



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 Lake County, with offices at 18 N. County Street, Waukegan, Illinois 60085 ("Client").

WHEREAS, Tyler and Client are parties to an agreement dated July 20, 2015 ("Agreement"); and

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 Client agree as follows:

1. The services set forth in the Investment Summary attached hereto as Exhibit 1 are hereby added to the Agreement. Services added to the Agreement pursuant to this Amendment, along with applicable expenses, shall be invoiced as provided and/or incurred.
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.

Lake County

By: Erik Graney

By: _____

Name: Erik Graney

Name: _____

Title: Senior Corporate Attorney

Title: _____

Date: 02/20/26

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 Amendment Effective Date, despite any expiration date in this Amendment Investment Summary that may have lapsed as of the Amendment Effective Date.

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Statement of Work:

1. Parties

This Statement of Work ("SOW") is entered into by **Tyler** ("Service Provider") and **the Client** ("Client").

2. Purpose

The purpose of this SOW is to define the scope, roles, and process for converting existing **Crystal Reports** into **SQL Server Reporting Services (SSRS)** reports. The intent of this engagement is strictly a technical conversion.

Special Note: The goal of this conversion is to replicate the existing Crystal Reports in SSRS. **No functional, layout, data, or logic modifications will be performed** as part of this effort.

3. Scope of Work

Tyler will perform a structured conversion process to migrate the agreed-upon custom Crystal Reports into SSRS format and deploy them through the Client's test and production environments.

3.1 Tyler Responsibilities

Tyler will perform the following activities:

- Identify and pull the agreed-upon custom Crystal Reports for conversion.
- Convert each Crystal Report to SSRS, ensuring functional parity with the original report.
- Upload the converted SSRS reports to the Client's designated **test environment**.
- Review and address issues identified through Client testing that are directly related to the conversion.
- Re-upload corrected SSRS reports to the test environment as needed.
- Upon Client approval, upload the final, approved SSRS reports to the **production environment**.

3.2 Client Responsibilities

The Client will perform the following activities:

- Test the converted SSRS reports in the test environment to confirm that they function as expected.
- Validate that the reports align with the original Crystal Reports in terms of data and behavior.
- Provide clear and timely feedback on any issues identified during testing.
- Provide formal approval for reports to be promoted from test to production.

- Validate full functionality of each new SSRS in production.

4. Conversion Process Overview

The conversion process will follow these steps:

1. Tyler retrieves the required custom Crystal Reports.
2. Tyler converts the reports from Crystal Reports format to SSRS.
3. Tyler uploads the converted reports to the Client's test environment.
4. The Client tests the reports and provides feedback.
5. Tyler resolves any conversion-related issues and re-uploads the reports to test.
6. The Client approves the reports for production deployment.
7. Tyler deploys the approved SSRS reports to the production environment.

5. Out of Scope

The following items are explicitly out of scope for this SOW:

- Enhancements, redesigns, or optimizations of report layout or functionality.
- Changes to report logic, calculations, or data sources.
- Performance tuning beyond what is required for parity with the original Crystal Reports.
- Creation of net-new reports.

6. Project Start and Completion

Tyler shall aim to begin services within ninety (90) days of quote execution and complete them within one hundred fifty (150) days of start date. Should the project be delayed and not finish before the current version becomes unsupported, Tyler shall continue to provide necessary support, at no additional cost, until the project is fully operational and meets the Agreement's requirements.

7. Acceptance Criteria

A report will be considered complete when:

- The SSRS version successfully runs in the test environment.
- The Client confirms the report functions equivalently to the original Crystal Report.
- The Client provides approval to move the report to production.

- The Client confirms the report functions successfully in production.

8. Hypercare / Stabilization

Tyler will provide hypercare support for forty-five (45) calendar days following production deployment of the converted reports (“Hypercare Period”).

- During the Hypercare Period, Vendor will, at no additional cost, investigate and correct any Defects in the Deliverables.
- Vendor will acknowledge Defect reports within two (2) business days of receipt and will use reasonable efforts to provide:
 - a workaround or mitigation within four (4) business days for Defects that materially impair report execution or business operations, and
 - a permanent correction within ten (10) business days of Vendor’s acknowledgment,

9. Assumptions

- The Client will provide access to required environments in a timely manner.
- Source Crystal Reports are functional at the time of conversion.
- Feedback cycles will be limited to issues related to conversion accuracy only.

