

Contract Cover Sheet

All Contracts over \$3,000 should be reviewed by Purchasing and Legal prior to being signed by the vendor.

Please Note: Contracts between \$3,000.01-\$15,000 require Dept. Director/Executive Director signature. Contracts valued between \$15,000.01-\$25,000 require Assistant City Manager or City Manager signature. Contracts valued between \$25,000.01-\$50,000 require City Manager signature. All contracts valued over \$50,000 must be approved by Council. Signing can be completed in Munis.

Dept: Utility Billing Date: 07/13/2026 Department Contact: Lindsey Sinibaldi

Vendor: CORE Amount: \$73,000

Begin Date: 07/15/2026 End Date: 07/15/2029 Contract Terms: 3 years/months No. Renewals: 2

Description of Purchase: Inbound IVR Services

Purchasing Procedure:

❖ **HUBs** - <https://mycpa.cpa.state.tx.us/tpasscmlbsearch/index.jsp>

In compliance with Chapter 252.0215 of the Texas Local Government Code the department originating this purchase requisition certifies that the following two Galveston County Historically Underutilized Businesses were contacted for quotes:

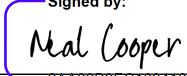
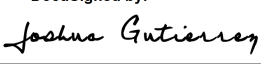
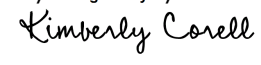
HUB #1	HUB #2
HUB Search Attached	

If no HUBs are available or if contact was attempted, proof of search and contact is to be attached.

- ❖ **Quotes: Minimum 3 Required** - No. of quotes received 5
- ❖ **Items or Services Through a Co-Op** - Co-op Contract must be attached as backup
- ❖ **Sole Source** - Requires a signed letter from the vendor and approval of the Purchasing Manager
- ❖ **Emergency Purchase** - Signed memo by department director must be attached
- ❖ **DocuSign, Purchasing Review & Signatures** - Completed contract packet is to be sent by the department to their Buyer and the City Attorney's office. Please CC purchasing@leaguecitytx.gov

Attachments Included:

- ☒ Quote - (Vendor Quotes, HUBs – proof of contact and search, summary sheet)
- ☐ Signed Sole Source Letter
- ☐ Co-op Contract: Co-op Name _____ Contract No. _____ Exp. Date _____
- ☐ Emergency Purchase (Signed Memo by Dept. Director)
- ☒ Contract/Agreement (NOT Signed by Vendor)
- ☐ Professional/Legal Services or other exception (no quote req., per TX Local Govt Code Chapter 252.022)

Signed by:

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 Purchasing Department
 DocuSigned by:

 C1EC2A8BBC63CB45D...
 City of League City

 3307D5D2AD1D416...
 Director/Executive Director

7/13/2026
 Date
 7/16/2026
 Date
 7/16/2026
 Date

This Cover Sheet and its signatures do not signify that the attached contract has been executed by the City of League City. The signatures on this Cover Sheet solely confirm that the contract has been reviewed by the City's legal and purchasing department to ensure compliance with all applicable City policies, federal, state, and local laws.



AGREEMENT WITH CORE

(Version 7-10-2026)

This AGREEMENT ("Agreement") is entered by and between **CORE** ("Contractor"), located at **950 Warren Avenue, Suite 400, East, Providence, RI 02914** and the **City of League City** ("City"), a home-rule municipality, located at 300 W. Walker St., League City, Texas 77573 on the date set forth below.

Terms:

1. **Scope of Services:** Contractor will perform the services and/or provide the products as set forth in **Exhibit A**, which is attached and incorporated herein, and which can be generally described as **Inbound IVR Payments**. If there is a conflict between the terms of this Agreement and Exhibit A, the terms of this Agreement will prevail.
2. **Term and Termination:** This Agreement shall commence on **July 15, 2026** and shall expire on **July 15, 2029**. The period from commencement to expiration is the Contract Term. City reserves the right to terminate this Agreement for convenience upon seven (7) days written notice to Contractor. Upon such termination, City shall pay Contractor, at the rate set out in **Exhibit A**, for services satisfactorily performed or products satisfactorily provided up through the date of termination. Notwithstanding any provision in this Agreement to the contrary, City will not be required to pay or reimburse Contractor for any services performed or for expenses incurred by Contractor after the date of the termination notice that could have been avoided or mitigated by Contractor.
3. **Compensation:** Contractor shall be paid for the services/products as set forth in **Exhibit A**. In no event shall the total compensation exceed **\$73,000** during the term of this Agreement. City shall tender payment (including progress/partial payments) for services/goods only after such services are completed or goods are delivered and are deemed to be acceptable under this Agreement, in the sole reasonable discretion of City. Contractor must submit to City invoices for all goods delivered and services provided, which invoices must include details and dates of service or delivery. Payment by City shall be made within thirty (30) days of receipt of an invoice, except for any portion of the invoiced amount that City disapproves as not compliant under this Agreement, in the sole reasonable discretion of City. If City disapproves any amount submitted for payment by Contractor, City shall give Contractor specific reasons for disapproval in writing.
4. **Insurance:** Contractor **is not** required during the Contract Term to maintain insurance as follows: (a) Comprehensive General Commercial Liability insurance covering bodily injury and property damage, with minimum coverage limits—exclusive of defense costs—of \$1,000,000 per occurrence and \$2,000,000 aggregate; (b) If Contractor will provide City "professional services," as that term is used in Chapter 252 of the Texas Local Government Code, Professional Liability (errors and omissions/malpractice) insurance with minimum coverage limits—exclusive of defense costs—of \$2,000,000 per occurrence; and (c) If at any point during the Contract Term it is foreseeable that Contractor will enter upon City premises: (i) Worker's Compensation coverage with statutory limits for the State of Texas, and (ii) Commercial Automobile Liability coverage with minimum coverage limits—exclusive of defense costs—of \$1,000,000 per occurrence and

\$2,000,000 aggregate. All policies must contain a waiver of subrogation against City. Comprehensive General Liability and Commercial Automobile Liability policies must name the City as Additional Insured. Contractor shall pay all insurance deductibles and deductibles must not exceed \$10,000 unless approved in advance by City. Contractor shall provide City Certificates of Insurance evidencing these insurance requirements prior to the start of work.

