020	March-2023
Data Collection* Residential Condos	January-2023	August-2023



Data Collection*	July-2020	June-2023
Commercial, Industrial, and Exempt		
Image Gathering*	July-2020	March-2023
Residential and Agricultural		
Image Gathering*	July-2020	June-2023
Commercial, Industrial, and Exempt		
Pre-Review (DTR)	October-2020	June-2023
Residential and Agricultural		
Pre-Review (DTR)	May-2021	July-2023
Commercial, Industrial, and Exempt		
Neighborhood Delineation	May-2021	June-2024
Residential and Agricultural		
Neighborhood Delineation	May-2022	September-2024
Commercial, Industrial, and Exempt		
Land Tables	August-2021	October-2024
Residential and Agricultural		
Land Tables	August-2021	September-2024
Commercial, Industrial, Exempt		
Cost Tables	January-2022	October-2024
Residential and Agricultural		
Cost Tables	January-2022	September-2024
Commercial, Industrial, and Exempt		
Sales Verification	September-2020	December-2024
Residential and Agricultural		
Sales Verification	September-2020	December-2024
Commercial, Industrial, and Exempt		
Final Value	September-2022	December-2024
Residential and Agricultural		
Final Value	September-2023	December-2024

Commercial, Industrial, and Exempt		
New Construction*	August-2020	December-2022
Occupancy/Permit Review*	August-2020	December-2024
Notice of Assessment Mailers Residential and Agricultural	May-2023 March-2025	May-2023 March-2025
Notice of Assessment Mailer Commercial, Industrial, and Exempt	June-2023 June-2025	June-2023 June-2025
Informal Review Residential and Agricultural	May-2023 April-2025	August-2023 June-2025
Informal Review Commercial, Industrial, and Exempt	June-2023 June-2025	September-2023 September-2025
BOE Residential and Agricultural	July-2023 July-2025	August-2023 August-2025
BOE Commercial, Industrial, and Exempt	July-2023 July-2025	August-2023 August-2025
State Tax Commission Residential and Agricultural	August-2023 August-2025	December-2024 December-2026
State Tax Commission Commercial, Industrial, and Exempt	August-2023 August-2025	December-2024 December-2026
*Services and costs, in part or whole, provided under RFP 69-19 Maintenance of Assessment Records		

The deliverables for the project will be ongoing throughout the project. Unless specifically indicated below, a schedule of delivery of each component of the project can be set with the Director of Assessment, as well as a detailed work plan. This will ensure that there is a mutually agreed upon schedule of dates and expectations.

Value estimate percentage for Residential and Agricultural parcels will be delivered to the County by May 2023. Commercial value estimate percentage for Commercial, Industrial, and Exempt parcels will be delivered by June 2023. These estimate percentages are not the final values, but as stated an approximation for the County to make an estimate of value for all classes of property.

Preliminary final values for tax year 2025 for Residential, Agricultural, Commercial, Industrial, and Exempts to be delivered by December 2024.

Tyler will assist the County on the 15% inspections as needed for 2023 tax year.



Informal review and formal appeals support for tax year 2023 will be completed as indicated in the section of this Statement of Work entitled "Support of Values". Tyler will provide limited additional informal and formal review support for tax year 2025. The scope of such limited additional support shall be as mutually agreed by the parties. Should the County require additional support beyond that limited scope, Tyler will provide a quote for the additional requested services.

Training on the Enterprise Assessment CAMA system will be provided to the County by the Tyler appraisal staff for a clear understanding of how to calibrate cost and depreciation tables and other system functions to maintain data for valuation.

4. The following sentence is hereby added to the end of the Statement of Work for Maintenance of Assessment Records and Data and Reassessment Services Project section entitled "Sales Verification and Validation Data Collection":

Sales shall be reviewed for years 2023 and 2024 in the process set forth in the Agreement.

