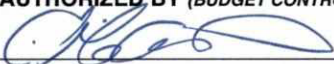



**SAN JOSÉ UNIFIED SCHOOL DISTRICT
SERVICE AGREEMENT OVER \$25,000**

Budget Clearing Form (To be completed by School/Department)	
CONTRACTOR FULL NAME Tyler Technologies, Inc.	
DBA (DOING BUSINESS AS)	
SSN or TAX ID NO.	BUSINESS LICENSE NO.
DESCRIPTION OF SERVICE: Content Manager and Disaster Recovery	
CONTRACT TERM FROM August 1, 2018	TO July 31, 2019
BUDGET NO. 031-908-150-0000-0-651-5810-0000-7700	AMOUNT \$45,000
BOARD DATE August 23, 2018	REQUISITION NO. 19000895
SCHOOL/DEPARTMENT Technology & Data Services	
PREPARED BY: Desaree Juarez <hr/> Name Staff Secretary II <hr/> Position 13118 <hr/> Phone Number	AUTHORIZED BY (BUDGET CONTROL ADMINISTRATOR):  <hr/> Signature  <hr/> Name Director <hr/> Position





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

Invoice

Invoice No	Date	Page
	07/01/2018	1 of 1

Empowering people who serve the public®

Questions:

Tyler Technologies - ERP & Schools
Phone: 1-800-772-2260 Press 2, then 1
Email: ar@tylertech.com

Bill To: SAN JOSE UNIFIED SCHOOL DISTRICT
ATTN: CINDY CRUSCO
855 LENZEN AVE.
SAN JOSE, CA 95126-2736

Ship To: SAN JOSE UNIFIED SCHOOL DISTRICT
ATTN: CINDY CRUSCO
855 LENZEN AVE.
SAN JOSE, CA 95126-2736

Customer No.	Ord No	PO Number	Currency	Terms	Due Date
4932	107518		USD	NET30	07/31/2018

Date	Description	Units	Rate	Extended Price
Contract No.: SAN JOSE USD				
	TYLER CONTENT MANAGER SE DISASTER RECOVERY	1	15,000.00	15,000.00
	Maintenance: Start: 01/Aug/2018, End: 31/Jul/2019			
	DISASTER RECOVERY CONTRACT	1	30,000.00	30,000.00
	Maintenance: Start: 01/Aug/2018, End: 31/Jul/2019			

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

19000895

Subtotal	45,000.00
Sales Tax	0.00
Invoice Total	45,000.00



Welcome to Tyler Disaster Recovery Service

Thank you for enrolling in Tyler Technologies' Disaster Recovery Service (TDRS). This document gives a brief overview of TDRS.

WHAT IS TDRS

TDRS is a disaster recovery (DR) service provided by Tyler Technologies that ensures continued access to Tyler product data in the event of a natural or man-made disaster. TDRS takes nightly backups of a client's Tyler product data. In the event of disaster declaration, TDRS will work in conjunction with Tyler Hosting Services to create a temporary hosted environment that can be accessed remotely throughout the disaster event thereby minimizing lost operating time for our clients.

COVERAGE DETAILS

TDRS coverage includes:

- 24 hour Recovery Point Objective (RPO)
- 24 hour Recovery Time Objective (RTO)
- Emergency response within 2 business hours
- Hosted services for 30 concurrent users during service activation
- 3 days of backup retention
- 1 Annual Disaster Test

IMPORTANT NOTE: TDRS is not to be considered a replacement for a client's local backup solution, but rather it is a supplemental coverage service in addition to your local backup solution. Local backups must be maintained in addition to TDRS.

EVault

TDRS utilizes third party software called EVault to maintain off site client DR backups. EVault is agent based software. TDRS will install the EVault agent software on each server that requires protection. The EVault agent runs as a service and will initiate and transmit the backup data to the servers, commonly referred to as Vaults, here at Tyler.