5. **Liquidated Damages:** Liquidated damages **are not** applicable to this transaction. Contractor acknowledges that time is of the essence in performing this Agreement. City and Contractor (collectively, the “Parties”) agree that if Contractor is late in performing any obligation of this Agreement, City will suffer loss, damages, or other harm from Contractor’s delay. The Parties agree that the amount of loss, damages, or harm likely to be incurred is incapable or difficult to precisely estimate, and therefore Contractor agrees to pay City liquidated damages for delay at a daily rate equal to the total compensation allowed under the Agreement divided by the number of days in the Contract Term. The Parties further agree that: (i) the liquidated damages specified herein are not a penalty but rather bear a reasonable relationship to, and is not plainly or grossly disproportionate to, the probable loss likely to be incurred by City as a result of Contractor’s delay; (ii) one of the reasons for City and Contractor to agree to such amounts is the uncertainty and cost of litigation regarding the question of actual damages; and (iii) City and Contractor are sophisticated business parties and negotiated this Agreement at arm’s length.
6. **Independent Contractor:** Contractor is an independent contractor and is not an employee, partner, joint venture, or agent of City. Contractor understands and agrees that he/she will not be entitled to any benefits generally available to City employees. Contractor shall be responsible for all expenses necessary to carry out the services under this Agreement and shall not be reimbursed by City for such expenses except as otherwise provided in this Agreement.
7. **Intellectual Property:** This Agreement shall be an Agreement for services and the parties intend and consider any work created as a result of this Agreement, including any and all documentation, images, products or results, to be a work (the “Work”) for hire under federal copyright law. Ownership of the Work shall belong to and remain the exclusive property of City. The Work may be edited at any time within City’s discretion. If the Work would not be considered a work-for-hire under applicable law, Contractor hereby assigns, transfers, and conveys any and all rights, title and interest to City, including without limitation all copyrights, patents, rights of reproduction, rights to ownership, and right to secure registrations, renewals, reissues and extensions thereof. As the sole copyright holder of the Work, City maintains and asserts the rights to use, reproduce, make derivative works from, and/or edit the Work in any form of medium, expression or technology now known or hereafter developed, at any time within City’s discretion. Contractor shall not sell, disclose or obtain any other compensation for the services provided herein or the Work. If the Work is one to which the provisions of 17 U.S.C. § 106A apply, Contractor hereby waives and appoints City to assert on Contractor's behalf Contractor's moral rights or any equivalent rights regarding the form or extent of any alteration to the Work (including, without limitation, removal or destruction) or the making of any derivative works based on the Work, including, without limitation, photographs, drawings or other visual reproductions of the work, in any medium, for City’s purposes.
8. **Confidentiality:** During the course of the services to be provided under this Agreement, Contractor may become privy to confidential information of City. Contractor agrees to treat as confidential the information or knowledge that becomes known to Contractor during performance of this Agreement and to not use, copy, or disclose such information to any third party unless authorized in writing by City. This provision does not restrict the disclosure of any

information that is required to be disclosed under applicable law. Contractor shall promptly notify City of any misuse or unauthorized disclosure of City's confidential information and upon expiration of this Agreement shall return to City all confidential information in Contractor's possession or control. Contractor shall further comply with all information security policies of City that may apply and shall not make any press releases, public statements or advertisement referring to the services provided under this Agreement or the engagement of Contractor without the prior written approval of City.

9. **Warranties and Representations:** Contractor warrants and agrees that Contractor shall perform its services and conduct all operations in conformity with all applicable federal, state, and local laws, rules, regulations, and ordinances. For any service performed on premises owned or controlled by City, Contractor warrants and agrees that Contractor will perform said services in compliance with all City rules, including but not limited to, prohibitions related to tobacco use, alcohol, and other drugs.
10. **Licenses/Certifications:** Contractor represents and warrants that it will obtain and maintain in effect, and pay the cost of, all licenses, permits or certifications that may be necessary for Contractor's performance of this Agreement. If Contractor is a business entity, Contractor warrants, represents, covenants, and agrees that it is duly organized, validly existing and in good standing under the laws of the state of its formation; and is duly authorized and in good standing to conduct business in the State of Texas, that it has all necessary power and has received all necessary approvals to execute and deliver the Agreement and is authorized to execute this Agreement according to its terms on behalf of Contractor.
11. **Performance/Qualifications:** Contractor agrees and represents that Contractor has the personnel, experience, and knowledge necessary to qualify Contractor for the particular duties to be performed under this Agreement. Contractor warrants that all services performed under this Agreement shall be performed consistent with generally prevailing professional or industry standards.
12. **Conflict of Interest:** Contractor warrants, represents, and agrees that Contractor presently has no interest and shall not acquire any interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of the services hereunder. Contractor further warrants and affirms that no relationship or affiliation exists between Contractor and City that could be construed as a conflict of interest with regard to this Agreement.
13. **INDEMNIFICATION: CONTRACTOR SHALL DEFEND, INDEMNIFY AND HOLD HARMLESS CITY , AND EACH OF ITS OFFICIALS, OFFICERS, AGENTS AND EMPLOYEES FROM AND AGAINST ALL CLAIMS, ACTIONS, SUITS, DEMANDS, PROCEEDINGS, COSTS, DAMAGES AND LIABILITIES, INCLUDING WITHOUT LIMITATION ATTORNEYS' FEES AND REASONABLE LITIGATION COSTS, ARISING OUT OF, CONNECTED WITH, OR RESULTING FROM ANY ACTS OR OMISSIONS OF CONTRACTOR OR ANY AGENT, EMPLOYEE, SUBCONTRACTOR, OR SUPPLIER OF CONTRACTOR IN THE EXECUTION OR PERFORMANCE OF THIS CONTRACT, TO THE EXTENT THE CLAIM ARISES FROM**