5. Paragraph 1 (Tyler's Conduct of Informal Reviews) of the Statement of Work for Maintenance of Assessment Records and Data and Reassessment Services section entitled "Support of Values" is hereby deleted in its entirety and replaced with the following:

Tyler's Conduct of Informal Reviews

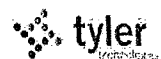
The County will mail each taxable property owner a notice showing their tentative value. Tyler will have an informal discussion with the owner or agent who requests the same during the specified period at a location provided by the County. Tyler will be responsible for all Residential, Agricultural, Commercial, Industrial, and Exempt parcels for informal reviews filed as a direct result of the reassessment for the 2023 and 2025 tax years which are requested within the timeframe scheduled for setting appointments. Informal review support for 2025 will be negotiated and mutually agreed upon in writing by the Director of Assessment and Tyler no later than July 2024, at which time the applicable scope and staffing will be determined, in advance of the commencement of these reviews.

6. Paragraph 3 (Formal Appeals to the County) of the Statement of Work for Maintenance of Assessment Records and Data and Reassessment Services section entitled "Support of Values" is hereby deleted in its entirety and replaced with the following:

Formal Appeals to the County

Tyler will, upon request, support the Assessment Department and Appeal Board regarding formal appeals for all classes of parcels filed with the Board as a result of the reassessment for the 2023 and 2025 tax years. Formal appeal support for 2025 will be negotiated and mutually agreed upon in writing by the Director of Assessment and Tyler no later than July 2024, at which time the applicable scope and staffing will be determined, in advance of the commencement of the appeals support.

7. Paragraph 3 of the Statement of Work for Maintenance of Assessment Records and Data and Reassessment Services section entitled "Residential Parcel Inventory Review Services" is hereby deleted in its entirety and replaced with the following:



The onsite physical field inspection phase of the project will involve field data collectors gathering sketch information, interviewing property owners, collecting interior and exterior improvement information, and confirming prior information that has been collected. Prior to the start of this phase, property record cards (PRCs), or a digital entry point, will be created containing characteristic information from the existing database. Tyler will utilize its partner, Data Cloud Solutions' Mobile Assessor application to build user defined fields (UDFs) for property characteristics critical to the valuation process that may be missing or need further delineation from the current database and application setup utilized by the County. Tyler's solution includes license costs for the additional user accounts necessary to supplement the County's existing Mobile Assessor solution through December 31, 2023. Thereafter, Tyler will utilize the County's existing Mobile Assessor solution licenses for the completion of the services described in this section. Tyler will undertake the following actions during the onsite physical inspection phase:

8. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
9. 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.

Jackson County, Missouri

By: Gus Tenhundfeld

By: [Signature]

Name: Gus Tenhundfeld

Name: [Signature]

Title: Inside Sales Manager

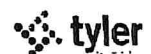
Title: Finance Director

Date: 06/16/2023

Date: 6-16-2023

APPROVED AS TO FORM

[Signature]
County Counselor





Jackson County, MO O. 5414 Tyler Technologies Amendment PE 060623

Final Audit Report

2023-06-16

Created:	2023-06-16
By:	Tracey Stegemann (tracey.stegemann@tylertech.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAg5C8n59Bx8CBy0d7dxlz3x6a-8NZFeJM

"Jackson County, MO O. 5414 Tyler Technologies Amendment PE 060623" History

-  Document created by Tracey Stegemann (tracey.stegemann@tylertech.com)
2023-06-16 - 10:05:54 PM GMT- IP address: 163.116.135.91
-  Document emailed to Gus Tenhundfeld (gus.tenhundfeld@tylertech.com) for signature
2023-06-16 - 10:06:39 PM GMT
-  Email viewed by Gus Tenhundfeld (gus.tenhundfeld@tylertech.com)
2023-06-16 - 10:06:57 PM GMT- IP address: 65.186.54.232
-  Document e-signed by Gus Tenhundfeld (gus.tenhundfeld@tylertech.com)
Signature Date: 2023-06-16 - 10:07:14 PM GMT - Time Source: server- IP address: 65.186.54.232
-  Agreement completed.
2023-06-16 - 10:07:14 PM GMT