

**TOWN OF VIENNA****Request For Waiver**

<b>Dept</b> PD	<b>Date</b> 08-26-2025	<b>Dept Head Signature</b> 	<b>Proposed Vendor</b> Tyler Technologies	<b>Amount</b> \$ 348,000
A Request For Waiver is required by the Town's Procurement Policies and Procedures. Check the box below that best applies.				
<b>Sole Source/Proprietary</b>	<input checked="" type="checkbox"/>	<b>Emergency Procurement</b>	<input checked="" type="checkbox"/>	<b>Waive Purchase Procedures</b>
				<input type="checkbox"/>

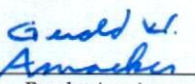
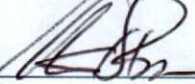
**CHECK JUSTIFICATION(S) BELOW THAT APPLY TO THE PROPOSED PURCHASE AND SUPPLY****☐ DOCUMENTATION/EXPLANATION AS REQUIRED**


- ☐ 1. Commodity/Service is from the original manufacturer or provider. There are no other distributors. (Findings must be documented below or attached)
- ☐ 2. The product is an integral part of existing equipment. Other brands not interchangeable. (State manufacturer and model number of existing equipment below.)
- ☐ 3. Only known product that meets the specialized needs of the department to bring about continuity of results. (Explain in detail below or attached)
- ☒ 4. Staff has had extensive training and/or experience with the product. Purchase of other than proposed product would incur substantial cost in re-training. (Explain in detail below or attached)
- ☒ 5. Purchase of this item/service is of an urgent nature because it is essential to public health & safety. (Describe in detail below)
- ☐ 6. Unable to obtain 3 or more quotes for item/service (Explain in detail below or attached)
- ☐ 7. Competitive negotiation (or quotes) is either not practicable or not fiscally advantageous, as described below.
- ☐ 8. Confirming Purchase Order (Explain reason for expenditure without issuance of PO below)

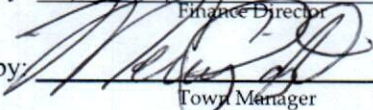
**Explanation:**

In the early morning hours of August 14, 2025, The Town's computer servers were compromised causing the loss of the police records and the dispatch program. Although it appears previous police records can be recovered, no more information can be entered into the system until a new records management system is created. The current systems were developed by Tyler Technologies, and we currently have a support agreement with them. Every day the system is down case, and property records cannot be entered, background checks cannot be conducted and FOIA and expungement orders can't be processed. No other company can rebuild a Tyler product and we cannot wait the months it will take to get another product in place.

This item will be before council on September 8, 2025.

Reviewed by:  Date: 8-27-25 Reviewed by:  Date: 8/27/25  
Purchasing Agent Town Attorney

Reviewed and Approved by:  Date: 8/27/2025  
Finance Director

Reviewed and Approved by:  Date: 08/24/25  
Town Manager





Quoted By:  
Quote Expiration:  
Quote Name:

Christina Milson  
2/15/26  
SaaS flip only

**Sales Quotation For:**

VIENNA, VA  
215 CENTER ST S  
VIENNA VA 22180-5731  
Phone: +1 (703) 255-6397

**Annual / SaaS**

Description	Fee	Discount	Annual
Enterprise Public Safety			
Computer Aided Dispatch			
Enterprise CAD Single Jurisdiction Law Enforcement	\$ 27,264	\$ 12,294	\$ 14,970
CAD AVL	\$ 4,165	\$ 292	\$ 3,873
Service Vehicle Rotation (Wrecker, Ambulance)	\$ 4,165	\$ 292	\$ 3,873
CAD Paging Interface	\$ 4,165	\$ 292	\$ 3,873
CAD NCIC Interface	\$ 8,331	\$ 583	\$ 7,748
CAD Data Mart / Includes 2 users	\$ 2,272	\$ 159	\$ 2,113
Law Enforcement Records Management System			
MSP Single Jurisdiction Law Enforcement Records	\$ 27,491	\$ 1,924	\$ 25,567
Activity Reporting and Scheduling	\$ 4,733	\$ 331	\$ 4,402
Case Management	\$ 4,733	\$ 331	\$ 4,402
Data Analysis/Crime Mapping/Management Reporting (LERMS)	\$ 9,467	\$ 663	\$ 8,804
Equipment Tracking	\$ 7,100	\$ 497	\$ 6,603
Federal UCR/IBR	\$ 9,467	\$ 663	\$ 8,804
Pawn Shops	\$ 4,733	\$ 331	\$ 4,402
Property Room Bar Coding	\$ 4,733	\$ 331	\$ 4,402



Law Enforcement Records Management Data Mart / Includes 2 users	\$ 2,272	\$ 159	\$ 2,113
<b>Mobile</b>			
Enterprise Mobile Server Software	\$ 34,080	\$ 2,386	\$ 31,694
LE Dispatch/Messaging/State/NCIC [20]	\$ 3,780	\$ 265	\$ 3,515
In-Car Mapping / AVL [20]	\$ 1,420	\$ 99	\$ 1,321
LE Field Reporting (Federal Standard) [20]	\$ 3,780	\$ 265	\$ 3,515
LE Accident Field Reporting (1 form) [15]	\$ 2,130	\$ 149	\$ 1,981
MCT Ticket Writer Interface [20]	\$ 720	\$ 50	\$ 670
<b>Cloud Migration</b>			
Enforcement Mobile Suite	\$ 6,362	\$ 0	\$ 6,362
<b>TOTAL</b>			<b>\$ 155,007</b>

#### Services

Description	Quantity	Unit Price	Discount	Total
<b>Enterprise Public Safety</b>				
Cloud Migration Services	1	\$ 75,000	\$ 0	\$ 75,000
Emergency Services	1	\$ 75,000	\$ 0	\$ 75,000
<b>TOTAL</b>				<b>\$ 150,000</b>

#### Third-Party Hardware, Software and Services

Description	Quantity	Unit Price	Discount	Total	Total Annual
<b>Enterprise Public Safety</b>					
<b>Hardware</b>					
Redundant VPN Appliance Bundle	2	\$ 6,000	\$ 0	\$ 12,000	\$ 0

**TOTAL**

**\$ 12,000**

**\$ 0**

**Summary**

**One Time Fees**

**Recurring Fees**

Total Tyler Software

\$ 0

\$ 0

Total Annual

\$ 0

\$ 155,007

Total Tyler Services

\$ 150,000

\$ 0

Total Third-Party Hardware, Software, Services

\$ 12,000

\$ 0

**Summary Total**

**\$ 162,000**

**\$ 155,007**

**Contract Total**

**\$ 317,007**

**Assumptions**

For additional information, please visit <https://empower.tylertech.com/enterprise-public-safety-specifications.html>

AVL requires third-party GPS hardware.

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