NEGLIGENCE, WILLFUL ACT, BREACH OF CONTRACT OR VIOLATION OF LAW.

14. **Force Majeure:** Neither City nor Contractor shall be liable for any delay in the performance of this Agreement, nor for any other breach, nor for any loss or damage arising solely from uncontrollable forces such as fire, theft, storm, war, or any other force majeure that could not have been reasonably avoided by the exercise of due diligence.
15. **Notices:** Any notice given under this Agreement by either party to the other may be affected either by personal delivery in writing or by mail, registered or certified postage prepaid with return receipt requested. Mailed notices shall be addressed to the addresses of the Parties as they appear in the contract. Notices delivered personally shall be deemed communicated at the time of actual receipt. Mailed notices shall be deemed communicated three (3) days after mailing.
16. **Texas Family Code Child Support Certification:** Pursuant to Section 231.006 of the Texas Family Code, Contractor certifies that it is not ineligible to receive the award of or payments under the Agreement and acknowledges that the Agreement may be terminated, and payment may be withheld if this certification is inaccurate.
17. **State and/or City Auditor:** Contractor understands that acceptance of funds under the Agreement constitutes acceptance of the authority of the Texas State Auditor's Office, or any successor agency or the City's internal auditor (collectively, the "Auditor"), to conduct an audit or investigation in connection with those funds. Contractor agrees to cooperate with the Auditor in the conduct of the audit or investigation, including without limitation providing all records requested. Contractor will include this provision in all contracts with permitted subcontractors.
18. **Jurisdiction:** Any disputes under this Agreement shall be brought in a court of competent jurisdiction in Galveston, Texas and governed by Texas law.
19. **Alternative Dispute Resolution:** To the extent that Chapter 2260, Texas Government Code, is applicable to this Contract and is not preempted by other applicable law, the dispute resolution process provided for in Chapter 2260 and the related rules adopted by the Texas Attorney General Pursuant to Chapter 2260, shall be used by City and Contractor to attempt to resolve any claim for breach of contract made by Contractor that cannot be resolved in the ordinary course of business. The Director of Finance of City shall examine Contractor's claim and any counterclaim and negotiate with Contractor in an effort to resolve such claims. This provision shall not be construed as a waiver by City of its right to seek redress in the courts.
20. **Entire Agreement:** This Agreement contains the entire understanding between the Parties and supersedes all prior agreements, arrangements, and understanding, oral or written between the Parties relating to this Agreement. This Agreement may not be modified except by mutual written agreement of the Parties executed subsequent to this Agreement.
21. **Eligibility to Receive Payment:** Contractor certifies that, as a matter of state law, it is not ineligible to receive the Agreement and payments pursuant to the Agreement and acknowledges that the Agreement may be terminated, and payment withheld if this representation is inaccurate.
22. **Payment of Debt/Delinquency to State:** Contractor certifies that it is not indebted to the City of League City and is current on all taxes owed to the City of League City. Contractor agrees that any payments owing to Contractor under the Agreement may be applied directly toward any debt

or delinquency that Contractor owes the City of League City regardless of when it arises, until such debt or delinquency is paid in full.

