



## 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 Hidalgo County, with a mailing address of PO Box 1356, Edinburg, Texas 78540-1356 ("Client").

WHEREAS, Tyler and the Client are parties to an agreement dated November 13, 2024 ("Agreement"); and

WHEREAS, Client desires to procure additional software functionality from Tyler off Tyler's most recently awarded Sourcewell contract #060624-TTI (the "Sourcewell Contract"), available at <https://www.sourcewell-mn.gov/cooperative-purchasing/060624-TTI>, which Tyler agreed to provide in accordance with the terms of the Agreement, as amended hereby, and the Sourcewell Contract.

NOW THEREFORE, in consideration of the mutual promises hereinafter contained, Tyler and the Client agree to amend the Agreement 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 the first day of the first month following the Amendment Effective Date 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 \$174,841.00, for the Tyler Software added herein. The first year's annual SaaS Fees shall be invoiced on the first day of the first month following the Amendment Effective Date, 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 as provided and/or incurred.
2. Fire Prevention Mobile Terms. Your use of Tyler's Fire Prevention Mobile solutions is subject to the terms found here: <https://www.tylertech.com/terms/fire-prevention-mobile-third-party-terms> . By signing a Tyler Agreement or Order Form, or accessing, installing, or using the Fire Prevention Mobile solution, you agree that you have read, understood, and agree to such terms.
3. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
4. 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.

Hidalgo County

By:  \_\_\_\_\_

By: \_\_\_\_\_

Name: Erik Graney

Name: \_\_\_\_\_

Title: Senior Corporate Attorney

Title: \_\_\_\_\_

Date: 12/1/2025

Date: \_\_\_\_\_



**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:  
 Quote Expiration:  
 Quote Name:

Craig Dixon  
 12/31/25  
 Tyler EPL proposal, Hidalgo County

**Sales Quotation For:**

HIDALGO COUNTY IT DEPARTMENT, TX  
 PO BOX 207  
 EDINBURG TX 78540-0207

**Tyler SaaS**

Description	Term	Monthly Fee	Users/Units	Annual Fee
<b>Enterprise Permitting &amp; Licensing Core Software</b>				
Enterprise Permitting & Licensing User		\$ 201	59	\$ 142,603
Enterprise Permitting & Licensing Foundation		\$ 1,552	1	\$ 18,627
Community Development Suite		\$ 1,389	1	\$ 16,670
Environmental Health Suite		\$ 793	1	\$ 9,522
<b>Enterprise Permitting &amp; Licensing Extensions</b>				
eReviews		\$ 1,791	1	\$ 21,491
Enterprise Permitting & Licensing Civic Access Credit Card Payment API Toolkit		\$ 232	1	\$ 2,780
<b>Fire Prevention Mobile</b>				
Inspector Mobile (10)		\$ 183	10	\$ 22,000
Contractor Access (3.50 per transaction)		\$ 0	1	\$ 0
Site License for Plus to add invoicing. 2024-495734-N5T7T3		\$ 167	1	\$ 2,000

Onboard Codes - NFPA (3)		\$ 17	3	\$ 600
Onboard Codes - ICC (2)		\$ 17	2	\$ 400
Product Integration - FPM and Emergency Networking		\$ 0	1	\$ 0
	Sub-Total:			\$ 241,943
	<i>Less Discount</i>			<u>\$ 67,102</u>
	<b>TOTAL</b>		<b>3.00</b>	<b>\$ 174,841</b>

