



## EXHIBIT 3



601 E. HICKORY ST. DENTON, TEXAS 76205 • (940) 349-8562 • FAX (940) 349-8533  
TECHNOLOGY SERVICES

### MEMORANDUM

**DATE:** October 18, 2016  
**TO:** Elton Brock, Purchasing Manager   
**CC:** Bryan Langley, Assistant City Manager  
**FROM:** Melissa Kraft, Chief Technology Officer   
**SUBJECT:** Single-Sole Source Request – Tyler Technologies

The City of Denton Municipal Courts and Public Safety departments utilize the Tyler Technology software and hosted web services to manage all day-to-day tasks and critical information. Incode offers greater functionality and exceptional flexibility to help manage everything from the most extensive tasks to the most sensitive information. Incode's fully integrated software suites is used for case management, document processing and probation tracking.

Public Safety uses Brazos eCitation software to provide an advanced mobile electronic citation solution. Instead of hand-written citations that have to be re-entered into the court or public safety records management systems, patrol officers can easily enter citation information in a mobile device, which is automatically uploaded to our systems. This assists in reducing time spent on traffic stops and parking citations, eliminates data entry errors on citation and increases officer and violator safety.

It is essential for the City of Denton to keep current maintenance with the software vendor in order to ensure availability of upgrades, software fixes, and access to knowledge and support resources. The Technology Services department could not identify any vendors within the city limit that could provide software maintenance for this application. Therefore, purchasing this maintenance from the above vendor is the best value for the City of Denton. Tyler Technologies is the publisher and sole provider of annual licensing and support for the Incode software. No other business or entities are licensed for sale or support in Texas.

The City of Denton has used Tyler Technologies since 2010.