23. **Products and Materials Produced in Texas:** If Contractor will provide services under the Agreement, Contractor covenants and agrees that in performing its duties and obligations under the Agreement, it will purchase products and materials produced in Texas when such products and materials are available at a price and delivery time comparable to products and materials produced outside of Texas.
24. **Risk of Loss:** If applicable, all work performed by Contractor pursuant to the Agreement will be at Contractor's exclusive risk until final and complete acceptance of the work by City. In the case of any loss or damage to the work prior to City's acceptance, bearing such loss or damage will be Contractor's responsibility.
25. **Publicity:** Contractor shall not use City's name, logo or likeness in any press release, marketing materials or other public announcement without receiving City's prior written approval.
26. **Legal Construction/Severability:** In the event that any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any other provision, and this Agreement shall be construed as if such invalid, illegal or unenforceable provisions had never been contained in it. To this end, the provisions of this Agreement are declared to be severable. The Parties may mutually agree to renegotiate the Agreement to cure such illegality/invalidity or unconstitutionality if such may be reasonably accomplished.
27. **Limitations:** The Parties are aware that there are constitutional and statutory limitations on the authority of City to enter into certain terms and conditions of the Agreement, including, but not limited to, those terms and conditions relating to liens on City's property; disclaimers and limitations of warranties; disclaimers and limitations of liability for damages; waivers, disclaimers and limitations of legal rights, remedies, requirements and processes; limitations of periods to bring legal action; granting control of litigation or settlement to another party; liability for acts or omissions of third parties; payment of attorneys' fees; dispute resolution; indemnities; and confidentiality (collectively, the "Limitations"). Any terms and conditions related to the Limitations will not be binding on City except to the extent authorized by the laws and Constitution of the State of Texas.
28. **Sovereign Immunity:** The Parties agree that neither the execution of the Agreement by City nor any other conduct, action or inaction of any City representative relating to the Agreement constitutes a waiver of sovereign immunity by City. The Parties also agree that this Agreement constitutes a governmental function and is not a proprietary function.
29. **Authority:** The Parties stipulate that in entering into this Agreement, the City is performing a solely governmental function and not a proprietary function. Contractor warrants and represents that Contractor has full power and authority to enter into and perform this Agreement and to make the grant of rights contained herein. The person signing on behalf of City represents that he/she has authority to sign this Agreement on behalf of City.
30. **Non-Waiver:** The Parties specifically agree that neither the occurrence of an event giving rise to a breach of contract claim nor the pendency of a claim constitute grounds for the suspension of performance by Contractor. No covenant or condition of this Agreement may be waived except

by written consent of the waiving party. Forbearance or indulgence by one party in any regard whatsoever shall not constitute a waiver of the covenant or condition to be performed by the other party.

31. **Prohibitions Pursuant to Texas Government Code:** By executing this Agreement Contractor verifies that Contractor (1) does not boycott Israel and will not during the term of this Agreement per Section 2271.002; (2) is not engaged in business with Iran, Sudan, or any company on the list referenced in Section 2252.152; (3) does not boycott energy companies and will not during the term of this Agreement per 2276.002; and (4) does not have a practice, policy, guidance, or directive of this Agreement against a firearm entity or firearm trade association and will not during the term of this Agreement per 2274.002.
32. **Compliance, Applicable Law, Municipal Limitation on Indemnity:**
- (a) Customer (City) acknowledges and agrees that it is the initiator and originator of all calls and messages sent using the Services. Customer shall comply with all applicable laws, regulations, and rules regarding telemarketing and automatic dialing, including but not limited to:
 - (i) In the United States of America: The Federal Communications Commission (FCC, Federal Trade Commission (FTC)), and Texas State Attorney General regulations regarding the Telephone Consumer Protection Act (TCPA), Telemarketing Sales, Cellular Telecommunications Industry Association (CTIA) messaging principals and best practices, and CAN-SPAM Act.
 - (b) Customer is responsible for obtaining all necessary consents from call, email, and SMS recipients and for the consent of all communications provided to for transmission.
 - (c) To the extent authorized by Texas law, each party shall be responsible for its own acts, omissions, and compliance with laws, regulations, and rules applicable to its respective performance under this Agreement. Nothing in this Agreement shall be construed to require the City to defend, indemnify, or hold harmless Contractor or any third party, or to waive the City's governmental immunity or any other rights, defenses, immunities, or limitations afforded to the City under the Constitution and laws of the State of Texas.

(signature block on next page)

Executed on _____. *(date to be filled in by City Secretary)*

CORE - “Contractor”

Signed by:



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Chris Lewis, Chief Operating Officer

CITY OF LEAGUE CITY – “City”

John Baumgartner

Attest:

Diana Stapp, City Secretary

Approved as to Form:

Office of the City Attorney

Exhibit A

**Scope of Services/Description of Products/Payment
Schedule** (There are **16** pages for Exhibit A, including this page)

Inbound IVR Calling for Utility Payments
Configuration 1



CORE Overview and Municipal Experience

CORE provides customer interaction and payment solutions to more than 1,200 government agencies nationwide, including 55 cities and counties across Texas. Through these partnerships, CORE supports account interaction and payment services for approximately 10 million Texas residents, nearly one-third of the state's population.

For nearly 40 years, CORE has focused exclusively on helping public agencies modernize how residents interact with their accounts across web, phone, and in-person channels, while integrating directly with a variety of host systems, including Tyler Munis.

Our approach is relationship-driven and operationally focused. We design solutions that fit cleanly into existing municipal environments, minimize disruption to staff workflows, and prioritize long-term reliability over complexity.

Because CORE works extensively with Texas municipalities and Munis environments, the IVR solution described in this document is based on methods already proven in live public-sector utility and tax environments across the state.

Thank you for your consideration.

Mike D'Andrea

Director of Sales | CORE

Technical Requirements

- **Gateway IVR system supporting inbound calling using the City's existing Webex phone system**

CORE's IVR platform is designed to function as a secure gateway layer between the City's telephony environment and its business systems, rather than as a standalone phone-tree application.

In the proposed architecture, the City's existing Webex calling environment remains fully intact. Inbound calls continue to be received and managed through Webex as they are today. When a caller selects an option that requires automated interaction (such as account inquiry or service navigation), Webex routes the call to the CORE IVR gateway through a standard SIP handoff.

The CORE IVR gateway then manages the interactive session, including:

- Natural language or DTMF caller interaction
- Secure authentication of the caller



- Real-time data exchange with Tyler Munis
- Context preservation if the caller is transferred back to a live representative

At no point does the IVR replace or modify the Webex environment. Instead, it operates as an intelligent middleware layer that enhances the City's existing telephony investment.

