

Sole Source Procurement Instructions

Department: Harrisonburg-Rockingham ECC

Date: 07/13/25

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 Civil Serve hosting is the only solution that ensures full compatibility with our existing Tyler court systems. It allows seamless access to civil process workflows in a secure, cloud-based environment. Hosting through Tyler ensures optimized performance, automatic updates, and real-time syncing between field officers and court records, all features critical to operational efficiency and public service delivery.

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 authorized to host Civil Serve. It is proprietary software owned by Tyler and cannot be hosted by any third-party vendor or internal IT resources. All support, maintenance, and infrastructure are tied to Tyler's hosted environment, making them the only practicably available source for hosting this product.

3. Explain why the price is considered reasonable.

The cost includes secure hosting, maintenance, updates, and full integration with our existing Tyler suite. It ensures compliance with data security standards and provides consistent performance without requiring local IT resources. Compared to building or managing a standalone hosting environment, Tyler's bundled hosting model offers better value and reduces long-term operational risks and costs.

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

While Civil Serve is a sole-source product, we have worked directly with Tyler Technologies to ensure competitive pricing. Costs were reviewed in the context of existing Tyler service agreements and bundled pricing structures. By consolidating services with one provider, we avoid additional integration expenses and benefits from lower total cost of ownership and predictable long-term support costs.

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

Signature: _____



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