RESOLUTION NO. 2011-24

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF ELK GROVE WAIVING THE BID REQUIREMENTS FOR CONTRACT SOLICITATION AND AUTHORIZING THE CITY MANAGER TO EXECUTE A SOFTWARE LICENSE AND MAINTENANCE CONTRACT WITH SELECTRON TECHNOLOGIES, INC. FOR THE IMPLEMENTATION OF A VOICE UTILITY SYSTEM FOR UTILITY BILLING IN THE AMOUNT OF $130,550 OVER A FIVE YEAR PERIOD

WHEREAS, Utility Billing Customer Service Representatives (CSRs) are a valuable resource for the City of Elk Grove whose hours are split between customer service and administrative projects benefitting the billing function as a whole; and

WHEREAS, administration of the new turn off trash program has greatly increased the workload for CSRs that can be at least partially alleviated through the automated VoiceUtility software from Selectron Technologies, Inc.; and

WHEREAS, residents who have had their trash suspended cannot be easily serviced through an automated system; and

WHEREAS, automated phone tree service systems are increasingly common in both public and private sector service interactions as citizens become more familiar with technology and technology improves; and

WHEREAS, Selectron Technologies, VoiceUtility software has a proven track record of increasing access to information while simultaneously reducing staffing needs to service customers; and

WHEREAS, Selectron Technologies, Inc. has a special relationship with SunGuard Public Sector software giving it exclusive rights to fully integrate add-on programming, such as the VoiceUtility software, with SunGuard's own systems; and

WHEREAS, the City has previously contracted for similar services through Selectron Technologies, Inc. for VoiceUtility in the Building Department with great success; and
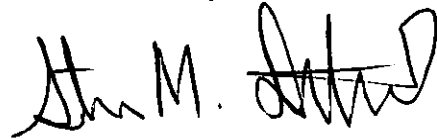
WHEREAS, the City will recognize economy of scale and synergistic advantages in utilizing the same vendor already providing the similar services to the City's Building Department; and

WHEREAS, utilizing a supplier not fully integrated with SunGard Public Sector would lead to manual processing of payments initiated by the system.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Elk Grove hereby:

1) Waives the bidding requirements of Elk Grove Municipal Code Section 3.42.140(B)(2); and

2) Authorizes the City Manager, or her designee, to execute a Professional Services, Software License and Support and Maintenance Agreement with Selectron Technologies, Inc. for Implementation of a VoiceUtility system for Utility Billing functions in the amount of $130,550 over a five year period.

PASSED AND ADOPTED by the City Council of the City of Elk Grove this 9th day of February 2011.

STEVEN M. DETRICK, MAYOR of the
CITY OF ELK GROVE

ATTEST:

JASON LINDGREN, CITY CLERK

APPROVED AS TO FORM:

SUSAN COCHRAN, CITY ATTORNEY

August 9, 2010

Andrew Keys
Finance Analyst
City of Elk Grove
8400 Laguna Palms Way
Elk Grove, CA, 95758

Dear Mr. Keys,

This letter is intended to be a letter of understanding between the City and Selectron Technologies, Inc., regarding the Scope of Work and for the implementation of your *VoiceUtility* system.

As accepted by the City below, this will constitute acceptance of the items within this letter, the enclosed Statement of Work and the terms and conditions currently in effect in the Professional Services Agreement, *Software License Agreement* and Support and Maintenance Agreement for the purchase of the Selectron *VoicePermits* Solution. If there is a conflict with a term within these documents, the order of precedence will be:

- Letter of Understanding
- Scope of Work starting on page 2 of this letter
- Statement of Work starting on page 8 of this letter
- Professional Services Agreement executed on January 9, 2007
- Software License executed on January 9, 2007
- Support and Maintenance Agreement executed on January 9, 2007

If you have any questions or concerns, please do not hesitate to contact us at your earliest convenience.

