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October 28, 2024

Albany County
112 State Street, Room 500
Albany, New York 12207-2023

RE: Sole Source of Tyler SaaS Services

Please accept this letter as confirmation that Tyler Technologies, Inc. is the sole provider of Software as a Service services ("SaaS Services") for the Tyler proprietary software currently licensed to Albany County.

Tyler's SaaS Services include system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, as well as the right to access and use the Tyler Software, receive maintenance, support, and updates for the Tyler Software. Provision of the SaaS Services requires knowledge of proprietary aspects of Tyler's software. No other party has such knowledge, and no other party is authorized to provide SaaS Services for Tyler Software to Albany County.

Regards,

A handwritten signature in black ink that reads "Kimberly G. Watson".

Kimberly Watson
Senior Corporate Attorney






Albany County, NY Sole Source Letter 102824

Final Audit Report

2024-10-28

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