Evault uses the Microsoft Volume Shadow Copy Service (VSS) to take backups of computer files or direct backups from SQL and Oracle even when they are in use. Once an initial full backup has completed, also referred to as a 'seed' backup, EVault will process delta backups from that point moving forward. EVault processes at the block level and will only backup blocks that have changed since the previous backup. In addition to only processing delta backups, EVault will also compress its backups to make sure that the minimum amount of data is transferred on a given day.

TCP PORTS

The EVault software operates on non-standard TCP ports: 2546, 807, 8086 and 8087. Any site that is blocking outbound TCP port traffic will need to allow these outbound ports to a specific Tyler Technologies IP address provided at the time of the TDRS configuration.

ENCRYPTION

EVault ensures the security of transmitted client data using over-the-wire encryption for both backups and restores. Data is protected at rest here at Tyler using EVault's proprietary Vault Server software.

DECLARING A DISASTER

WHAT IS A DISASTER?

A disaster is a natural or man-made event that causes an interruption to vital technology infrastructure or systems. A disaster can last for a few minutes to several days and can range in scope from a localized server event to a full scale loss of an operating facility.

WHEN SHOULD I DECLARE A DISASTER?

A disaster should be declared with TDRS if it has been determined that the disaster event will last longer than a 24 hour period and that any further outage duration is deemed unacceptable to ongoing business operations.

WHO TO CONTACT

When an event occurs that causes your Tyler product system to fail you should initially contact your typical Tyler Support Team. Tyler Support will work with you to help resolve any issues that might be causing your initial outage. If it is determined while working with Tyler Support that the disaster event will not be quickly remedied and your site wishes to declare a disaster, Tyler Support will escalate to the TDRS Team.

NOTE: A disaster may only be declared between the hours of 7am - 7pm CST Monday-Friday.

DISASTER RECOVERY PLAN

TDRS will supply a detailed Disaster Recovery Plan document for your site that will provide a comprehensive description of processes involved in planning for and declaring a disaster. If you do not have a copy of your sites Disaster Recovery Plan document feel free to contact tdrs@tylertech.com to request a copy.

DISASTER RECOVERY TEST

TDRS offers the ability for a site to perform a DR Test which is a scheduled mock test of a disaster event. DR Tests may be requested by a site once per calendar year at no additional cost to your TDRS contract. A DR Test will help to ensure site specific processes that may be impacted by a disaster.

Tyler Technologies Disaster Recovery Plan

INTRODUCTION

Planning for the continuity for your business in the aftermath of a disaster is a complex task and preparation for response to and recovery from a disaster affecting the administrative functions of your business requires the cooperative efforts of several individuals. This document records the Disaster Recovery (DR) Plan that outlines and coordinates the efforts for San Jose Unified School District, CA with its primary facility at 855 Lenzen Ave, San Jose, CA, 95126.

This document identifies the contingency plans in place for restoring critical business operations at the above-mentioned site in the event of a disaster.

TYLER TECHNOLOGIES DISASTER RECOVERY CONTACT INFORMATION

DALLAS

5101 Tennyson Parkway
 Plano, TX, 75024
 972-713-3700

YARMOUTH

1 Tyler Drive
 Yarmouth, ME, 04096
 800-772-2260

Name	Title	Office	Ext	Cell	E-mail
Joseph Latuscha	Hosting Services Team Lead - Disaster Recovery	Yarmouth	4273	(207) 577-6243	Joseph.Latuscha@tylertech.com
Philip Dumala	Senior DR Specialist	Bangor, ME	4309	(207) 939-7556	Philip.Dumala@tylertech.com
Jacob Hayes	DR Specialist	Yarmouth	4330	N/A	Jacob.Hayes@tylertech.com
Darren Cook	DR Specialist	Yarmouth	4405	N/A	Darren.Cook@tylertech.com
Danelle Daley	VP of Hosting Services	Yarmouth	4456	(207) 233-9543	Danelle.Daley@tylertech.com

NOTE: A disaster may only be declared between the hours of 7am - 7pm CST Monday-Friday.