**Professional Services**

Description	Quantity	Unit Price	Extended Price	Maintenance
<b>Professional Services</b>				
Configuration Training - Remote	40	\$ 200	\$ 8,000	\$ 0
Content Manager Services for EP&L	12	\$ 225	\$ 2,700	\$ 0
Custom Forms/Letters	1	\$ 3,000	\$ 3,000	\$ 0
End User Training - Onsite	80	\$ 225	\$ 18,000	\$ 0
Environmental Health - Services	128	\$ 225	\$ 28,800	\$ 0
Fire Prevention Mobile - Implementation Services	16	\$ 200	\$ 3,200	\$ 0
Fire Prevention Mobile - Training	18	\$ 200	\$ 3,600	\$ 0
Professional Implementation Services - Onsite	200	\$ 225	\$ 45,000	\$ 0
Professional Implementation Services - Remote	400	\$ 200	\$ 80,000	\$ 0
Project Management Services - Remote	200	\$ 200	\$ 40,000	\$ 0
	<b>TOTAL:</b>		<b>\$ 232,300</b>	<b>\$ 0</b>

<b>Summary</b>	<b>One Time Fees</b>	<b>Recurring Fees</b>
Total SaaS		\$ 174,841
Total Services	\$ 232,300	\$ 0
Total Third-Party Hardware, Software, Services	\$ 0	\$ 0
<b>Summary Total</b>	<b>\$ 232,300</b>	<b>\$ 174,841</b>
<b>Estimated Travel Expenses</b>	<b>\$ 10,000</b>	

### **Comments**

Contractor Portal: 3rd party system contractors will pay report submittal fees (e.g. \$3.50 transactions fees per submittal), thus minimizing the cost to the Department or Agency. Estimated scope assumes 5,000 structures.

SaaS Monthly Fees are rounded to the nearest dollar. The Annual Fee value represents the cost to the customer.

Enterprise Permitting & Licensing Foundation includes GIS for EPL Users, Core Foundation Bundle, Advanced Automation Bundle, Data & Reporting Access, Report Toolkit, EPL API Toolkit and 1 TB of Storage

Community Development Suite includes Civic Access for Community Development and Community Development Executive Insights

Enterprise Permitting & Licensing User includes back-office and Workforce Mobile access

eReviews enables the electronic review and markup process of submitted plans and other documentation within the regulatory process. eReviews also requires third party software either from Avolve's DigEplan (which is sold by Tyler) or Bluebeam (sold separately through Bluebeam resellers) to be purchased.

Data loading services include the following: Loading the published fire codes and standards that are in-scope. Loading occupancy data. Assumptions for loading of occupancy data: While there is no limit to the number of occupancy records to be loaded, the line item for Setup and Configuration Services assumes certain minimum requirements. The following requirements must be met for us to load occupancy data: The data must be provided in the form of a spreadsheet or .csv file with each record being a single row in the spreadsheet. A collection of tables from an existing database cannot be accepted. Different types of data can be provided in separate spreadsheets as long as there is a key field/ID linking the spreadsheets together. For example, you can provide address and business name information in one spreadsheet and contact information in a second spreadsheet. But there must be a unique ID that links a contact in the second spreadsheet to the “owning” occupant in the first spreadsheet. Spreadsheets cannot be linked using address or occupant name. These are not considered “keys”. If your occupancy data is coming from more than one source, there must be no overlap between the records from each source. Time spent trying to blend together two or more overlapping spreadsheets is not included in this proposal line item. Optional Data Conversion Services: Tyler does not perform any data clean up. This is the responsibility of our client. No parsing, concatenation, etc. will be completed by Tyler. This will need to be done in the legacy system or in the data export prior to providing the data to Tyler’s MobileEyes team. Exception: Parsing full street addresses into individual fields for each piece of the address (address, directional prefix, street name, street type, directional suffix, city, state, zip code). Exception: The client can provide multiple spreadsheets of data with records that are linked through a record key assuming the number of spreadsheets is six or less. An example of this would be a separate spreadsheet of contact data with a record key that enables linking of the contacts to the location and occupancy records. No “fuzzy” matching of records – e.g., matching on address or business name – will be done. Data conversion services included: Data mapping – This includes mapping of each field of the customer data to a corresponding field in MobileEyes. Where there is no direct match to a client field, the Tyler project manager will meet with the designated client data decision maker to determine a) whether to load that field, and b) if the decision is to load it, then which MobileEyes field it will be loaded into. Data loading – This includes loading the client data into the MobileEyes Web database per the approved data map. Examples of services considered “data clean up” and therefore, not included: Removal of records from the data set that the client does not want loaded. For example, removing residential records or properties that the Fire Marshal’s Office does not inspect. These must be removed by the client from the data set prior to providing the file to Tyler for data mapping. Data manipulation/changing of data that is provided in the export. For example, a field that will become a pick list field in MobileEyes has more unique values than the client wants the pick list to have. (Example, the Section field has 20 unique values represented in the data and the customer wants to consolidate the number of unique values to 10.) We will do a reasonable amount of data clean up, organization, and standardization of your data before loading it, but the department or agency is responsible for the accuracy and completeness of the data. You will have an opportunity to review the data before it is loaded. Optional services not included in the proposal: The following optional services are available and can be priced separately: Data loading of inspection history. Data loading of invoice history. Data loading of permit history.

