



Burnet County Texas

Electronic Notifications Cost Proposal

July 19, 2024

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July 19, 2024

James Oakley, Burnet County Judge
Via email: countyjudge@burnetcountytexas.org

Re: Electronic Notifications Cost Proposal

Honorable James Oakley:

Please find below a cost estimate for implementing Tyler Technologies' Electronic Notifications for Burnet County Texas. The automated emailing functionality in combination with the text messaging functionality, will assist Burnet County in meeting the needs of the victim's notifications obligation. This proposal is good for 90-days. If you have any product or cost questions as it relates to this proposal, please let me know.

We sincerely look forward to working with Burnet County on this critical court technology project.

Sincerely,

A handwritten signature in black ink that reads "Amiee Dismukes".

Amiee Dismukes
Account Executive

TYLER TECHNOLOGIES, INC.
Courts & Justice Division
5101 Tennyson Parkway
Plano, Texas 75024
Office: 972.713.3770 x114268

Preliminary Cost Proposal

Electronic Notifications

Based on Burnet County's size, Tyler is proposing the Enterprise Notifications Tier 1, which includes up to 50,000 text messages annually. Additionally, Tyler is proposing a two-year provisional period to allow Burnet County to observe their actual text message volume. Tyler will honor the \$15,000 annual SaaS for the first two years, which will include a buffer of 50,000 additional text messages. Should the County exceed the proposed 50,000 text messages, this will allow the County to adjust their business processes and or budget for additional text messages in year 3.

	Year 1	Year 2	Year 3
Included Text Messages	Up to 50,000	Up to 50,000	Up to 50,000*
Additional Buffer Text Messages	50,001 to 100,000	50,001 to 100,000	0
Annual SaaS Fee	\$15,000	\$15,000	\$15,000*

*Beginning in Year 3, Enterprise Notifications will be billed according to the table below:

Enterprise Justice (Odyssey) Text Notifications
(Includes embedded 3rd party software Twilio) *

Tier	Text Message Volume (Annual)	Use Fee (Annual)
1	0 to 50,000	\$15,000
2	50,001 to 100,000	\$25,000
3	100,001 to 300,000	\$45,000
4	300,001 to 500,000	\$50,000
5	500,001 to 1,000,000	\$70,000

* 1 Text Message = 1 Text Segment, which can include up to 160 characters for GSM Encoding and up to 70 characters for UCS2 Encoding. The following link provides a segment calculator that can assist in calculating the characters and segments being sent per message: <https://twilio.dev/guides/message-segment-calculator/>

The Enterprise Justice Notifications fee is inclusive of eNotices (email notices), text messaging solution, and the costs of sending the texts.

Separately, there is a one-time fixed services cost of \$6,135 for implementing the Notifications solution that is inclusive configuration of both the text messaging and email notification (eNotices) solution components.

Benefits

National studies indicate that reminders can significantly reduce FTA occurrences overall, and that more substantive reminders were significantly more effective than a simple reminder. One study sites that the FTA rate was 12.6% in the control condition (no reminders), 10.9% in the reminder-only condition, 8.3% in the reminder-sanctions condition, and 9.8% in the reminder-combined sanctions and procedural justice benefits (Bornstein, Tomkins and Neeley, Reducing Courts' Failure to Appear Rate: A Procedural Justice Approach).

<https://www.ojp.gov/pdffiles1/nij/grants/234370.pdf>

Preliminary Cost Proposal

Key Benefits:

- Increases awareness of court dates for parties scheduled to appear.
- Broadens the courts' access to its constituents by leveraging mobile and cellphone technologies.
- Reduces the Failure to Appear (FTA) rate for parties scheduled to appear in court, thus decreasing the costs associated with processing FTAs.
- Minimal staff time required for initial configuration, as the solution provides an automated process that can be run automatically on a recurring basis.
- Payment reminders will increase the courts' ability to collect in a timely manner.

We look forward to expanding upon our continued partnership with Burnet County, and we are excited for the possibilities of introducing these new business and technology innovations to the Courts.