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DISASTER RECOVERY OVERVIEW

This section provides an overview of the TDRS expectations and response procedures.

DISASTER RECOVERY PLAN OBJECTIVES

- Ensure continued access to Tyler product data in the event of a natural or man-made disaster.
- Minimize lost time for the San Jose Unified School District and its employees.
- Assign responsibility for key functions and decision-making during any period that the DR Plan is activated.
- In the event of a disaster, provide clear communications regarding business continuation to all affected personnel.

SCOPE AND EXPECTATIONS

Tyler Disaster Recovery Services (TDRS) does not replace San Jose Unified School District’s primary DR backup solution and should be considered a supplementary DR solution. San Jose Unified School District must maintain local backups in addition to TDRS.

TDRS utilizes third party software called EVault to maintain off site client DR backups.

TDRS maintains scheduled transfers of Tyler product data from the San Jose Unified School District, CA each night to one of the Tyler Technologies Data Centers located either in Dallas, TX or Yarmouth, ME.

TDRS provides a 24-hour Recovery Point Objective (RPO) in addition to a 24-hour Recovery Time Objective (RTO).

TDRS maintains three days of backup retention.

The DR Plan should be considered dynamic with changes occurring whenever offices, employees, and/or processes change. Changes to the DR Plan will be communicated as they occur.

Since personnel, critical business systems and computing infrastructure are dynamic, it is recommended that the San Jose Unified School District should review their overall Business Continuity Plan annually.

PRODUCT SPECIFIC INFORMATION

For product specific information please see the attached Product Specific Appendices.

DISASTER RECOVERY PLAN DOCUMENT DISTRIBUTION

This document must be distributed to the San Jose Unified School District business critical personnel involved in the ongoing business continuity practice for your site.

This DR Plan document should be incorporated into the San Jose Unified School District's comprehensive Business Continuity Plan.

A current version of this document is also kept on file at the offices of Tyler Technologies and will be accessible to all TDRS team members.

DISASTER DECLARATION

The event that causes the disaster is localized to the server, data center, building, or communication network that supports the San Jose Unified School District.

CLIENT DISASTER RECOVERY COORDINATOR

The San Jose Unified School District will appoint an individual to act as a DR Coordinator. The DR Coordinator will be responsible for maintaining the DR Plan. The DR Coordinator will ensure the DR Plan is current and that the San Jose Unified School District business critical personnel are clear on their responsibilities.

In the event of a disaster, the DR Coordinator will be responsible for initiating the DR Plan. The DR Coordinator will act as the main point of contact between the San Jose Unified School District and the TDRS Team.

An alternate DR Coordinator should be determined in the event that the primary DR Coordinator cannot perform the primary responsibilities of the role.

DISASTER RECOVERY PLAN ACTIVATION

The San Jose Unified School District will activate the DR Plan when their ability to continue business operations at the San Jose Unified School District data center is significantly impaired, and the impairment is likely to continue for one business day or longer.

All of the business-critical personnel from the San Jose Unified School District listed below in Site Specific Appendix Section 1 should be able to make decisions and carry them out. Each person identified as business critical personnel should have sufficiently detailed functional and technical knowledge to bring important considerations immediately to the table. All personnel will have an alternate in case he/she is incapacitated or unreachable. Alternates will be fully empowered to act in place of the original San Jose Unified School District members.

In the event of an actual disaster, it is envisioned that the San Jose Unified School District would hold meetings via conference call on a daily basis to ensure that all business-critical personnel report updates and relay critical information between San Jose Unified School District and Tyler Technologies. TDRS will appoint a specific DR Technician to be the single point of contact for San Jose Unified School District throughout the duration of the disaster.

Business critical personnel for the San Jose Unified School District should be listed in the Site-Specific Appendix Section 1. The San Jose Unified School District DR Coordinator for the Unified School District is responsible for maintaining a list of the business-critical personnel. The list of personnel should include valid contact phone numbers.