Custom Forms/Letters are ground up single record custom report based on client specifications. A form/letter returns data from a single record in EnerGov (permit, code case, etc).

Environment Health Suite includes Civic Access for Environment Health and Environmental Health Executive Insights

The client has purchased the standard pre-configured version of the Tyler software, which offers commonly used case types, work classes, and reporting tools. This configuration includes GIS-driven permitting, planning, and code functionality sold by departmental function and designed to reduce implementation time and effort.

It is the client’s responsibility to provide and maintain the GIS services to be used by the Tyler Enterprise Permitting & Licensing applications. Tyler will

provide guidelines to be followed for such services.

Tyler's implementation team is primarily responsible for the following tasks:

- Training EPL functionality in the contracted packages
- Training, best practice, and consultation in software configuration for the Civic Access application
- Establishing EPL and Civic Access connections to the client-published GIS map services and configuration of EPL's Live Link component
- Establishing connection and verifying data exchange between Executive Insights and EPL.
- System configuration and validation of core Enterprise Permitting & Licensing functionality including global settings and preliminary user roles
- System configuration of Payments for EPL and Civic Access or enablement of electronic payments based on client-supplied payment gateway information (as applicable, based on contract and client having secured an approved payment gateway)
- System configuration of Client-provided business functional requirements, including:
  - Fee schedule
  - Inspections
  - Reviews
  - Hearings and meetings
  - Violations for Code Enforcement Cases
  - Custom fields required for fee calculations
  - Configuring Tyler's standard Dynamic Reports
  - Occupational Taxes
  - Non-GIS based Impact Fees
- System configuration and validation of the following Tyler-to-Tyler product integrations:
  - Incode Financials

The client's subject matter experts (SMEs) should be made available at periods throughout the implementation as identified and agreed upon by the joint project team during the creation of the project plan to provide business requirements and perform validation in addition to time scheduled with the Tyler team.

The client's SMEs are primarily responsible for the following tasks:

- Delivery of Tyler requested documentation such as inspections, fee schedules, code violations, etc.
- Adaptation of client business processes to fit the provided solution
- Ongoing User and User Role configuration
- Validation of system configuration based on the supplied business functional requirements
- Validation of data conversion
- Civic Access customization and administration (allowed Case Types, Application instructions, Geo Rules, Themes, Headers, Menus, Security Settings, etc.)
- GL Account administration within Fee Structures

The implementation methodology will leverage the following pre-configured case types in Tyler's EPL database:

Building Permit Templates

Building (Commercial) Accessory Structure  
 Building (Commercial) Addition  
 Building (Commercial) Alteration, Remodel, Repair  
 Building (Commercial) Concrete Work  
 Building (Commercial) Demolition  
 Building (Commercial) Fence  
 Building (Commercial) Foundation Only  
 Building (Commercial) New Construction  
 Building (Residential) Accessory Structure  
 Building (Residential) Addition  
 Building (Residential) Alteration, Remodel, Repair  
 Building (Residential) Concrete Work  
 Building (Residential) Fence  
 Building (Residential) Foundation Only  
 Building (Residential) Manufactured Home  
 Building (Residential) Modular Home  
 Building (Residential) New Construction  
 Building (Residential) Relocation  
 Certificate of Occupancy Certificate of Occupancy  
 Certificate of Occupancy Temporary Certificate of Occupancy  
 Clearing and Grading Commercial  
 Clearing and Grading Residential  
 Electrical (Commercial) Alteration, Remodel, Repair  
 Electrical (Commercial) New Construction  
 Electrical (Commercial) Service Change  
 Electrical (Commercial) Sign  
 Electrical (Commercial) Temporary  
 Electrical (Residential) Alteration, Remodel, Repair  
 Electrical (Residential) New Construction  
 Electrical (Residential) Service Change  
 Electrical (Residential) Temporary  
 Mechanical (Commercial) Alteration, Remodel, Repair  
 Mechanical (Commercial) HVAC Changeout  
 Mechanical (Commercial) New Construction  
 Mechanical (Residential) Alteration, Remodel, Repair  
 Mechanical (Residential) HVAC Changeout  
 Mechanical (Residential) New Construction

Plumbing (Commercial) Alteration, Remodel, Repair  
 Plumbing (Commercial) New Construction  
 Plumbing (Commercial) Pool  
 Plumbing (Commercial) Water Heater  
 Plumbing (Residential) Alteration, Remodel, Repair  
 Plumbing (Residential) New Construction  
 Plumbing (Residential) Pool  
 Plumbing (Residential) Water Heater  
 Pool (Commercial) Above Ground  
 Pool (Commercial) In Ground  
 Pool (Residential) Above Ground  
 Pool (Residential) In Ground

Planning Application Case Types

Abandonment Easement  
 Abandonment Right of Way  
 Annexation Annexation  
 Annexation Deannexation  
 Appeal Board of Administrative Review  
 Appeal Board of Zoning Appeals  
 Appeal Council  
 Appeal Planning Commission  
 Business License Review Business License Review  
 CEQA CEQA  
 Home Occupation Home Occupation  
 Land Use Conditional Use  
 Land Use Special Use  
 Land Use Temporary Use  
 Lot Line Adjustment Lot Line Adjustment  
 Planned Unit Development Final PUD  
 Planned Unit Development Preliminary PUD  
 Pre-Application Review Pre-Application Review  
 Professional License Review Professional License Review  
 Rezone Map Amendment  
 Rezone Text Amendment  
 Rezone Text/Map Amendment  
 Standard Building Plan Standard Building Plan

Subdivision Plat Final Plat  
Subdivision Plat Preliminary Plat  
Variance Major Variance  
Variance Minor Variance  
Zoning Confirmation Zoning Confirmation

Code Enforcement Case Types  
Code Enforcement Accessibility  
Code Enforcement Animals  
Code Enforcement Building  
Code Enforcement Fire  
Code Enforcement Health and Sanitation  
Code Enforcement Property Maintenance  
Code Enforcement Stormwater  
Code Enforcement Vegetation  
Code Enforcement Zoning

Permissible modifications to Tyler's Pre-configured Case Types during implementation include:

Building Permit Case Types addition or modification of:

- Reviewers for submitted plan sets and applications
- Inspection Types

Planning Applications Case Types addition or modification of:

- Hearing names
- Meeting names
- Reviews of Staff Reports or similar items
- Notices

Code Enforcement Case Types addition or modification of:

- Violations
- Hearing names
- Meeting names

For all the pre-configured case types listed above, Tyler will ensure that fees are appropriately configured. Please note that pre-configured case types will share workflow templates and custom field layout templates, and it will be at the discretion of Tyler to determine whether the template will need to be revised or modified further than what is listed above. Any case types that are not included in the list above would be considered out of scope

and would require the client to go through Tyler's change control process.

The client will select from Tyler's library of standard Automation Events and Geo-rules to be enabled for production.

