



# COLLIN COUNTY

Information Services  
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**To:** Judge Chris Hill  
Commissioner Duncan Webb  
Commissioner Darrell Hale  
Commissioner Cheryl Williams  
Commissioner Susan Fletcher

**From:** Caren Skipworth, CIO

**Date:** 9/3/2024

**Re:** Tyler Jury Interactive Voice Response (IVR)

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The Collin County Information Technology Department and District Clerk request Commissioners Court consideration to amend the Tyler Jury Manager agreement to include Interactive Voice Response (IVR) service.

The Vendor is offering the service at no cost for two years and a cost of \$20,000 in year three. However, it is anticipated that a subsequent Amendment to upgrade the Jury system and include IVR functionality will supersede this Amendment well in advance of the three year timeline. No increase in cost is anticipated as a result of this Amendment.