DISASTER RESPONSE PROCEDURES

In the event of a disaster, the following steps must be taken:

- Disaster Detection
- Notification of Key Personnel
- Assessment
- Initiation of the DR Plan
- Notification of Tyler Technologies
- Notification of Employees and Citizens
- Hosting
- Recovery

DISASTER DETECTION

The detection of an event which could result in a disaster affecting the Tyler product database is the responsibility of the San Jose Unified School District DR Coordinator or whoever first discovers/receives information about an emergency situation developing in the San Jose Unified School District data center.

NOTIFICATION OF KEY CITY PERSONNEL

When a situation occurs that could result in the interruption of business processing, the San Jose Unified School District DR Coordinator will contact the personnel listed in the Site-Specific Appendix Section 1.

ASSESSMENT

It is the responsibility of the San Jose Unified School District DR Coordinator and critical business personnel to assess if the interruption to business continuity will exceed one business day or longer and if the impact of the interruption mandates activation of the DR Plan.

INITIATION OF DR PLAN

The initiation of the DR Plan is the responsibility of the San Jose Unified School District DR Coordinator or the San Jose Unified School District DR Coordinator Alternate.

NOTIFICATION OF TYLER TECHNOLOGIES

The San Jose Unified School District DR Coordinator will notify the TDRS Team that the DR Plan for San Jose Unified School District has been activated. A list of business-critical personnel will need to be provided to TDRS at this time.

Once a disaster has been declared, the TDRS Team will be working to restore your data and coordinate the installation of your DR environment with Support. A DR Technician will be assigned specifically to your site as a single point of contact throughout the duration of the disaster.

Your site will be notified immediately once your Tyler product is ready for use and you will receive documentation on accessing the environment at this time.

NOTIFICATION OF EMPLOYEES AND CITIZENS

The San Jose Unified School District DR Coordinator is responsible for ensuring communications are made to employees and citizens. Notification should occur as soon as possible.

Communications should address issues such as health and welfare of employees. In addition, the hours of operation and location of the alternate site, contact information, the expected duration of the emergency and the expected time of the next communication should also be communicated.

HOSTING

During the period that the DR Plan is activated, the San Jose Unified School District's production database will be hosted at the Tyler Technologies Data Center until the recovery of your system has been completed and verified.

RECOVERY

When the San Jose Unified School District is ready to recover their Tyler product server the TDRS Team will work in conjunction with the appropriate Tyler Support team to recover your system.

At the time that the recovery of your system has been completed and verified the DR Plan will be deactivated.

Please see the System Recovery section below for more details.

DISASTER RECOVERY HOSTING ACCESS

The following section overviews accessing and using the DR environment during the event of a disaster.

ACCESS

If Internet access is available, you may access your database through a secure Citrix client/SSL VPN that is loaded on desktops as needed. You may access the DR environment at any desktop location that possesses internet access.

ALTERNATE SITE LOCATION

Prior to a disaster event that would render the office or building for the Unified School District inaccessible, an alternate site location should be determined where critical users can perform crucial business functions. This location must have working internet access and should be able to support enough workstations to accommodate all critical users for the San Jose Unified School District. Please note the alternate site name and address in the Site-Specific Appendix Section 2.

CRITICAL USERS

In the event of a disaster, access to the database will be restricted to critical users. The San Jose Unified School District DR Coordinator will need to actively maintain a list of these critical users including first name, last name and product username if applicable. Critical users who require access to the DR environment are limited to thirty active users.

LOGIN PROCEDURES

Login procedures are unique to each Tyler product. Please see the Product Specific Appendices for detailed login procedures.

PRINTING

In the event of a disaster, if no other means of printing exist, Tyler Technologies has agreed to print checks if necessary.

SYSTEM RECOVERY

When the San Jose Unified School District is ready to recover the local Tyler product server, the TDRS Team will export your data from the Tyler Hosting Data Center and transfer that data on to your local server. This work will be done remotely. It is important to note that users will be required to remain out of the production system during this transfer to ensure no data entry is lost during this transfer period. This transfer period could take several hours or up to a day to accomplish.