Automation Events are defined by:

Intelligent Objects (IO) – key component for automatically and reactively triggering the generating of emails, alerts, and other notifications.

Intelligent Automation Agent (IAA) – a tool designed to automate a task in a proactive manner by setting values and generating emails and other tasks. On a nightly basis, a windows services sweeps the EPL system looking for IAA conditions that have been met, and the associated actions are then performed. The IAA does not generate alerts or errors.

Geo Rules are defined by:

An automation event that is triggered by a condition configured around the source ESRI geodatabase.

Civic Access is the online portal for the client's citizens. Tyler will ensure the online portal is operating and is connected to GIS, complete the payment portal configuration, and provide Civic Access configuration training. The client is responsible for the configuration of making applications available online as well as any other components that fall outside of what was mentioned prior.

eReviews enables electronic review and markup of submitted plans and other documentation by client personnel. eReviews requires Bluebeam Studio Prime, at an estimated yearly subscription cost of \$3,000/100 users to be purchased separately by Client. Further pricing detail is upon request.

Workforce Mobile - iG Inspect and iG Enforce provide a mobile solution for field personnel to capture inspection and code data remotely. Tyler will assist to connect IG Apps to the Enterprise Permitting & Licensing suite, and support testing. These applications are available on iOS.

### **Report Development**

There are no custom reports in the scope of this implementation. The client will have access to Tyler's standard reports, and reporting tools within the application for the applicable modules. Should the client request to include this into the scope of the project at a future point, it will need to go through Tyler's standard change control process.

### **Trainings included as a part of this implementation are:**

- Solutions Orientation Training: Introductory training course built for the needs of each of our clients. This training is designed to achieve the following objectives:
  - § Learn general terminology
  - § Experience the basic functionality of the software
  - § Discover some of the software capabilities available for the pre-configured case types
  - § Improve communication between Tyler and the client through software knowledge

- **Solution Validation:** A critical part of the implementation process. It allows municipality employees to log in to Enterprise Permitting & Licensing and verify that the configuration is correct. During the training, students learn about end-user functionality in each module to ensure they are comfortable with the subject matter before testing. Instructors teach students how to test, not about business processes. Users learn how to test the applications to get accurate results. The class is taught in the client's testing environment. The objectives are to ensure that each user:

- Experiences basic functionality of the suite
- Examines how to read the Solution Validation Training guides
- Understand how to test the applications

- **End User Training:** The last component of the Implementation process before the client goes live. This training involves covering every module the client will be using and involves any staff/others that will be utilizing the Enterprise System. The Tyler team will teach the end user functionality of the modules, to ensure that all users are comfortable with the subject matter. During this training, the Tyler team does not teach business processes, we do require a SME (Subject Matter Expert) to be involved in every aspect of the training to ensure that business process questions are answered accurately. After End User Training, it is recommended to include training for staff/others on their business process on a continuous basis performed by the client SMEs.

- **Configuration Training:** During this training, the trainer will teach configuration functionality that will allow the client to maintain and mature the product as they grow to learn more while in production. We want to ensure the client has a resource ready to assist in the administrative process post-live. This training is designed to achieve the following objectives:

- Learn general terminology
- Experience the basic functionality of the software
- Understand best practices for configuration standards

**Project Delays and Change Control:** Any delays in the client's completion, review, or acceptance of deliverables that extend the project timeline will be subject to the change control process. This may result in additional costs, including, but not limited to, extra service hours for project management, consulting, and conversion development.

**Cancellation Policy:** If the client cancels services with less than two (2) weeks' notice, the client will be liable to Tyler for all non-refundable expenses incurred on the client's behalf and (ii) daily fees for the canceled services if Tyler is unable to reassign its personnel.

**Implementation Service Hours:** Implementation service hours are scheduled and provided in increments of four (4) or eight (8) hours.

**Public Administration Security Console (PASC):** PASC is a tool that allows Support staff to access client environments using specified Tyler-owned accounts with rolling passwords.