Sincerely,

Todd A. Johnston
President and CEO

Accepted By: _____
                            Authorized Representative

Date Accepted: _____

Scope of Work

VoiceUtility™ Interactive Voice Response Base Solution (4 Port) $47,900

Included Functionality:
- Current Balance Owed
- Last Billing Date and Amount
- Next Billing Date

- Transaction Logging
- Last Payment Date and Amount
- *VoiceUtility* Reporting Module

Included Fax and Email Functionality:
- Payment History
- Billing History
- Account Status Detail

- Last Payment Date and Amount
- *SmartDelivery* (2-port)

Payment Processing	
Initial Setup *(Per Database Integration)*	**Included**
Credit Card Processing Module *(Per Application)*	**Included**
Solution Design & Development	**Included**
Selectron Project Management	**Included**
On-Site Installation, Travel Expenses & Training	**Included**
12 Month Warranty on Selectron Technologies Provided Hardware & Software	**Included**
(Begins Upon Completion of On-Site Installation)	
System Documentation	**Included**

VoiceUtility Hardware & Software *(includes set up & configuration)*

ProLiant ML 350 G5   3,000
- Microsoft Windows 2003 Server
- 2 GB RAM
- CD ROM, 56K Modem, Integrated Gigabit
Network adapter
- Intel Xeon Quad-Core 2.5 GHz Processor
- Two (2) 160GB SATA Hard Drives (RAID 1)

VoiceUtility System Functionality

Professional Voice Recording	
Base System Call Flow & Prompts	**1,500**
Street Names (1-3K)	**1,500**
Spanish Language Options	
Initial Setup	**6,500**
Professional Voice Recording	
Translation & Professional Voice Recording of Base System Call Flow & Prompts	**2,500**

Outbound Delivery Services
    Initial Setup   **3,500**
    Outbound Notifications:
        Delinquency Notification.   **5,000**

Investment for *VoiceUtility*	**$71,400**

Required Items Not Included in Selectron Technologies *VoiceUtility* Base System

- Phone Lines & Network Services Required to Support the Installation
- Required Host Interface (Please Contact SunGard HTE for Pricing for 'VC-CIS Voice Response Selectron Interface'
- Required host interface (please contact SunGard HTE for pricing for 'CX/IVR-CIS IVR Credit Card Interface'
- Required host interface (please contact SunGard HTE for pricing for 'CX/IVR-CIS Delinquency Callout listing
- SQL DB2 Tool Kit (Usually obtained through your hardware vendor)
- Host Interface Components Must Be Installed and Functioning Prior to On-Site Installation
- The *Payment Processing* Module Does Not Include Merchant Account Provider Costs or Associated Fees, Payment Gateway Costs or Fees

SELECTRON PRODUCT AND SERVICE PRICING & PAYMENT INFORMATION

Pricing presented in the quote is set based upon the 12-month warranty period beginning upon completion of on-site installation. Adjusting the start date of the included 12-month warranty will result in an adjustment to the pricing provided in this quote.

Pricing does not include additional application integration charges that may be required as part of this solution. This includes Application Vendor API, user, or implementation fees, additional licensing fees, or other surcharges directly or indirectly charged by or remitted to the Application Vendor.

SCHEDULE

25%	Invoiced at time of execution of contracts
50%	Invoiced at completion of on-site installation
20%	Invoiced 30 days after on-site installation
5%	Invoiced upon final acceptance

Initial Payment

Invoiced upon receipt of purchase order. Enables Selectron Technologies to purchase necessary hardware, fund travel expenses, and invest the technical support hours to design and develop the application for your jurisdiction.

Second Payment

Invoiced at the completion of the on-site installation and training phase of the implementation, or when the system is available for Client testing at Client site. The Warranty also begins on this date.

Third Payment

Invoiced 30 days after the completion of the on-site installation. The Client is given thirty days to test functionality as defined by the contract and the agreed upon call flows. It is the Client's responsibility to ensure full testing is completed during this period.

Final Payment

Invoiced after Client has completed the Final Testing and Acceptance of the system. Selectron Technologies will have resolved all issues found during testing. If Final Acceptance is delayed beyond thirty days, not due to any fault of Selectron Technologies, the payment will become immediately due.

TAXES

Sales Tax or any other applicable taxes are **NOT** included in any of this proposal's pricing information. If taxes become applicable, these taxes will then need to be added to the proposed pricing.

PAYMENT TERMS

Terms are net 30 from date of Invoice. Past due invoices are subject to a 1.5% per month late fee.

VENDOR INFORMATION

Selectron Technologies, Inc.
7405 SW Tech Center Drive, Suite 140 Portland, OR 97223
Ph: 503.443.1400   Fax: 503.443.2052

ADDITIONAL REMOTE ADMINISTRATOR LICENSING

System administrators may remotely define configurable setting in the system through the Administration Tool. The base system includes two licenses for the Administration Tool. One license will be pre-installed on the system server; the second license allows the jurisdiction to install the Administration Tool on a workstation with network access.