This architecture provides several important benefits to the City:

- No changes to Webex configuration or call routing logic
- No dependency on Webex for business-system integration
- The ability to evolve IVR functionality without impacting telephony
- Seamless transfer of callers to City staff with full account context preserved

Because the IVR operates as a gateway rather than a phone system, the City retains full control of its telephony platform while gaining a modern, conversational, system-integrated interaction layer for residents.

- **API compatibility with Tyler Munis**

CORE's IVR platform is built to interact directly with Tyler Munis through secure, real-time API communication, allowing the IVR to function as an extension of the City's existing Munis environment rather than as a disconnected phone interface.

Using Munis web services and API endpoints, the IVR is able to:

- Authenticate callers using account number, customer ID, or address
- Retrieve real-time account balance and status information
- Access customer record data necessary to support conversational interaction
- Maintain data accuracy by referencing live Munis information rather than replicated datasets

This approach ensures that all information presented to callers is current and consistent with what City staff see within Munis.

Because CORE routinely integrates payment, cashiering, and customer interaction platforms directly with Munis for municipalities across the country, the IVR integration leverages proven methods already used in live environments. No custom or experimental integration is required.

The IVR communicates securely with Munis without storing customer data locally, maintaining system integrity while enabling real-time interaction for residents.

This architecture allows the IVR to operate as a natural extension of Munis, supporting account inquiry and service interaction through the same authoritative data source used by City staff.



- **Support for both voice recognition preferred but touch-tone (DTMF) responses are acceptable**

CORE's IVR platform supports both natural voice recognition and traditional touch-tone (DTMF) input, allowing the City to provide a modern, conversational experience for residents while maintaining accessibility and familiarity for all callers.

The IVR is designed to prioritize natural language interaction, enabling callers to speak requests such as:

- "Check my balance"
- "Find my account by address"
- "Talk to a representative"

The system interprets these requests and guides the caller through the appropriate workflow using real-time interaction with Tyler Munis.

At the same time, the IVR fully supports DTMF input for callers who prefer or require keypad interaction. At any point in the interaction, callers can choose to use touch-tone responses instead of voice, ensuring compliance with accessibility expectations and accommodating varying comfort levels with voice technology.

This dual-mode design ensures:

- A modern, intuitive experience for residents
- Accessibility for callers in noisy environments or with speech limitations
- Flexibility for the City to evolve interaction styles over time without changing the underlying system

Because both voice and DTMF interactions utilize the same integration logic with Munis, there is no difference in system capability or data access between the two input methods.

- **Ability to forward callers to a live representative during normal business hours**

CORE's IVR platform is designed to work seamlessly with the City's existing Webex environment to allow callers to be transferred to a live representative at any point during the interaction.

When a caller requests to speak with a representative, the IVR performs a controlled handoff back to Webex while preserving relevant context gathered during the IVR session, such as:

- Account number or customer identification information entered by the caller
- The reason for the call (e.g., account inquiry, balance request, service question)
- The stage of the interaction when the transfer occurred

This information can be passed through the Webex environment so that City staff are not receiving "cold" transfers. Instead, representatives have the necessary context to assist the caller efficiently without requiring the resident to repeat information.



The City retains full control over call routing logic within Webex, including business-hour routing, queue management, and departmental assignment. The IVR simply enhances this process by ensuring transfers occur intelligently and with useful context attached.

This design improves caller experience, reduces handling time for City staff, and preserves the City's existing telephony workflow.

- **Ability to retrieve account balance information from Tyler Munis using one or more of the following identifiers:**
 - **Account number**
 - **Customer ID number**
 - **Address**

CORE's IVR platform retrieves account information directly from Tyler Munis in real time using secure API communication. This allows callers to access accurate, up-to-date account balance information without relying on replicated data or static records.

During the IVR interaction, callers can identify themselves using:

- Account number
- Customer ID number
- Service address

The IVR uses this information to securely query Munis and retrieve the associated customer account in real time. Once authenticated, the IVR can provide balance details and guide the caller through additional account-related options based on the live Munis record.

Because the IVR communicates directly with Munis rather than referencing a separate database, the information provided to callers is always consistent with what City staff see within the system. This eliminates discrepancies and ensures a reliable experience for both residents and staff.

This real-time lookup capability is foundational to the IVR design and enables the system to function as a natural extension of the City's existing Munis environment.

- **A modern, natural conversational flow for residents; solutions relying on dated or rigid IVR technology will not be considered**

CORE's IVR platform is designed around dynamic, data-driven interaction rather than static menu trees. Instead of relying on rigid "press 1, press 2" navigation, the IVR guides callers through a logical interaction flow based on real-time responses from Tyler Munis.



Because the IVR communicates directly with Munis during the session, the interaction adapts based on the caller's account information and the stage of the inquiry. This allows the system to move callers efficiently toward the information or assistance they need without unnecessary menu layers.

For example, once a caller is authenticated, the IVR can immediately provide relevant account details and present only the options applicable to that customer's situation, creating a streamlined experience that feels responsive rather than scripted.

The IVR also allows callers to move between options naturally, repeat information, or request a live representative at any point, avoiding the frustration commonly associated with traditional IVR systems.

This approach provides residents with a modern, intuitive experience while still maintaining the reliability and accessibility expected from municipal phone systems.

- **Any additional features can be listed outside of the initial quote and priced separately**

Optional Capability: Secure Payment Processing Within the IVR Experience

Because the IVR platform communicates directly with Tyler Munis in real time and operates within a secure interaction layer, the system is capable of supporting resident payment transactions during the same conversational session used for account inquiry.

