

**City of Havelock**  
**Integrated Voice Response System**  
**Addendum 1**  
**August 3, 2018**

**Questions Received**

1. Please describe the type of permits expected to be paid for using this new system?  
Permits issued by the Planning and Inspections Department (building and zoning)
2. You are requiring real-time integration for payment data and posting of payments. Can you confirm that Tyler MUNIS has an available API for permits, general payments, and animal licenses?  
The City believes an API is available.
3. How will general payments be identified? For example: invoice number, citation number, or another identifier?  
Invoice number
4. How will animal license payments be identified?  
Invoice number
5. Where will issued addendum be posted on August 3?  
City website
6. Is the City interested in a Cloud or On-Premise solution? Or is there no preference?  
Either is acceptable but cloud is preferred
7. What is an ending disconnect?  
Ending disconnect is a pending disconnect
8. Does the City have specific reporting requirements?  
City's report requirements are typically of a N.C. local government so additional clarification is needed
9. How many IVR minutes does the city consume each month?  
City doesn't currently utilize IVR so no information is available
10. Do you want vendor to update data back to the City, assuming into Tyler/MUNIS, if so what data will need to be updated?  
IVR system is expected to update Tyler/MUNIS will all payment data
11. Is eCheck the payment gateway the City is using now?  
eCheck is just short hand for electronic check, however; please note that your system must be capable of blocking this feature if the customer is marked cash-only

12. Will the IVR platform integrate directly with the e-checks payment gateway or will the IVR platform collect the payment information and submit to Tyler/MUNIS system?

Directly with Tyler/MUNIS

13. What is the desired *"easy exit route"* described in requirement 3? Send call to a predetermined DNIS, etc.?

Ability to transfer to Havelock Customer Service by pushing single button

14. Please provide more detail and an example use case regarding the, *"transfer feature,"* mentioned in requirement 8.

The ability to press a key or link and be connected to a system where payment can be entered

15. Will outbound collection calls referenced in requirement 9 be routed to a live agent or play a pre-recorded announcement?

Live Agent

16. Please provide more requirements around the survey feature referenced in requirement 11.

- a. How many questions per survey? Unsure but estimate 10
- b. How many responses per question? Unsure but estimate 5
- c. Is open feedback/response recording a requirement? Yes
- d. What are the reporting requirements? Ability to export to Excel