

10b  
6/18/24

**Michelle Skaff**

**From:** Accounts.Receivable <Accounts.Receivable@tylertech.com>  
**Sent:** Wednesday, June 12, 2024 8:15 AM  
**To:** Michelle Skaff  
**Subject:** Resend Correspondence--Form Needed to Discontinue Software Maintenance for WOODBURY COUNTY ASSESSOR 52616 - Please sign and return

**CAUTION:** This email originated from **OUTSIDE** of the organization. Please verify the sender and use caution if the message contains any attachments, links, or requests for information as this person may **NOT** be who they claim. **If you are asked for your username and password, please call WCICC and DO NOT ENTER any data.**

**Please sign and return**



**Empowering people who serve the public\***

June 5, 2024

**Discontinuance of Maintenance on Licensed Software**

**Acknowledgement Document- WOODBURY COUNTY, IA 52616**

Client requests **NOT** to receive support and maintenance services, as defined in its License and Services Agreement with Tyler, on the following applications (the "Cancelled Applications"):

- **Socrata Open Finance Suite - Annual Fee**

By discontinuing maintenance on the Cancelled Applications, Client understands that it is losing the rights and benefits, and accepting the consequences, summarized below:

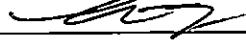
- The Maintenance and Support Agreement set forth in Client's contract with Tyler will no longer apply to the Cancelled Applications;
- Client will only receive maintenance and support on a time and materials basis, at Tyler's then-current rates or such other rates as Tyler deems necessary to account for Client's lack of ongoing training on the Cancelled Applications, with all of those services being charged at a two (2) hour minimum for every support call Client makes;
- Client will receive the lowest priority under the applicable Support Call process; and
- Client will be required to purchase new releases of the Cancelled Applications, including fixes, enhancements, patches; and platform upgrades.

**If Client decides to reinstate maintenance on a Cancelled Application, then Client will be required to (a) pay all past due maintenance and support fees, including all fees for the periods during which services were suspended; or (b) re-license the Cancelled Application at Tyler's then-current software fees for that application or its functional equivalent.**

Tyler is dedicated to providing superior customer service to all our clients. In order to improve our processes, we ask that you provide a reason for your discontinuance of maintenance and support on the Cancelled Applications by selecting one of the following:

- Don't use
- Dissatisfied with product
- Dissatisfied with service
- Our decision is related to cost
- Other: \_\_\_\_\_

Woodbury County  
Client Name

  
Authorized Signature

Matthew Uj, Chairman  
Printed Name & Title

6-18-24  
Date

PLEASE PRINT THIS PAGE - SIGN & REPLY TO THIS E-MAIL

## Michelle Skaff

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**From:** Pieracci, Ron <Ron.Pieracci@tylertech.com>  
**Sent:** Tuesday, June 4, 2024 2:18 PM  
**To:** Michelle Skaff; AR  
**Subject:** RE: Socrata on Invoice

**CAUTION:** This email originated from **OUTSIDE** of the organization. Please verify the sender and use caution if the message contains any attachments, links, or requests for information as this person may NOT be who they claim. If you are asked for your username and password, please call WCICC and **DO NOT ENTER any data.**

I am going to request removal and credit for Socrata. Thanks

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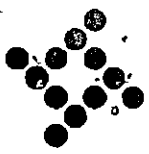
**From:** Michelle Skaff <miskaff@woodburycountyiowa.gov>  
**Sent:** Tuesday, June 4, 2024 1:19 PM  
**To:** AR <AR@tylertech.com>  
**Cc:** Pieracci, Ron <Ron.Pieracci@tylertech.com>  
**Subject:** Socrata on Invoice

I would like to request a refund and removal of Socrata from our invoice. The product has not been configured to our needs. We have 2 vendor sets and need to be able to distinguish between the 2 and I have been advised that it is not a functionality of the product.

This is in reference to invoice 025-467309, I would like a credit for \$8,841.00 for the Socrata annual fee.

Thanks

Michelle Skaff, Ph.D.  
Deputy Auditor  
Woodbury County  
620 Douglas Rm. 103  
Sioux City, IA 51101  
Office: 712-279-6702  
Cell: 712-898-3084  
[miskaff@woodburycountyiowa.gov](mailto:miskaff@woodburycountyiowa.gov)



**tyler**  
technologies

**Remittance:**  
Tyler Technologies, Inc  
(FEIN 75-2303920)  
P.O. Box 203556  
Dallas, TX 75320-3556

# Invoice

<b>Invoice No</b>	<b>Date</b>	<b>Page</b>
025-467309	06/01/2024	1 of 2

**Questions:**  
Tyler Technologies- Local Government  
Phone: 1-800-772-2260 Press 2, then 2  
Email: ar@tylertech.com



PATRICK F. GILL  
 WOODBURY COUNTY  
 AUDITOR RECORDER  
 COMM OF ELECTIONS

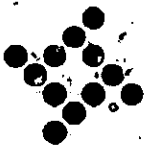
2024 MAY 20 PM 4:19

WOODBURY COUNTY ASSESSOR  
620 DOUGLAS ST ROM 703  
SIOUX CITY, IA 51101-1254

Ship To WOODBURY COUNTY ASSESSOR  
620 DOUGLAS ST ROM 703  
SIOUX CITY, IA 51101-1254

<b>Cust No.-Bill To-Ship To</b>	<b>Ord No</b>	<b>PO Number</b>	<b>Currency</b>	<b>Terms</b>	<b>Due Date</b>
52616 - 19934 - 19934	195900		USD	NET45	07/16/2024