Not to Exceed Amount:

Tyler shall invoice the County monthly only for the actual hours of services performed. No charges shall be incurred for unworked or non-productive time. Tyler commits to the not to exceed amount for this project in the amount of the overall quote (\$85,050). Should additional time be needed beyond the time within this quote, to deliver the items within scope of this project, the client will not be responsible for any costs beyond the amount in this quote. If Lake County requests to expand or modify the scope of this project this could result in additional costs to the client for work not originally contained within the scope of this quote.

General Notes:

Crystal Reports can be utilized while the client is on the 2026 version or less of EP&L. Our team will ensure the work contained in this quote is completed prior to the client moving to 2027.1 version of EP&L, where Crystal reports will no longer be functional within the product.

The discounted rates (35%) for data services shall be applicable solely upon the condition that the client executes this proposal on or before April 30th, 2026.

This quote contains 525 report development hours. This number assumes an average of 5 hours per report for report development services (5 hours X 105 reports = 525 hours).

Given that the county is an existing EP&L Assist client this quote does not contain line items for implementation consultant and project management resources. It is estimated up to 60 hours (project management and implementation consultant function) may be needed to support the report development team with this project. The client intends to utilize resources from their Assist contract to address these functions. Additionally, this quote does not contain hours for the 56 reports which were Tyler developed custom reports. The client intends to use hours within their existing EP&L Assist contract to address the SSRS migration for these specific reports.

Scope:

The Tyler Report Development team will undertake the conversion of the **105** specified client developed reports below from Crystal Reports to SSRS (SQL Server Reporting Services) in anticipation of the End of Life for Crystal Reports for SAP in 2026.

35 Days Past Due.rpt
AA Hearing Results Summary.rpt
Abbott-Abbvie Permit Card.rpt
Abbvie-Abbott Invoice.rpt
ALL HEALTH licenses.rpt
ALL OWTS Contractor Licenses.rpt
Amusement Device License.rpt
Amusement Distributor Renewal Letter ALL.rpt
Amusement Distributor Renewal Letter.rpt
Antioch Township Road Permit Report.rpt
AntiochAssessorReport.rpt
AntiochCOReport.rpt
Batch CB License Invoice.rpt
Batch Dept. Invoice Non-Electronic 2nd NOTICE PARTIAL PAY.rpt
Batch OWTS Invoice 2nd Notice.rpt
Batch OWTS Invoice.rpt
BL_Liquor_License_Renewal.rpt
BUSINESS LIC BILLING CONTACT ADDRESS CHECK.rpt
CA_Batch_Dept_Invoice.rpt
CA_LC_Invoice.rpt

CA_NonComm_Invoice.rpt
CA_OWTS_Invoice.rpt
CB License Invoice.rpt
CB Permit Card.rpt
CD Invoice With LTC.RPT
Certificate of Insurance Expiration Letter ALL.rpt
Certificate of Insurance Expiration Letter.rpt
Certificate of Occupancy - TEMP - PBD.RPT
Certificate of Occupancy PBD.RPT
Class D License.rpt
Code_Enforcement_Invoice.rpt
COReport.rpt
count of office vs online REGISTRATION permits.rpt
DECI Approval SMC.rpt
EH code cases status DATE RANGE.rpt
Electrical Approval Form (LV).rpt
Electrical Approval Form.rpt
Elevator Certificate - Batch.rpt
Elevator Invoice.rpt
Fire Report.rpt
FOIARquestbyWorkClassReport.rpt
FOIARquestrReport.rpt
geothermal well contractors list PUBLIC.rpt
Health Dept. Invoice - PARTIAL PAY.rpt
HEALTH Swimming Feature Licenses ONLY.rpt
IL_OWTS_Contractor_Professional_Licenses.rpt
IM_OWTS_WW_INSPECTION_REQUEST.rpt
IM_Temp_Food_Svc_Inspection.rpt
Indian Creek Invoice.rpt
Inspection Dispostion PBD_MPM.RPT
Inspection report with photo.rpt
Lake Villa Invoice Daily.rpt
Lake Villa Permit Card.rpt
Lake Villa Permit Inspections.rpt