Additional Remote Administrator Licenses **$250**

TIME-AND-MATERIALS BILLING RATES

Selectron will provide custom programming and non-warranty maintenance Client support on a time-and-materials basis.

Requested design, programming, testing, documentation, implementation work, and customer support will be performed at our then current, standard published billing rates. Selectron will issue a quote and scope of work to the Client. A purchase order must be issued before work can be scheduled or begin.

ADDITIONAL TRAINING AND ON-SITE SUPPORT

All travel and associated expenses for the on-site installation work during the initial setup are included in the base system price.

If the Client requests additional on-site work, travel and out-of-pocket expenses will be billed at $1,750 per day (2 day minimum) with at least 14 day advance notice. If 8-14 days' advance notice is provided the rate increases to $2,000 per day; if the notice is less than 7 days the rate increases to $2,500 per day.

If changes are made to a travel schedule after plans are confirmed, the Client is responsible for any change fees or price changes incurred for airfare, hotel or car rental.

Support Exhibit

Pricing

Effective Dates: 12-Month Service Date begins at the completion of on-site Installation

Extended Maintenance Estimate:

Item	Dates covered	Amount	Payment Due Date
VoiceUtility	December 1, 2010 to November 30, 2011	Included	Included
VoiceUtility	December 1, 2011 to November 30, 2012	$10,710.00	November 15, 2011
VoiceUtility	December 1, 2012 to November 30, 2013	$11,245.00	November 15, 2012
VoiceUtility	December 1, 2013 to November 30, 2014	$11,805.00	November 15, 2013
VoiceUtility	December 1, 2014 to November 30, 2015	$12,395.00	November 15, 2014
VoiceUtility	December 1, 2015 to November 30, 2016	$12,995.00	November 15, 2015

Notes:
- For this purpose, we will assume a December 1, 2010 start date on the currently scheduled System. Actual date is based on the on-site implementation and will be mutually determined with your Project Coordinator.
- The System Value for maintenance calculations is $71,400.
- Maintenance amounts for future periods are estimates, and do not include increases to reflect additional functionality purchased.
- Maintenance estimates for future periods are not a guarantee that annual support agreements will be offered. You will receive a minimum of 12 months notice of discontinuance of annual support agreements.

Products and Licenses

VoiceUtility™ Interactive Voice Response Base Solution (4 Port)

Included Functionality:
- Current Balance Owed
- Last Billing Date and Amount
- Next Billing Date

- Transaction Logging
- Last Payment Date and Amount
- *VoiceUtility* Reporting Module

Included Fax and Email Functionality:
- Payment History
- Billing History
- Account Status Detail

- Last Payment Date and Amount
- *SmartDelivery* (2-port)

Payment Processing
> Initial Setup *(Per Database Integration)*
> Credit Card Processing Module *(Per Application)*

Professional Voice Recording
    Base System Call Flow & Prompts
        Street Names (1-3K)
Spanish Language Options
        Translation & Professional Voice Recording of Base System Call Flow & Prompts
Outbound Delivery Services
        Delinquency Notification

Customer Support Contacts

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact: _____ Email_____ Telephone: _____

Contact: _____ Email_____ Telephone: _____

Contact: _____ Email_____ Telephone: _____

Group Email for all three contacts: _____

Selectron
TECHNOLOGIES, INC.

Microsoft
GOLD CERTIFIED
Partner

Statement of Work

VoiceUtility™
Payment Processing: Credit Card
Professional Voice Recording (Call Flow and System Prompts)
Professional Voice Recording (Street Names)
SmartDelivery

2.20.6

Table of Contents

1.0 Overview

This Statement of Work (SOW) outlines the software, hardware, and implementation services included with the purchase of an interactive solution from Selectron Technologies. Additionally, this document describes the Customer's responsibilities in providing a suitable environment and facilitating a successful implementation of the Selectron Technologies' interactive solution.

2.0 Functionality

This section details the functionality of each application included in the implementation of this interactive solution. All functions and features are dependent upon required utility data availability. The interactive solution must be able to retrieve data from the utility database either through direct access or through an indirect interface provided by the Customer and/or database vendor. In addition, the interactive solution is required to post data back to the utility database. Normally, an indirect interface is provided to ensure system integrity for posted data.