Contract Date	Description	Units	Rate	Extended Price
Contract No.: WOODBURY COUNTY, IA				
26/Jun/2018	Subscription Fees - INCODE DRAINAGE MODULE Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	0.00	0.00
26/Jun/2018	Subscription Fees - INCODE FIXED ASSETS Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	3,996.30	3,996.30
26/Jun/2018	Subscription Fees - INCODE PROJECT ACCOUNTING Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	6,925.80	6,925.80
26/Jun/2018	Subscription Fees - INCODE PERSONNEL MANAGEMENT Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	19,423.95	19,423.95
26/Jun/2018	Subscription Fees - INCODE EMPLOYEE SELF SERVICE Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	0.00	0.00
26/Jun/2018	Subscription Fees - Version 10 Property Tax Management- IOWA PROPERTY TAX MANAGEMENT SYSTEM Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	37,632.00	37,632.00
26/Jun/2018	Subscription Fees - Version 10 Property Tax Management- VALUATIONSTAX BILLING/TIF Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	0.00	0.00
26/Jun/2018	Subscription Fees - Version 10 Property Tax Management- DRAINAGE/ SPECIAL ASSESSMENTS Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	0.00	0.00
24/Jun/2018	Subscription Fees - Version 10 Property Tax Management - TAX SALE Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	0.00	0.00
26/Jun/2018	Subscription Fees - Version 10 Property Tax Management- APPORTIONING/ COLLECTION Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	0.00	0.00
26/Jun/2018	Subscription Fees - Version 10 Property Tax Management- ACH/ DISBURSEMENTS Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	0.00	0.00
26/Jun/2018	Subscription Fees - Version 10 Property Tax Management- TRANSFER BOOK Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	0.00	0.00
26/Jun/2018	Subscription Fees - Version 10 Property Tax Management- CASHIERING FOR TAX AND MISC RECEIPTS Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	0.00	0.00
26/Jun/2018	Subscription Fees - Version 10 Property Tax Management- GIS INTERGRATION Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	0.00	0.00
26/Jun/2018	Subscription Fees - Version 10 Property Tax Management- LIVE QBE INTERFACE TO DATA STRUCTURES Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	0.00	0.00
26/Jun/2018	Socrata Open Finance Suite - Annual Fee Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	8,841.00	8,841.00



**tyler**  
technologies

**Remittance:**  
Tyler Technologies, Inc  
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Email: ar@tylertech.com

Bill To: WOODBURY COUNTY ASSESSOR  
620 DOUGLAS ST ROM 703  
SIOUX CITY, IA 51101-1254

Ship To: WOODBURY COUNTY ASSESSOR  
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Cust No.-BillTo-ShipTo	Ord No	PO Number	Currency	Terms	Due Date
52616 - 19934 - 19934	195900		USD	NET45	07/16/2024

Contract Date	Description	Units	Rate	Extended Price
26/Jun/2018	Subscription Fees - INCODE TYLER WEB PLUG IN Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	4,173.75	4,173.75
26/Jun/2018	Subscription Fees - INCODE NETWORK SERVICES Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	1,890.00	1,890.00
26/Jun/2018	Subscription Fees - TYLER CONTENT MANAGEMENT ENTERPRISE EDITION Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	17,503.50	17,503.50
03/Aug/2018	Subscription Fees - INCODE INVENTORY CONTROL Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	6,660.15	6,660.15
03/Aug/2018	Subscription Fees - INCODE WORK ORDERS Cycle: Start: 01/Jul/2024, End: 30/Jun/2025	1	5,194.35	5,194.35
26/Jun/2018	Core Financials Cycle: Start: 01/Jul/2024, End: 30/Jun/2025			
26/Jun/2018	Tyler U Cycle: Start: 01/Jul/2024, End: 30/Jun/2025			

**\*\*ATTENTION\*\***

Order your checks and forms from  
Tyler Business Forms at 877-749-2090 or  
tylerbusinessforms.com to guarantee  
100% compliance with your software.

Subtotal 141,877.20

Sales Tax \$0.00

Invoice Total 141,877.20

**WOODBURY COUNTY BOARD OF SUPERVISORS AGENDA ITEM(S) REQUEST FORM**

Date: 06/13/24 Weekly Agenda Date: 06/18/24

ELECTED OFFICIAL / DEPARTMENT HEAD / CITIZEN: Auditor Pat Gill

**WORDING FOR AGENDA ITEM:**

Approve and receive for signature the discontinuance of maintenance on licensed software for Tyler Socrata Open Fianance.

**ACTION REQUIRED:**

- |  |   |  |
|--|---|--|
| Approve Ordinance <input type="checkbox"/> | Approve Resolution <input type="checkbox"/>   | Approve Motion <input checked="" type="checkbox"/> |
| Public Hearing <input type="checkbox"/>    | Other: Informational <input type="checkbox"/> | Attachments <input checked="" type="checkbox"/>    |

**EXECUTIVE SUMMARY:**

Socrata Open Finance could not be configured to show data to the public as needed for Woodbury County.

**BACKGROUND:**

Socrata consultants were unable to configure Socata to show reliable data for payroll and were unable to separate out the LEC authority vendor set from the County vendor set so the software module will not be a functional resource for Woodbury County.

**FINANCIAL IMPACT:**

\$8,841.00 per year savings beginning in FY25.

**IF THERE IS A CONTRACT INVOLVED IN THE AGENDA ITEM, HAS THE CONTRACT BEEN SUBMITTED AT LEAST ONE WEEK PRIOR AND ANSWERED WITH A REVIEW BY THE COUNTY ATTORNEY'S OFFICE?**

Yes  No

**RECOMMENDATION:**

Approve and receive for signature to discontinue recurring services for Tyler Socrata Open Finance.

**ACTION REQUIRED / PROPOSED MOTION:**

Approve and receive for signature to discontinue recurring services for Tyler Socrata Open Finance.