Lake Villa Registration Card.rpt
Lake Zurich Scheduled Inspections.rpt
LCDOT Utility Permit.rpt
Liquor License Extension Letter ALL.rpt
Liquor License Renewal Letter ALL.rpt
Liquor License.rpt
Liquor_Amusement Device Licenses.rpt
LV Registrations.rpt
MULTIPLE PET PERMIT.rpt
Municipal Permit Inspections.rpt
Municipality Invoices.rpt
noncomm sample form ALL.RPT
noncomm sample form SINGLE.RPT
NonComm Survey LETTER.rpt
NonComm Survey Memo.rpt
OwnerEnvelope.rpt
Payment Plan Agreement.rpt
PBD 30 Day Expired Letter.rpt
PBD Midpoint Letter.rpt
PBD Scheduled Inspections.rpt
PBD_Invoice_rev2.rpt
Petition to Set Aside Default.rpt
PM_Health_Permit_Review_Letter.rpt
PM_INCORP_Project_Card.rpt
PM_OWTS_Certificate_Of_Approval.rpt
PM_OWTS_Inspection_Checklist.rpt
PM_Temp_Food_Svc_Inspection.rpt
PM_Water Well_Inspection_Checklist.rpt
pool_feature inspection report.rpt
PROFESSIONAL LIC BILLING CONTACT ADDRESS CHECK.rpt
PWBC and HV invoice_rev2.rpt
Raffle Permit.rpt
RedTagFollowUpLetter.rpt
RedTagViolationNoticeLetter.rpt

Registration Card.rpt
San Survey Checklist ANNUAL.rpt
San Survey Checklist.rpt
Scheduled Inspections MPM.rpt
SDWIS Inventory Form.rpt
SDWIS Site Visit Form_WK.rpt
SDWIS Violation Form.rpt
Single HEALTH License.rpt
Temp Use Card.rpt
Temporary Food Permit.rpt
Third Lake Invoice.rpt
vending renewal notice.RPT
ViolatorEnvelope.rpt
Warning Letter.rpt
WARNING ticket.rpt
Water Well Application PACKET.rpt
water well contractors list PUBLIC.rpt

Upon successful conversion and development of these reports to SSRS, the implementation team will transfer the reports to the client's test environment for client testing. Following client testing and approval, the implementation team will proceed to deploy the reports to the production environment.

Note: The services outlined in this proposal are based on information provided by the client. Any work outside the scope of this proposal will be considered out of scope and will require adherence to the change control process or the issuance of an additional proposal.



Quoted By:
 Quote Expiration:
 Quote Name:

Andrew Bare
 4/30/26
 EP&L Crystal to SSRS (105 Client
 Developed Reports)

Sales Quotation For:

Lake County
 ENTERPRISE TECHNOLOGY
 18 N COUNTY ST FL 8
 WAUKEGON IL 60085-4304

Professional Services

Description	Quantity	Unit Price	Extended Price	Maintenance
Professional Services				
Report Development Services	525	\$ 250	\$ 131,250	\$ 0
		Sub-Total:	\$ 131,250	
		<i>Less Discount:</i>	<i>\$ 46,200</i>	
		TOTAL:	\$ 85,050	\$ 0

Summary	One Time Fees	Recurring Fees
Total Services	\$ 85,050	\$ 0
Total Third-Party Hardware, Software, Services	\$ 0	\$ 0
Summary Total	\$ 85,050	\$ 0

Customer Approval: _____ Date: _____

Print Name: _____ P.O.#: _____

Client agrees that items in this sales quotation are, upon Client's signature or approval of same, hereby added to the existing agreement ("Agreement") between the parties and subject to its terms. Additionally, payment for said items, as applicable but subject to any listed assumptions herein, shall conform to the following terms:

- Fees for services included in this sales quotation shall be invoiced as indicated below.
 - Implementation and other professional services fees shall be invoiced as delivered.






Lake County, IL Amend 022026

Final Audit Report

2026-02-20

Created:	2026-02-20
By:	Stacey Gerard (stacey.gerard@tylertech.com)
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