The exact data required for retrieval and posting by the interactive solution is determined by final product definition including agreed upon call flow, business rules, and work process. Additionally, the call flow, business rules, and work process may be limited by the availability and access to data.

2.1 VoiceUtility

The VoiceUtility application interacts with the Customer's utility database to deliver information and services over the phone to callers.

2.1.1 Standard Feature Set

This section details the standard features included with the VoiceUtility application.

2.1.1.1 Account Access

VoiceUtility provides callers with current utility account status information, including the caller's site number, site address, current or delinquent balance, payment due date, pending amount, and consumption information. Additionally, callers may request to hear billing and payment history for the last 12 months. To access account information, callers enter their utility account number and, optionally, a security code. The security code can be determined by the Customer, but must be verified by the utility database.

Once callers have heard their account status, they can request a fax of the information. Using their keypad, callers enter the fax number to which the documents will be sent.

2.1.1.2 SmartDelivery

SmartDelivery software enables VoiceUtility to send faxes and/or e-mails to callers.

When requesting a fax, callers are prompted to enter the number where the fax should be sent. Selectron Technologies recommends that faxed documents be no longer than ten pages to ensure accurate delivery to recipients.

Prior to receiving an e-mail, callers must have an e-mail address on file in the utility database. If an e-mail address is not available, callers are not given the option of receiving an e-mail.

2.1.2 Additional Features

This section details the optional, add-on modules included with the VoiceUtility application.

2.1.2.1 Payment Processing: Credit Card

VoiceUtility accepts credit card payments; the Customer's business rules determine whether the system can process over payments or partial payments. Visa®, MasterCard®, and American Express® are all pre-configured credit card types within VoiceUtility; credit card types not used by the Customer will be unavailable to the caller. Once a payment has been processed, VoiceUtility issues a payment confirmation number. When taking a payment, the payment processing software verifies the credit card number and expiration date. For more security, the Customer can choose to verify the card holder's zip code and security code.

VoiceUtility provides a report for manual posting, or, if supported, passing payment information to the interface to be processed into the Customer's utility system.

The following payment processing fees and services are not covered by purchase of the VoiceUtility system:

- Transaction fees

- Merchant accounts

- Third-party payment processing services, fees, and software

The Customer must select the third-party payment processing vendor prior to system development. Any changes to payment processing vendors, after system development, are billable on a Time and Materials basis.

2.1.2.2 Professional Voice Recording

All system prompts (including call flow) and street names are professionally recorded prior to installation. The following non-system prompt and message types are not included, and require Customer recording:

- Optional Greeting (section 3.1.4, Append an Optional Greeting)

For more information regarding non-system prompt recording, refer to section 3.1.7, Record Prompts and Responses. The Customer must sign-off on all Professional Voice Recording scripts prior to prompt recording. All prompt change requests after recording has been completed may incur additional charges on a Time and Materials basis (street names will be updated on a quarterly basis as described in section 3.1.6, Add New Streets).

3.0 Administrative Tasks

This section details tasks that the Customer's system administrator can perform while maintaining and operating the interactive solution.

3.1 VoiceUtility

The tasks listed below apply to the VoiceUtility application.

3.1.1 Run System Reports

System administrators can generate, view, save, and print system usage reports using Microsoft Internet Explorer® 5.0, Mozilla Firefox 1.0, or newer, with access to the Customer's intranet. Reports can be saved as PDF files from the browser.

System administrators can also configure reports for automatic delivery to designated e-mail addresses. Auto-delivery frequency options include monthly, weekly, and daily.

Table 1 lists the reports available with this implementation.

Table 1 System Reports

Report	Definition
System Usage	Calls received by day for selected date range
System Line Usage	Calls received by line for selected date range
System Usage by Hour	Calls received by hour for selected date range
System Statistics	Displays consolidated usage information, including time in use and call time information
Action Report	Number of times the application functions were selected for selected date range
Payment Detail Report	Payment type with date, time, utility account numbers, and Confirmation numbers
Fax Activity Report	Fax status, document, date, time, and number
Email Activity Report	Date sent, document type, confirmation number, and account number

3.1.2 Set Operator Transfer Extension

By setting the operator transfer extension, system administrators can determine where VoiceUtility transfers calls. Calls can be transferred to different extensions depending on the time of day and what type of information the caller is requesting. Operator transfer settings are managed using the Administration Tool (section 4.2, Software).

