

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 Public Safety Analytics is the only solution designed to work natively with our existing Tyler systems, including CAD, Law RMS, and Mobile. It provides real-time dashboards, crime trend analysis, resource deployment tools, and community transparency features like Citizen Connect. These tools enable data-driven decision-making, proactive policing, and public engagement—features that cannot be replicated by generic BI tools or external vendors.

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

Public Safety Analytics is proprietary to Tyler Technologies and built to integrate exclusively with Tyler's suite of public safety software. Because Tyler owns both the source systems and the analytics platform, no third-party vendor can access, interpret, or securely visualize the data without Tyler's infrastructure. All three components—Law Enforcement Analytics, Explorer, and Citizen Connect—require Tyler's hosting and support.

3. Explain why the price is considered reasonable.

The pricing includes robust analytics tools, system integration, real-time data dashboards, community-facing visualizations, and secure hosting. Compared to developing a standalone analytics environment, Tyler's turnkey solution is significantly more cost-effective. It eliminates the need for custom development, IT staffing, or middleware while enabling agency-wide insights that improve performance, efficiency, and transparency.

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

We've evaluated Tyler's pricing within the context of our existing public safety system contracts and cloud services. Using an integrated analytics solution avoids duplicative costs associated with third-party platforms. We continue to work directly with Tyler to ensure bundled service rates and support models reflect long-term taxpayer value and system-wide efficiency.

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

Signature: _____



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