



SUPPORT AMENDMENT 2

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 the City of Ann Arbor, with offices at 100 North 5th Avenue, Ann Arbor, Michigan 48104-5522 ("Client").

WHEREAS, Tyler (as successor in interest to New World Systems) and the Client are parties to an agreement dated December 18, 2009, a Standard Software Maintenance Agreement dated April 25, 2016, and a Support Amendment dated April 14, 2021 (collectively the "Agreement");

WHEREAS, Tyler and Client desire to amend the terms of the Agreement as provided herein.

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

1. Tyler shall provide Client with continued annual maintenance and support services for the Tyler New World ERP software licensed to Client under the Agreement and annual services, as set forth in Exhibit 1, for a five (5) year term commencing February 1, 2026. Maintenance and support services are provided in accordance with the Agreement and Tyler's then-current Support Call Process available at the following link:
<https://www.tylertech.com/portals/0/terms/Tyler-Support-Call-Process.pdf>.
2. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
3. 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.

City of Ann Arbor

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____



Exhibit 1

Renewal Pricing

Year	Annual Increase (over previous year's fees)	Annual Fee
2/1/2026-1/31/2027	3%	\$64,693.97
2/1/2027-1/31/2028	3%	\$66,634.79
2/1/2028-1/31/2029	3%	\$68,633.83
2/1/2029-1/31/2030	3%	\$70,692.85
2/1/2030-1/31/2031	3%	\$72,813.63

The annual fees include the following:

- Site License (300)
- 3rd Party Receivables Interface (Batch)
- Asset Management
- Contract Accounting
- Financial Management Base Suite
- Government (GASB) Reporting
- Misc. Billing & Receivables
- Project Accounting
- Purchasing Base
- Real-time Interface Base
- Human Resources Mgt. Base Suite
- Position Budgeting
- Decision Support Base Datamart
- Finance Analytics (10)
- ePayments
- eSuite Base
- eSupplier
- Annual HR Update Conversion