3.1.3 Set Office Hours and Holidays

When office hours and holidays have been set, the system checks against the office hours and holiday schedule to determine the correct action when transferring calls.

3.1.4 Append an Optional Greeting

Appending an optional greeting instructs VoiceUtility to play an additional greeting message when callers access the interactive solution. The optional greeting can be used to inform callers of changes in office hours or upcoming holidays. System administrators are responsible for recording the optional greeting. Training on how to record prompts and responses is provided during system installation. (section 4.3.3, Provide Administrative Training).

3.1.5 Control Administrative Access

The system administrator is responsible for creating and deleting administrative accounts, editing account access levels, and changing the prompt recording access PIN for VoiceUtility. Access levels can be set to only allow reporting capabilities or to allow full administrative access. Administrative access can be set using the Administration Tool (section 4.2, Software).

3.1.6 Add New Streets

As new streets are added to the Customer's jurisdiction, the system administrator should add them to the VoiceUtility system; this ensures that appropriate responses are played to caller inquiries. Adding new street names and words requires two steps: creating the file in the Administration Tool (section 4.2, Software) and then recording the name or word using the telephone.

When Professional Voice Recording has been implemented, street name prompts are recorded for the Customer prior to system delivery. Any new or updated prompts can be recorded for the Customer on a quarterly basis; prompts needing immediate recording, between quarterly updates, are the Customer's responsibility (section 3.1.7, Record Prompts and Responses). Note that, in order for Selectron Technologies to identify new streets, they must exist in the VoiceUtility database. Access to quarterly voice updates is contingent upon an active Support and Maintenance plan; refer to the Contract for more details.

3.1.7 Record Prompts and Responses

New street words, codes, or system prompts need to be recorded. Recording prompts and responses creates an audio file for use by the interactive solution during a call. Each word or phrase has a unique identifying number that is used in recording. After a report is generated showing the number of unrecorded prompts, a system administrator can call the system to record the missing prompts.

When purchasing Professional Voice Recording, all system prompts (including call flow) and street names are recorded prior to system delivery. However, non-system prompt types and messages must be recorded by the Customer; refer to section 2.1.2.2, Professional Voice Recording, for a list of non-system prompts. Training on how to record prompts and responses is provided during system installation (section 4.3.3, Provide Administrative Training).

3.1.8 Monitor System Status

Using the system monitor, the Customer's system administrator can view the status of the VoiceUtility application. The status of each line is displayed, complete with the actions (if any) that are currently taking place.

3.1.9 Define Fax Template Location

When callers request faxes, the information is sent in a pre-determined template. The Customer is responsible for creating a template in RTF format and uploading it using the Administration Tool (section 4.2, Software). Each implemented module with faxing functionality may require a separate template. Selectron Technologies' Project Manager assists the Customer in determining the number of templates required to ensure system functionality.

3.1.10 Assign E-mail Field

In order for callers to receive an electronic copy of information, the Customer must assign a field to hold the e-mail address in the utility database.

3.1.11 Set Payment Processing Guidelines

Setting payment processing guidelines consists of updating the password VoiceUtility uses to securely interface with the payment vendor and directing how the interactive solution processes payments from callers. Using the Administration Tool (section 4.2, Software), the system administrator can update the payment vendor password, change credit card authorization options, and test payment processing.

4.0 Deliverables

This section details the hardware, software, and services included in system implementation.

4.1 Hardware

Refer to Appendix A, **Hardware Specifications**, for details regarding hardware provided with the interactive solution.

4.2 Software

4.2.1 Selectron Technologies Software

The interactive solution's server (Appendix A, section B.1, Server) has the following Selectron Technologies' software installed:

- VoiceUtility application software
- Credit Card Payment Processing software
- SmartDelivery software

In addition to the software listed above, the base system includes two licenses for the Administration Tool. The Customer uses this software to remotely define user-configurable settings in the interactive solution. One license is pre-installed on the server (Appendix A, section B.1, Server); the second license allows the Customer to install the Administration Tool on a workstation. Additional Administration Tool licenses can be purchased.