**Client Responsibility for GIS Services:** The client is responsible for providing and maintaining the GIS services required by Enterprise Permitting & Licensing in compliance with Tyler's GIS deployment guidelines.

### **Environmental Health Implementation Notes**

This implementation follows a shared services model. Tyler configures 2 processes, including its violation library content, one code case type, and one ESR case type, as examples. The client will complete the remaining configuration. Each case type configured by Tyler is estimated to require 25-30 hours for definition, configuration, and validation. Tyler will also enable the standard Geo Rules and automation events included in the application.

The client will manage all additional configuration tasks.

### Tyler's Responsibilities

Tyler's implementation team will primarily handle the following tasks:

Training on Environmental Health functionality.

Providing training, best practices, and guidance on software configuration and maintenance for Environmental Health and Civic Access applications.

Establishing connections between Environmental Health, Civic Access, and the client-published GIS map services and configuring Environmental Health's Live Link component.

Configure the Environmental Health and Civic Access payment system or enable electronic payments based on client-supplied payment gateway information (where applicable, depending on the contract and client securing an approved payment gateway).

Configure and validate integrations between Tyler products (Enterprise ERP, Cashiering, Content Manager, Enterprise Service Requests, and others as applicable based on the contract).

### Client's Responsibilities

The client's Subject Matter Experts (SMEs) are expected to be available approximately 25-50% each week (depending on the number of processes) throughout the project to perform configuration and validation, in addition to time spent with the Tyler team. The client's configuration team should plan to dedicate 30-45 hours per process following the completion of configuration training.

The client's SMEs will primarily be responsible for the following tasks:

Configuring Case Types and Work Classes, including all associated module components.

Set up system configurations (e.g., Holidays, Zones, Hold Types, Hearing Types, etc.).

Configure dynamic custom fields for Report Setup.

Configure users and user roles.

Configure Workflow components and templates (e.g., Steps, Actions, Submittal Types, Item Reviews, etc.).

Customizing and administering Civic Access (e.g., allowed Case Types, Application instructions, Geo Rules, Themes, Headers, Menus, Security Settings, etc.).

Configure Automation Events (e.g., Intelligent Objects, standard Intelligent Queries) to manage tasks such as emails, tasks, Geo Rules, etc.

Manage any additional configuration tasks as the client desires.

Environmental Health Mobile offers mobile solutions enabling field personnel to capture inspection and health data remotely. Tyler will integrate these mobile applications with EPL and support the necessary testing.

### **Fire Prevention Mobile Scope:**

10 licenses of Inspector Mobile for 10 field inspectors.

FPM-EPL integration.

Site license for Plus to add invoicing module. No bulk invoicing expected.

IFC 2006 to cover up to 10 users (2 sets)

NFPA 101 current version to cover up to 12 users (3 sets).

Contractor Portal one time setup fee. Contractor Pays \$3.50 per submittal or current rate.

One time setup and implementation fee. Includes loading an occupant database, site setup, fee structures and more.

Customer agrees to archive historical invoice, permit and inspections data from Code Pal.

20 hours of web delivered training

**EXECUTED** as of the day and year first written above.

**APPROVED BY COMMISSIONERS' COURT ON DECEMBER 16, 2025.**

**Agenda Item No. 101629**

**Executive Office:** \_\_\_\_\_

**COUNTY:**  
COUNTY OF HIDALGO

\_\_\_\_\_  
Hon. Richard F. Cortez, County Judge

**APPROVED AS TO FORM**  
Office of the Criminal District Attorney,  
Toribio "Terry" Palacios

**ATTEST:**

\_\_\_\_\_  
Michelle Lopez, Assistant District Attorney

\_\_\_\_\_  
Arturo Guajardo, Jr., County Clerk

**ATTACHMENTS:**  
(If Applicable)

**SUPPLEMENTAL SIGNATURES:**  
(If Applicable)