In this configuration:

- Callers authenticate using account number, customer ID, or address
- The IVR retrieves the live account balance from Munis
- The caller can complete a payment without being transferred to a representative
- Payment information is entered securely without exposing City staff or systems to cardholder data
- The payment posts back to Munis in real time

This design significantly reduces PCI exposure for the City while improving the resident experience by eliminating the need for call transfers during payment interactions.

Pricing:

When the IVR platform is used to securely facilitate payment transactions through CORE's payment processing environment, the IVR software subscription is supported through transaction services rather than monthly licensing. As a result, the annual IVR software fee and IVR per-minute fees are waived for the duration of that payment relationship.

This capability is entirely optional and is not a requirement of the proposed IVR solution.



Optional Capability: Integrated Online Portal and Over-the-Counter Payment Support Using the Same Munis Connection

The same platform that enables the IVR to interact with Munis can also support a resident-facing online payment portal and over-the-counter (OTC) payment environment for City staff. These capabilities use the identical real-time Munis integration, authentication logic, and secure transaction framework described for the IVR.

This provides the City with a consistent interaction and payment experience across phone, web, and in-person channels while maintaining a single integration point with Munis.

In this configuration:

- Residents can securely access account information online
- Staff can securely process in-person payments through the same platform
- Payments post to Munis in real time regardless of channel
- The City benefits from the same PCI-secure environment used for IVR interactions
- Reporting, reconciliation, and transaction management occur within a unified platform across all channels

Pricing:

When utilized in conjunction with CORE's payment processing services, the online portal and IVR interaction layer are supported through transaction-based services rather than separate software licensing. As a result, there is no additional software cost to the City for these capabilities.

This capability is entirely optional and is not required for the IVR solution requested in this quote.

Operational context for quoting purposes:

- **The IVR will support public-facing inbound calls related to City services and account inquiries**

CORE's IVR platform is designed specifically to support public-facing interactions where residents are calling to obtain information about their accounts, services, or City-related inquiries.

Because the IVR operates as a gateway between Webex and Tyler Munis, it is able to guide callers through account-related interactions in a structured and efficient manner rather than relying on generic call routing. This allows residents to retrieve meaningful information about their accounts, confirm details, and navigate to the appropriate assistance without unnecessary transfers or delays.



The IVR can support a variety of common municipal inquiry types, including:

- Account balance and status inquiries
- Service-related questions tied to a resident's account
- Routing callers to the appropriate department based on the nature of their request
- Transitioning callers smoothly to live representatives when needed

By centering the interaction around real-time account data from Munis, the IVR provides residents with accurate, relevant information while reducing call handling time for City staff.

- **The City processes 4,000+ account-related transactions per month, and the IVR solution must be capable of supporting this volume reliably**

The CORE IVR platform is built on infrastructure proven in some of the highest-volume municipal payment environments in the country, where sustained transaction throughput and system reliability are critical.

To demonstrate our ability to manage high transaction volumes efficiently, we have provided data from Harris County, our largest Tax Office client. During peak payment hours on our busiest days, our system successfully processes an average of 53 transactions per minute without disruption. While our second and third highest-volume days vary each year, they consistently fall within January, a historically high-traffic month. To provide further transparency, we have included detailed transaction data for our busiest months and days over the past three years.

Tax Year 2022

- Peak Payment Month (January): \$1,083,345,759.46 @ 185,550 transactions
- Peak Payment Day (Jan 31st): \$162,480,859.70 @ 33,193 transactions (23 trans/minute)

Tax Year 2023

- Peak Payment Month (January): \$1,267,293,621.99 @ 193,664 transactions
- Peak Payment Day (Jan. 31st): \$177,532,691.66 @ 31,751 transactions (22 trans/minute)

Tax Year 2024

- Peak Payment Month (January): \$1,455,472,002.26 @ 212,514 transactions
- Peak Payment Day (Jan 31st): \$186,341,153.73 @ 31,794 transactions (22 trans/minute)

- **Call volume, concurrency, and peak usage should be considered when preparing pricing; vendors should clearly state any assumptions used**



Based on the City's indication of 4,000+ account-related transactions per month, CORE has prepared pricing assumptions designed to ensure the IVR platform performs reliably during both normal and peak usage periods.

For quoting purposes, the following assumptions were used:

- Approximately 4,000–6,000 IVR interactions per month
- Peak usage occurring during common municipal payment and billing periods (morning hours, billing cycle due dates, and end-of-month activity)
- Estimated 5–10 concurrent callers during peak windows
- Average IVR session length of 2–4 minutes depending on the type of inquiry
- Multiple City staff users accessing the administrative interface for monitoring and management

The CORE IVR platform is cloud-based and designed to scale dynamically to handle concurrency without degradation of performance. Capacity is not constrained by fixed phone-line limits but instead by scalable session handling within the platform.

Should actual call volume exceed these assumptions, the system can be expanded without changes to the Webex or Munis integration architecture.

These assumptions are provided for transparency and can be adjusted in coordination with the City if more detailed call data becomes available.

- **Multiple City employees will utilize the system for call handling and administration; vendors should specify any user-based or role-based licensing requirements**

CORE's IVR platform does not rely on per-user or per-seat licensing for City staff. Instead, access to the administrative and monitoring interface is role-based and designed to support multiple users across departments without incremental licensing costs.