4.2.2 Third-Party Software

The interactive solution's server has the following third-party software installed:

- Microsoft® SQL® Server 2005 Express Edition with Advanced Services SP1 (embedded, run-time edition; not for use with any other product)
- Symantec® pcAnywhere® remote access software
- Microsoft Visual C#®
- Microsoft SDK 5.1 for Windows®

4.3 Installation and Training

Selectron Technologies provides two days of on-site installation, testing, and training for the interactive solution.

4.3.1 Test and Install System Server

On the first on-site day, an Installation Specialist installs the interactive solution's server and performs any necessary configuration. Once installed, the Installation Specialist tests the interactive solution to ensure all included applications are functioning properly (refer to section 2.0, Functionality, for a list of all included applications).

4.3.2 Test Credit Card Payment Functionality

Test transactions are run to verify the interface between the Payment Processing software modules with the vendor selected for payment processing.

4.3.3 Provide Administrative Training

Training for the system administrator occurs on the second day of the Installation Specialist's visit. Training also includes guidance on how system administrators can train additional staff.

Training for non-system prompt recording is also provided (refer to section 2.1.2.2, **Professional Voice Recording**, for a list of non-system, VoiceUtility prompts)

4.3.4 Interface Upgrades

After the initial implementation of the interactive solution, the application database vendor may release new updates to their application or its interface (API) that enable previously unavailable standard functionality described in this document. Implementing these features in a completed interactive solution with an upgraded application or interface will normally require professional services outside the scope of this document.

4.4 Documentation

A hard copy of the Administration Manual for each included application is delivered with the server. Additionally, an electronic version of each manual is provided in PDF format (refer to section 2.0, Functionality, for a list of included applications).

4.5 Support

Selectron Technologies' interactive solution has been thoroughly tested to ensure that the performance and functionality described in this document is accurate. The solution's software and hardware components are dependent on many services and applications within the Customer's operating environment that can impact system performance. While the interactive solution is designed to minimize performance interruptions, from time to time they will occur. Once notified of an interruption, Selectron's Customer Support Service begins troubleshooting the issue, with the objective of returning the system to full functionality as quickly as possible.

Refer to your Service Agreement, or section 5.1.3, On-going System Maintenance, of this document, for more information regarding services provided with the interactive solution.

5.0 Responsibilities and Requirements

5.1 Selectron Technologies, Inc.

This section outlines Selectron Technologies' responsibilities regarding system implementation and maintenance.

5.1.1 Pre-Installation

5.1.1.1 Provide Project Management

Selectron Technologies assigns a Project Manager to the system implementation. The Project Manager is the Customer's primary contact at Selectron Technologies and coordinates all necessary communication and resources.

5.1.1.2 Provide Documentation

The Project Manager provides the Customer with the following documents to help facilitate the implementation process:

- Implementation Questionnaire- identifies the Customer's functional needs and is used to create an implementation timetable. Each application included with this implementation has its own questionnaire (refer to section 2.0, Functionality, for a list of included applications).
- Remote Access Questionnaire- details information needed by Selectron Technologies to remotely access the Customer's network and utility database, prior to system delivery and installation, to allow for complete system testing. Refer to section 5.2.1.6, Provide Remote Network Access to Utility Database, for more information.
- Implementation Timetable- details project schedule and details all project milestones.
- Pre-Install Checklist- prepares the Customer's staff for system installation. Once the checklist is completed and returned, the Project Manager schedules the on-site installation.
- Quality Assurance Test Plan- assists the Customer in determining that the interactive solution is functioning as specified in the Contract.
- System Acceptance Sign-off Form- indicates that the Customer has verified service functionality.

5.1.1.3 Develop Call Flow

The Project Manager works with the Customer to develop and complete the call flow design. Software development cannot begin until the call flow design is completed and approved by the Customer.

5.1.1.4 Provide Configuration Assistance

The Project Manager assists the Customer with the configuration of user-defined options. These options include:

- Deciding which vendor to use for payment processing.

5.1.1.5 Perform Quality Assurance Testing

Selectron Technologies thoroughly tests all applications and hardware prior to delivery, ensuring system functionality.

5.1.1.6 Provide Marketing Materials

Selectron Technologies provides marketing collateral that the Customer can use to promote the interactive solution to citizens. Marketing collateral includes a poster, tri-fold brochure, and business card; standard templates for each item are used. Collateral is developed using Adobe® InDesign® CS2 and is provided to the Customer in PDF format (original InDesign files are provided upon request).