If the disaster event involved a Tyler product server failure and a new installation of your Tyler product is required, this service will be performed by the appropriate Tyler Technologies Support Team. This rebuild process includes the import of the San Jose Unified School District's current data.

RESPONSIBILITIES

The following section outlines responsibilities for both the San Jose Unified School District and TDRS.

CLIENT RESPONSIBILITIES

Prior to DR Declaration:

- Ensure all client tasks referenced in DR Plan are completed.
- Develop final draft of the DR Plan.
 - Identify business critical personnel.
 - Identify alternate site location.
- Ensure the DR Plan is approved and distributed to appropriate personnel including the TDRS Team.
- Conduct a review of the DR plan annually.

During DR Declaration:

- The San Jose Unified School District DR Coordinator provides a single point of contact for Tyler Technologies.
- Work on recovering local system with assistance from the appropriate Tyler Technologies Support Team.

Post DR Declaration:

- Verify the production database after recovery.
- Review the DR Plan and make any appropriate changes.

TDRS RESPONSIBILITIES

Prior to DR Declaration:

- Provide written draft of the DR Plan to the San Jose Unified School District.
- Ensure all Tyler Technologies tasks referenced in the DR Plan are completed.

During DR Declaration:

- Ensure adequate Tyler resources have been allocated for the San Jose Unified School District's data restoration and installation to the Tyler Technologies Data Center.
- TDRS will provide a single point of contact for the San Jose Unified School District DR Coordinator.
- Ensure the system is ready and available in a timely manner.
- Ensure the users are able to access the DR environment during the duration of the disaster period.

Post DR Declaration:

- Transfer the San Jose Unified School District production data back to the San Jose Unified School District.
- Review the DR Plan and make any appropriate changes.

DISASTER RECOVERY TESTING

An annual test of the Tyler DR Plan is recommended to qualify the effectiveness of a site's overall ability to recover from a disaster. DR Tests may be requested by a site once per calendar year at no additional cost to your TDRS contract. This test is not required and failure to perform a test will not invalidate TDRS. A test will help to ensure site specific processes that may be impacted by a disaster and will help both the San Jose Unified School District and TDRS make necessary changes to the DR Plan.

DISASTER RECOVERY TEST OVERVIEW

The purpose of the DR Test is to ensure critical users have access to the system and can complete critical processes. The DR Test can take any form that the site desires within the constraints and procedures as outlined by this plan. Use of an alternate site is encouraged and procedural concerns (printing, workflow, etc.) should be a focal point.

DISASTER RECOVERY TEST ROLES AND RESPONSIBILITIES

The DR Test roles and responsibilities for both TDRS and San Jose Unified School District are detailed below.

TDRS

The TDRS Team will restore a database from a prior transfer and notify the site when the DR environment is ready for access. TDRS will appoint a DR Technician to be the single point of contact for the San Jose Unified School District during the DR Test. Once the site completes testing, TDRS will remove access and delete the DR environment from the Tyler Data Center.

CLIENT

The San Jose Unified School District DR Coordinator will need to supply a list of users who will require access to the DR Test environment including first name, last name and product username if applicable.

SITE SPECIFIC APPENDIX

SECTION 1 - CONTACTS

The following section is for listing critical personnel contact information for San Jose Unified School District.

San Jose Unified School District
855 Lenzen Ave
San Jose, CA, 95126
(408) 535-6000

SAN JOSE UNIFIED SCHOOL DISTRICT'S BUSINESS CRITICAL PERSONNEL CONTACTS:

Please list all business-critical personnel below.

NAME	EXT	CELL	HOME PHONE	HOME E-MAIL

DR Coordinator: _____

DR Coordinator Alternate: _____

SECTION 2 – ALTERNATE SITE

This section details information regarding the alternate site designated by the San Jose Unified School District.

Alternate Site Name and Address:	
Manager:	
Contact Number:	