

Sole Source Procurement Instructions

Department: Harrisonburg-Rockingham ECC

Date: 07/15/ 25

Vendor: Tyler Technologies

It is the policy of the City of Harrisonburg that contracts/products be awarded on a competitive basis and that the use of a sole source procurement must be limited to those instances where only one source is practicably available.

1. Explain why this is the only product or service that can meet the needs of the department making the purchase.

Tyler's Annual SaaS model supports essential public safety and justice operations across EPS, CAD, Mobile, Field Reporting, Law, Fire, Corrections, and Civil. It ensures secure, centralized access to all systems with seamless real-time integration, high availability, and built-in compliance. Only Tyler's SaaS offering provides end-to-end support for this full suite of modules with coordinated updates, redundancy, and continuity across mission-critical functions.

2. Explain why this vendor is the only practicably available source from which to obtain this product or service.

Tyler Technologies is the sole provider of SaaS hosting for its proprietary systems. The software cannot be hosted or supported by third parties, and Tyler retains full control over updates, security, and infrastructure. Because the SaaS model includes application-level integration with Tyler products, only Tyler can offer this bundled service with the required compliance, support, and long-term viability.

3. Explain why the price is considered reasonable.

While SaaS pricing differs from traditional on-premises models, it represents better total cost of ownership. The fixed annual rate covers infrastructure, maintenance, upgrades, compliance, and 24/7 availability—costs that would otherwise require significant internal IT investment. SaaS enables predictable budgeting and removes the need for costly hardware refreshes, specialized staff, and redundant infrastructure, which would be required in a self-hosted environment.

4. Describe the efforts that were made to conduct a noncompetitive negotiation to get the best possible price for the taxpayers.

We've worked with Tyler Technologies to review contract terms, pricing consistency, and bundled services to ensure value. We also evaluated the long-term cost of self-hosting, including staffing and infrastructure, which proved less efficient. The SaaS model from Tyler provides a reliable, cost-stable solution that meets technical and regulatory requirements without added overhead.

Please attach this form to the Requisition and forward to Purchasing.

Signature: _____



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