Marketing collateral is adapted to the Customer's jurisdiction. Selectron Technologies' Project Manager assists the Customer in gathering the correct information to be displayed on the marketing collateral. Information displayed includes the following:

- Interactive solution's phone number
- Jurisdiction logo (preferably in EPS format)
- Jurisdiction address
- Name of the interactive solution, if Selectron branding is not utilized
- Included modules and functionality
- Additional contact/informational phone numbers
- Emergency contact information
- Sample utility bill for use on materials (PDF format)

The templates are adapted to fit the Customer's jurisdiction using the information from the above list. The Customer is able to review the material to ensure information accuracy. If errors exist, the marketing materials are emended to display the correct information. Any changes to the collateral that do not include the items listed above (e.g., design changes to the template) are billed on a time and materials basis. Any changes to the marketing materials after final delivery are also billed on a time and materials basis.

5.1.2 Installation

Selectron Technologies provides two days of on-site installation, testing, and training for the interactive solution. Refer to section 4.3, Installation and Training, for additional information.

5.1.3 On-going System Maintenance

Selectron Technologies' support plan includes repair or replacement of any failed hardware or software component, a toll-free support line, and dial-in technical support for the solution. Refer to the Contract for more information.

5.2 Customer

This section outlines the Customer's system implementation and maintenance requirements.

5.2.1 Pre-Installation

5.2.1.1 Return Implementation Questionnaire

Selectron Technologies' Project Manager provides the Customer with an implementation questionnaire (section 5.1.1.2, Provide Documentation). The implementation questionnaire must be returned prior to developing the call flow design and the implementation timetable. Each application included in the interactive solution has a separate implementation questionnaire. Refer to section 2.0, Functionality, for a list of all included applications.

5.2.1.2 Determine System Connection

Prior to system implementation, Selectron Technologies' Project Manager assists the Customer in determining how the interactive solution will be implemented—whether the system connects using standard, analog phone lines, a T1 line, ISDN (Integrated Digital Services Network), or VoIP (Voice over Internet Protocol). At times, these methods may incur differing costs (including such items as hardware, telephony professional services, or special installation services). The Project Manager will detail such special considerations as part of choosing the connection method. Once determined, and hardware has been purchased, changes to the connection configuration shall incur additional charges.

Refer to the item in the list below for more details on the requirements pertaining to connection methods:

- **Analog** For a traditional, analog implementation of the interactive solution, one phone line per port must be provided and installed by the Customer. Phone lines must be part of a hunt group; Selectron Technologies strongly suggests that the Customer configure a terminal hunt group, which helps determine line usage.

- **T1** If the Customer chooses a T1 line installation, a station-side line is required to connect the interactive solution's server to the PBX (Private Branch eXchange).

- **ISDN** When the Customer chooses to implement the interactive solution with an ISDN (Integrated Digital Services Network) system, full functionality may be dependent upon the feature set supported by the ISDN circuit provider.

- **VoIP** If the Customer chooses to implement the interactive solution with a VoIP (Voice over Internet Protocol) system, full functionality may not be available. VoIP is a developing technology in which standards, protocols, and integration methods are not yet mature. To ensure full func-

tionality, analog lines are often used to connect the interactive solution to the Customer's VoIP switch via a gateway device (which is not included with the interactive solution). This gateway device must support all necessary functions required of the switch (such as transfers).

The Customer is responsible for ensuring that the VoIP system is configured correctly to allow full functionality of the interactive solution. Full functionality may require additional third-party hardware and services, which are the responsibility of the Customer. Additional integration services are provided by Selectron Technologies' Project Manager and development team as part of the implementation process.

If the Customer is upgrading a Selectron interactive solution to a VoIP environment, an additional license fee is required to upgrade to the latest version of the Syntellect CT ADE toolkit.

5.2.1.3 Provide Customer Specific Information

The following information should be supplied to Selectron Technologies, in conjunction with the Implementation Questionnaire, to help create a precisely integrated product. For further clarification on the format and detail of the following data, refer to the Implementation Questionnaire or contact your Selectron Technologies' Project Manager.