The City can assign role-based access depending on staff responsibilities, such as:

- System administrators responsible for configuration and management
- Supervisors monitoring call activity and performance
- Staff users responsible for reviewing interaction logs or reports

Because the IVR functions as an interaction gateway rather than a staff-operated application, the number of City employees accessing the system does not impact pricing. There are no additional fees associated with adding users or assigning roles within the platform.

This approach ensures the City can provide access to all necessary personnel for oversight and administration without concern for user-based licensing limitations.



- **Description of how your solution meets the requirements listed above**

CORE's IVR platform is designed to operate as a secure interaction gateway between the City's existing Webex calling environment and Tyler Munis, allowing residents to engage with real-time account information through a modern, structured phone experience without requiring changes to the City's telephony system.

Rather than functioning as a traditional phone-tree application, the IVR serves as an intelligent middleware layer that enhances the City's current infrastructure while preserving all existing Webex call routing, queue management, and staffing workflows.

The solution meets the City's stated requirements in the following ways:

Gateway IVR Supporting Webex

Inbound calls continue to be received and managed through Webex. When callers select an option requiring automated interaction, Webex performs a SIP handoff to the CORE IVR gateway. The IVR manages the interaction and can seamlessly transfer callers back to live representatives with relevant context preserved. The City retains full control of its telephony environment while gaining a modern interaction layer.

This architecture intentionally separates telephony from business-system logic. Webex continues to serve as the City's call management platform, while all account validation, data retrieval, and workflow logic occur within the IVR interaction layer. This avoids embedding business logic inside the telephony system and ensures that future changes to Munis workflows or account structures do not require modification of the City's Webex configuration. The result is a cleaner system boundary between telephony and business applications, reducing long-term complexity and risk.

Real-Time API Compatibility with Tyler Munis

The IVR communicates directly with Tyler Munis through secure API/web service calls. This allows callers to authenticate and retrieve live account data without relying on replicated datasets. Information presented to residents is always consistent with what City staff see within Munis.

Support for DTMF with Expandable Voice Capabilities

The platform fully supports reliable DTMF (touch-tone) interaction for all callers. The architecture also allows voice recognition services to be layered onto the IVR in the future without requiring changes to Webex or Munis integrations.

Intelligent Transfer to Live Representatives

Callers can request a representative at any point. When transfers occur, relevant context such as account identifiers and the reason for the call can be passed back through Webex so staff are not receiving "cold" calls.

Account Lookup by Account Number, Customer ID, or Address

Callers can identify themselves using any of the specified identifiers. The IVR securely queries Munis in real time to retrieve the associated account and provide accurate balance and account information during the session.

***Modern, Data-Driven Interaction Flow***

Because the IVR session is driven by live Munis data rather than static menus, callers are guided through logical, efficient interactions that avoid the rigid experience commonly associated with legacy IVR systems.

Designed for Public-Facing Account and Service Inquiries

The IVR is purpose-built for municipal account interaction, allowing residents to obtain meaningful account information, navigate to appropriate departments, and resolve inquiries efficiently without unnecessary transfers.

Capacity for Expected Call Volume and Concurrency

Pricing assumptions were based on 4,000–6,000 monthly interactions, 5–10 concurrent callers during peak periods, and average session lengths of 2–4 minutes. The cloud-based platform scales dynamically to accommodate higher volumes without changes to system architecture.

No Per-User Licensing for City Staff

Access to the administrative interface is role-based rather than per-user. The City may assign access to multiple employees without incurring additional licensing costs.

Together, this architecture provides the City with a modern IVR experience that enhances resident service, preserves existing telephony investments, and leverages real-time Munis integration to deliver accurate, efficient account interaction.

- **Integration approach with Webex and Tyler Munis**

CORE's IVR solution is designed to operate as a secure interaction layer between the City's existing Webex calling environment and Tyler Munis, allowing residents to interact with real-time account information without requiring changes to the City's telephony system or Munis configuration.

This integration is built on proven, repeatable methods already used in municipal utility environments and focuses on three core outcomes:

1. Real-time account and balance lookup from Munis during the IVR session
2. Structured IVR interaction that adapts based on live Munis data rather than static menus
3. Seamless caller transfer between the IVR and live staff through Webex with relevant context preserved

Integration with Webex

The City's Webex environment remains the primary call handling platform. Inbound calls are received and routed through Webex as they are today.

When a caller selects an option requiring automated interaction, Webex performs a standard SIP handoff to the CORE IVR gateway. The IVR manages the session and can return the caller back to Webex at any time with relevant context preserved.

This design:

- Requires no changes to Webex call routing or infrastructure



- Preserves the City's existing queue and staffing workflows
- Allows the IVR to enhance, not replace, the telephony system

Integration with Tyler Munis

The IVR communicates directly with Tyler Munis using secure, real-time data exchange methods that allow the system to function as a natural extension of the City's account environment.

Through this integration, the IVR can:

- Authenticate callers using account number, customer ID, or address
- Retrieve live account balance and status information
- Present relevant account details during the interaction
- Support accurate reconciliation of account activity when required

Because the IVR references Munis directly rather than relying on separate data stores, residents receive information that is always consistent with what City staff see within the system.

CORE supports both automated file-based integration and real-time API-enabled communication, depending on the City's Munis configuration and preferences. This flexibility ensures a reliable integration approach without requiring custom development.

Unified Interaction Design

By connecting Webex and Munis through the IVR gateway, the City gains a unified interaction flow where:

- Callers can obtain meaningful account information without unnecessary transfers
- Staff receive callers with context when live assistance is needed
- The City maintains a single, authoritative source of account data

This architecture allows the IVR to enhance resident service while fitting cleanly into the City's existing systems and operational workflows.

