History of Implementation Experience Difficulties with Tyler ExecTime and Munis Products

Since March of 2020, the HR department has been working on implementing Tyler Technology's software systems: Munis and ExecuTime. The originally scheduled Go-Live date for use of the software throughout the City was January 1, 2021; however, that date has been delayed multiple times due to Tyler's numerous unresolved system and performance issues. As of the date of this letter, the City has yet to see ExecuTime and Munis accurately and consistently perform as promised by Tyler during the RFP process, as well as multiple times throughout the attempted implementation process.

The HR team has expressed concern and a lack of confidence with Munis and ExecuTime for the execution of the City's HR policies and payroll procedures throughout the implementation process. Beginning in January of 2021, the lack of progress on identified issues was escalated to the attention of Tyler executives and it was noted at that time that we required significant improvements in order to continue forward with the ExecuTime and Munis products. In April of 2021, after continually hitting roadblocks with software functionality, HR voiced our frustration with the lack of consistency and usability. It was noted at that point that the timeline for finding another timekeeping and payroll system to use was rapidly shrinking. It was also relayed to Tyler at that time that we were considering discontinuing the project for the HCM/Payroll components. Work continued to improve the latency and performance of the programs with no results. By the end of July, HR's desire to discontinue using ExecuTime and Munis for our HCM/Payroll processes was communicated directly to Tyler Tech.

Negotiating the financial implications of the HCM/Payroll removal from the Tyler contract continued into August and in an effort to minimize the monetary loss as much as possible, a decision was made by City leadership to give Tyler a final opportunity to prove that ExecuTime and Munis could work for HCM/Payroll. As such, a Memorandum of Understanding was drawn up to specify the definitions, requirements and outcomes of this "Proof of Concept" (PoC). In late September, Tyler was provided with specific data sets and performance requirements to prove at the PoC, and a meeting date was set for December 17, 2021. At the December 17, 2021 PoC meeting, Tyler did not exhibit the data provided by the City, nor did it demonstrate the system's ability to perform within the City's software environments – both requirements outlined in the Memorandum of Understanding. As a final exception, Tyler was given an additional chance to prepare and prove the data originally provided to them in September. As of today, Monday, December 27, 2021, the data entered by Tyler **is still not correct, nor is the system set up to specifications as outlined in the Memorandum of Understanding and PoC agenda.**

Rather than expend any further time or effort on Tyler, Human Resource Staff requests and recommends the City immediately exercise Option 3./a./i. from the Memorandum of Understanding and amend the contract with Tyler to remove the Payroll/HCM Phase.