



MEMO

TO: Cass County Commission
FROM: Bob Henderson, IT Director
DATE: 4/25/24
SUBJECT: Tyler MDR Subscription

Commissioners:

In an effort to provide robust cyber security to Cass County, we are constantly evaluating, reviewing, and investigating new opportunities and tools.

Commission approved a long term proof of concept agreement with Tyler Technologies on January 16th, 2024. During the past months, we have delivered on this, and now are at the point to recommend the purchase of a subscription to Tyler Technologies Managed Detection and Response. This software will cover all equipment for Cass County with 24/7 monitoring, detection, and response to cyber events by a licensed third party.

During the trial, Tyler has delivered solid data and assisted us with response to events in a timely manner. Due to our limited Cyber Security staff, 24/7 monitoring by County Staff is not feasible at this time.

The initial year of this expense will be funded by our 2023 awarded **State and Local Cybersecurity grant** for Year 1. Moving forward, this annual cost will be included in the IT budget. The total cost of an annual subscription is **\$34,000**. For perspective, this equals out to a non-benefited employee making \$3.88 working 24/7.

SUGGESTED MOTION:

Authorize the IT Director to purchase a subscription to Tyler Technologies Managed Detection and Response at an annual rate of \$34,000. Year 1 of this purchase will be funded by an already awarded grant.

Bob Henderson
Information Technology Department



Quoted By: Tim Walsh
 Quote Expiration: 06/30/24
 Quote Name: Cass County, ND-ERP-Tyler
 Cybersecurity

Contract Term: 1.00

Sales Quotation For:

Cass County
 P.O. Box 2806
 Fargo ND
 Phone: +1 (701) 241-5620

Tyler SaaS and Related Services

Description	Annual Fee
Recurring Services	
Managed Detection & Response	\$ 34,000.00
TOTAL	\$ 34,000.00

Summary	One Time Fees	Recurring Fees
Total Annual	\$ 0.00	\$ 34,000.00
Total Tyler Services	\$ 0.00	\$ 0.00
Summary Total	\$ 0.00	\$ 34,000.00
Contract Total	\$ 34,000.00	

Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held
For six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: _____ Date: _____

Print Name: _____ P.O.#: _____

All Primary values quoted in US Dollars

Comments

Tyler's pricing is based on the scope of proposed products and services contracted from Tyler. Should portions of the scope of products or services be altered by the Client, Tyler reserves the right to adjust prices for the remaining scope accordingly.

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

Tyler's prices do not include applicable local, city or federal sales, use excise, personal property or other similar taxes or duties, which you are responsible for determining and remitting. Installations are completed remotely but can be done onsite upon request at an additional cost.

In the event Client cancels services less than two (2) weeks in advance, Client is liable to Tyler for (i) all non-refundable expenses incurred by Tyler on Client's behalf; and (ii) daily fees associated with the cancelled services if Tyler is unable to re-assign its personnel.

Payment Terms:

- Annual subscription services are invoiced in advance, on an annual basis, upon commencement of the applicable annual subscription term.
- Fees for the initial term are set forth herein. Fees for renewal terms shall be at our then current rates.
- Terms are Net 30.
- Travel Expenses are invoiced in accordance with Tyler Technologies' then-current travel policy.

Professional Services Agreement:

This Schedule of Services is entered into pursuant to that certain Professional Services Agreement between the client and Tyler and incorporates, and is subject to, all the terms and conditions thereof.

For the avoidance of doubt, Managed Detection & Response is a subscription service, not SaaS. Notwithstanding the foregoing language, payment of annual subscription fees for Managed Detection & Response commence on the availability of the service. Managed Detection & Response services will renew automatically for additional one (1) year terms, and subsequent subscription fees are due annually in advance on the anniversary of the availability date at our then-current rates. Pricing is based on client's current network size as defined by their entity size. Any material increases of network size may result in additional fees being assessed for the Tyler Detect service upon renewal. The quoted Managed Detection & Response amount does not include monitoring of student devices nor analysis of student network traffic. Tyler can quote an additional fee for these services.