• **Licensing and pricing structure (including any implementation or ongoing costs)**

CORE's IVR solution can be deployed in two configurations depending on how the City prefers to manage secure account and payment interactions.

Configuration 1: IVR for Account Inquiry and Call Routing Only

<i>Item</i>	<i>Cost</i>
IVR Software License (annual)	\$8,795
Implementation	\$3,100
Per Minute	\$0.10



Configuration 2: IVR Supporting Secure Account and Payment Processing

<i>Item</i>	<i>Cost</i>
IVR Software Subscription (annual)	\$0.00
Implementation	\$0.00
Payment Processing	Standard Service-fee or absorbed model

Optional Expansion: Online and Over-the-Counter Channels

The same secure interaction platform can support web payments and over-the-counter cashiering using the identical Munis integration and security framework. When utilized in conjunction with CORE's payment processing services, these channels are also supported without additional software licensing costs to the City.

- Estimated implementation timeline**

The estimated timeline below reflects a conservative planning baseline that accounts for typical dependency windows associated with client data readiness, third-party vendor coordination, and integration credential provisioning. Several phases, particularly Client Data Delivery, Integration Configuration, and User Acceptance Testing, are dependent on the timely availability of information, access, and approvals from the Client and external system vendors.

Where required inputs, credentials, and approvals are provided earlier than anticipated, CORE will work collaboratively with the City to **compress phase durations and accelerate overall time-to-go-live**. Final phase sequencing and timeline optimization will be confirmed jointly during project kickoff.

Project Phase	Est. Duration
Initiation: Once the Statement of Work is signed, CORE will begin project setup and schedule a kickoff meeting. During this meeting, our collective teams will review the implementation process, identify responsible parties, review the project scope, discuss any questions about the project, and review the initial timeline.	2 Weeks
Client Data Delivery: To implement the solution most efficiently, CORE requires example files and other system and process information from the Client.	8 Weeks



Integration Configuration and Site Buildout: CORE's technical teams build out Client's system per SOW and requirements gathered during Data Delivery phase.	6 Weeks
User Acceptance Testing and Training: The Client will have access to a test system to review features and functionality and identify any issues. After the first round of testing, CORE will review and address issues. After the second round of testing, Client will review the system for go-live readiness and sign-off on the existing configuration and functionality. Training will be conducted in the "train the trainer" format with suitable materials that permit Client to train its own staff.	4 Weeks
Go Live – Production Deployment: Upon completion of the User Acceptance Testing sign-off, CORE will coordinate a go-live date with Client to make the updated system available in production. CORE will work with Client to ensure the system functions as expected in production and customers can successfully complete payments.	2 Weeks
GO LIVE COMPLETION	22 Weeks (estimated)
Stabilization and Support Handoff: Post Go-Live, CORE will continue to monitor the system closely and work with the Client to address any issues that may come up during rollout. Once the new system is stable (system working as intended, no outstanding critical issues, normalized operations), the implementation team will hand off to support and engagement for ongoing support, questions, Change Orders, and maintenance activities.	4 Weeks

- **PCI compliance considerations, specifically related to call transfers and payment-related interactions**

CORE's IVR architecture is designed specifically to minimize PCI scope for the City while still allowing residents to complete secure account interactions over the phone. The IVR operates as a secure interaction layer between Webex and Tyler Munis, meaning that sensitive data entry can occur within the IVR environment rather than through City staff or the telephony system.

Key PCI design considerations include:

Isolation of Cardholder Data from City Staff and Systems

If payment functionality is enabled, callers enter payment information directly into the IVR session rather than providing card data to a live representative. This prevents cardholder data from being spoken aloud, heard by staff, recorded in call logs, or transmitted through the Webex environment.



City staff never see, hear, or handle cardholder data.

Secure Call Transfer Design

When callers request to speak to a representative during or after an account interaction, the IVR performs a controlled handoff back to Webex without exposing any sensitive information collected during the session. Account context can be preserved while maintaining separation between the IVR interaction and the City's telephony system.

This design ensures that transfers do not introduce PCI exposure to staff or phone infrastructure.

Tokenized, PCI-Secure Transaction Environment (Optional Capability)

When the IVR is used to support payment transactions, CORE's certified payment processing environment utilizes tokenization and secure data handling so that cardholder information is never stored within the IVR, Webex, or City systems. Payments can post back to Munis in real time without increasing the City's PCI footprint.

Reduced PCI Scope for the City

Because sensitive payment data is confined to the secure interaction environment rather than City systems or personnel, the City's PCI obligations are significantly reduced compared to traditional phone-based payment methods where staff handle card information.

This architecture allows the City to support secure resident interactions over the phone while maintaining strong PCI controls and minimizing risk associated with call transfers and payment-related activity.

- **Whether your solution requires a dashboard or administrative interface**

The CORE IVR platform is managed through the CORE Administrator, the same administrative interface used across CORE's broader digital payment and customer interaction solutions.

Authorized staff can access the CORE Administrator to:

- Monitor IVR activity and session history
- Review interaction logs and call outcomes
- Manage configuration settings and routing logic
- Access reporting related to IVR interactions
- Administer user roles and permissions

This approach provides the City with a single, consistent administrative environment for managing IVR interactions alongside other digital payment and customer service channels, reducing complexity and eliminating the need for multiple systems.

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- **Any relevant municipal or government references**

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