

From: Darrell Hale <>

Sent: Tuesday, March 19, 2024 4:05 PM

To: Moore, Lynn <>; Michelle Charnoski <>

Cc: Puckett, Jeff <>; McGrath, Brian <>; Smith, Rusty <>; Webster, Chris <>; Gillespie, Jamie <>; Bill Bilyeu <>; Caren Skipworth <>; Steve Ganey <>; Ben White <>; Marci Chrismon <>; Matt Dobecka <>; Hunter Alley <>

Subject: Re: Tyler Technologies - Cure Notice (Collin County Contracts)

Thank you. The purchasing agent has a parallel role to the Commissioners Court to ensure contracts are being followed. She doesn't report to us. Commissioners Court says yay or nay on the contracts as presented to us.

While I don't mind giving the bulk of our business to one company for a segment of a product, I can say that we have not hesitated to push IT to explore other options. i.e. We are currently having a 3rd party do an evaluation of our networking equipment from Cisco to examine best of breed approaches--I am not opposed to switching if a company isn't just cutting the mustard anymore. Given that we are a flagship on many Tyler products I would hope that items that have languished for years would be taken care of post-haste. I am truly surprised to see the list so long. I have heard of a few problems from various organizations but once again I must emphasize that this is unsatisfactory from my viewpoint and it should be from yours.

I look forward to the 22nd.

Sincerely,

Commissioner Darrell Hale

From: Moore, Lynn <>

Sent: Tuesday, March 19, 2024 3:55:49 PM

To: Darrell Hale; Michelle Charnoski

Cc: Puckett, Jeff; McGrath, Brian; Smith, Rusty; Webster, Chris; Gillespie, Jamie; Bill Bilyeu; Caren Skipworth; Steve Ganey; Ben White; Marci Chrismon; Matt Dobecka; Hunter Alley

Subject: Re: Tyler Technologies - Cure Notice (Collin County Contracts)

***** **WARNING:** External Email. Do not click links or open attachments that are unsafe. *****

Commissioner Hale – Thanks for the email.

Collin County is an important and valued client of Tyler – we've enjoyed a great working partnership for many, many years. I've been in this business for over 25 years, and I've always viewed our client relationships as partnerships – not vendor-client. I know the hard-working people at Collin County take a similar view. It's disappointing that Tyler has not lived up to my expectations and the trust Collin County has placed with Tyler. I often tell my team that client relationships are like any other relationship in life – they must be invested in and not taken for granted.

For additional background, I attended a meeting with various Collin County representatives on October 25 when I first became aware of some of these issues. I also attended (virtually) the meeting in Commissioner's Court on March 6. I asked Jeff Puckett, Tyler's Chief Operating Officer, to attend the meeting in person, along with other Tyler executives. Jeff has been with Tyler for over 31 years and maintained a long-standing relationship with Collin County before moving into different roles.

One of the agreed-upon outputs of the March 6 meeting was that Tyler would prepare and deliver an action plan within 30 days that would outline specific steps to be taken over the next 6 months, including better communication on our part. That work is underway. In addition, Jeff Puckett committed to meet with Caren Skipworth not less than once a month (and more, as necessary) for the indefinite future. Their first lunch meeting was today. I understand it was productive.

Given our recent meeting and mutual commitments, the "cure letter" came as a bit of a surprise. That said, we will provide a response as requested but I will ask my team to deliver a business response, not a "legal" response. Like Commissioner Webb, I am also an attorney but find legal injections to be counterproductive.

I've had multiple discussions with my executive team since the March 6 meeting. I can assure you that Collin County has my commitment, and Tyler's commitment. We are happy to report on the status of our agreed upon course (action plan) and commitment on April 22.

Mr. H. Lynn Moore, Jr.

From: Darrell Hale

Date: Tuesday, March 19, 2024 at 1:47 PM

To: Michelle Charnoski >, Moore, Lynn <>

Cc: Puckett, Jeff <>, McGrath, Brian >, Smith, Rusty <>, Webster, Chris <>, Gillespie, Jamie <>, Bill Bilyeu <>, Caren Skipworth < Steve Ganey <>, <>, Marci Chrismon <>, Matt Dobecka <>, Hunter Alley >

Subject: Re: Tyler Technologies - Cure Notice (Collin County Contracts)

Ms. Moore,

I knew that there had been a large list of items that Tyler had outstanding. However, I am a bit astonished that so many of these have languished for this long. When you are prepared to respond to Ms. Charnoski's letter, I would like for you to come to court and deliver your commitment to the entire court and the various elected officials that depend upon your products. Given the timing, I feel that April 22nd would be the appropriate meeting as that is just a few days after the response is due to Ms. Charnoski.

Mr. Bilyeu, can you place this on court for April 22nd?

Thank you,

Commissioner Hale

From: Michelle Charnoski
Sent: Tuesday, March 19, 2024 10:42:44 AM
To: 'Lynn Moore'
Cc: 'Jeff Puckett'; 'Brian McGrath'; 'Rusty Smith'; 'Chris Webster'; 'Jamie Gillespie'; Chris Hill; Susan Fletcher; Cheryl Williams; Darrell Hale; Duncan Webb; Bill Bilyeu; Caren Skipworth; Steve Ganey; Ben White; Marci Chrismon; Matt Dobecka; Hunter Alley
Subject: Tyler Technologies - Cure Notice (Collin County Contracts)

Good morning,

Attached is a cure notice regarding various contracts Collin County has with Tyler Technologies. A response is being requested from your company by close of business on Thursday, April 18, 2024. Please let me know if you have any questions.

Thank you,

Michelle Charnoski, NIGP-CPP, CPPB
Purchasing Agent
Collin County Purchasing
2300 Bloomdale Road, Suite 3160
McKinney, TX 75071
972-548-4142
[Picture1][Certified Professional Public Buyer (CPPB)]

2024 Collin County Purchasing Vendor Meet & Greet
Join us on April 2, 2024, from 2:00 PM to 4:00 PM
Do you want to meet the Collin County Purchasing Team in person and receive training on “How To Do Business With Government Entities”?
Go to
[https://urldefense.com/v3/https://forms.gle/TPMVww3BiFc8GABBA;!!A69Ausm6DtA!ZdctC3wATsMuUk-MgXIt2Cq7HfEieMK0wLC3Gl3iGHLI9EYcmjGo97nOwUqZnf9keqSPTzZ3tmtvKPEcjeoH6yVW\\$](https://urldefense.com/v3/https://forms.gle/TPMVww3BiFc8GABBA;!!A69Ausm6DtA!ZdctC3wATsMuUk-MgXIt2Cq7HfEieMK0wLC3Gl3iGHLI9EYcmjGo97nOwUqZnf9keqSPTzZ3tmtvKPEcjeoH6yVW$) to RSVP!