TO: Mayor Shaun Sipma

Members of the City Council

FROM: Lisa Jundt, Human Resource Director

DATE: November 30, 2021

SUBJECT: Memorandum of Understanding (MOU) with Tyler Technologies, Inc. to Address Functionality Issues for the Payroll-Human Capital Management Phase(s) of the ERP Implementation Project

I. RECOMMENDED ACTION

1. Recommend to Approve the Memorandum of Understanding (MOU) with Tyler Technologies, Inc. with the Options Presented; and further, authorize the Mayor to sign the Memorandum of Understanding on the City’s behalf.

II. DEPARTMENT CONTACT PERSONS

Lisa Jundt, Human Resource Director 857-4753

III. DESCRIPTION

A. Background

The Payroll and Human Capital Management Phases for the City’s Enterprise Resource Planning (ERP) Project began in March of 2020. During this time, City implementation staff have struggled with various ongoing software functionality issues, that Tyler Technologies acknowledges are problems attributed to their ExecuTime-timekeeping platform and its integration with their other HCM applications. After several months of discussion with Tyler executives, the City and Tyler have come to an agreement of options to continue or discontinue the implementation of both the Payroll and Human Capital Management platforms. Tyler Technologies will be providing a proof of concept demonstration on December, 17, 2021 with an agreed upon list of required functionality criteria, and City Staff will have until January 4, 2022 to make a final determination on the viability to continue applicable implementation services with Tyler Technologies, Inc.

IV. IMPACT:

a. Fiscal Impact:

1. If Tyler is unable to demonstrate the necessary functionality, the City will choose to discontinue implementation of this phase of the project. Tyler Technologies will then provide a refund credit in the amount of $229,063.49 to offset the funds already paid up to now.
If Tyler is successful in its demonstration of functionality, the City will continue the implementation process with a go-live date of no later than September 25, 2022. Tyler will, in-turn, provide an additional 272 hours of training services, valued at $47,600 at no additional cost. Tyler will also waive the collection of maintenance charges through 2028, valued at $242,040.70.

V. ALTERNATIVES
Seek other software applications for Payroll and Human Capital Management platforms.

VI. TIME CONSTRAINTS
Regardless of the outcome of the demonstration, the Human Resource Department will be under a significant time constraint to successfully implement the Tyler Technology software, or an Alternative Software due ending maintenance agreement in December of 2022 with the City’s current financial software provider, Central Square.

VII. LIST OF ATTACHMENTS
Memorandum of Understanding (MOU) between Tyler Technologies, Inc and the City of Minot
Attachment A – Summary for December 17, 2021 Demonstration on Required Functionality Criteria

Page 2 of 2