- Street names
- Observed holidays
- Extensions used for transfer functions
- Utility account numbering scheme
- Validations used for receiving payment on a utility bill

5.2.1.4 Define Utility System and Interface Specifications

Selectron Technologies configures the interactive solution according to the Customer's completely defined utility system and interface (API) specifications. If the utility system and interface are being developed in conjunction with the interactive solution, Selectron Technologies works with the Customer and utility system vendor to define system specifications. The specifications must be completely defined prior to starting development on the interactive solution. Any subsequent changes to the defined specifications during development are billable on a time and materials basis.

5.2.1.5 Approve Call Flow

The Customer is responsible for approving the call flow design developed by Selectron Technologies' Project Manager. Once the call flow design has been approved, software development begins.

5.2.1.6 Provide Remote Network Access to Utility Database

In order to fully test the interactive solution, Selectron Technologies requires access to the utility database prior to installation. Selectron Technologies' Project Manager provides a Remote Access Questionnaire to help the Customer identify the necessary requirements (section 5.1.1.2, **Provide Documentation**). If remote access is not granted, the Customer should inform the Project Manager immediately.

While system installation can be successful without prior access to the utility database, additional, post-installation development and testing time will be necessary, delaying system activation by 1-2 weeks.

5.2.1.7 Acquire Payment Processing Services

To enable credit card payment processing, the Customer must acquire the payment processing services of a third-party vendor. The Customer is encouraged to discuss different options with their Selectron Technologies' Project Manager.

5.2.1.8 Confirm Pre-Install Tasks

Selectron Technologies' Project Manager provides the Customer with a pre-installation checklist (refer to section 5.1.1.2, *Provide Documentation*). Once the checklist is completed and returned, the Project Manager schedules the on-site installation.

5.2.2 Installation

5.2.2.1 Provide Installation Assistance

The Customer must ensure that telephony and network staff are available, or on stand-by, to assist with Selectron Technologies' Installation Specialist, if needed.

5.2.2.2 Provide Utility Database Access

The interactive solution's server must have access to the utility database and must be allowed access as a user on the database. The server may require additional licenses in order to have full access to the utility database; these licenses are the Customer's responsibility. In addition, the Customer must purchase and implement the utility database's interface.

5.2.2.3 Provide Network Access

The interactive solution's server must have network access via a 10/100 connection and a fixed IP address.

5.2.2.4 Provide Remote Access

Remote access to the interactive solution's server should be provided to Selectron Technologies' staff for development and technical support. There are multiple options for how to set up remote access—Selectron Technologies' Project Manager helps the Customer choose a solution that best fits the situation.

5.2.2.5 Install Phone Lines

Depending upon the telephony environment the Customer chooses, the process for connecting the interactive solution varies (section 5.2.1.2, *Determine System Connection*). The Customer (and, if necessary, the Customer's phone system provider) ensures that all necessary lines and/or components are installed and configured to allow integration with Selectron's interactive solution.

5.2.2.6 Confirm Service Functionality

The Customer has 30 calendar days after on-site installation to verify the functionality of the interactive solution. Within the 30-day system acceptance period the Customer should test system functionality using the provided Quality Assurance Test Plan (section 5.1.1.2, Provide Documentation). Additionally, the System Acceptance Sign-off form (section 5.1.1.2, Provide Documentation) must be sent to Selectron Technologies' Project Manager within this period.

5.2.3 On-going System Responsibilities and Requirements

5.2.3.1 Provide Remote Access

Remote access to the interactive solution's server must be provided to Selectron Technologies staff for development and technical support. Remote access can be set up using a VPN (Virtual Private Network) or IP (Internet Protocol) pinhole— Selectron Technologies' Project Manager assists the Customer in choosing a solution that best fits the situation.

Additionally, Selectron Technologies requires a variety of access accounts to the Customer's network and database/system. Changing or deleting access accounts could lead to disruption in service for the interactive solution and/or Selectron Technologies' ability to provide timely support. Please notify Selectron Technologies immediately if the following accounts are modified:

- VPN account and password (if applicable)
- Network account and password for the interactive solution
- Utility database accounts and passwords for the interactive solution
- Utility system accounts and passwords for the interactive solution ..
- pcAnywhere account and password (or other third-party remote access software)
- IP address of the utility database server
- Group user account and password (Cisco® users only)

5.2.3.2 Perform Regular System Backups

The Customer is responsible for including the interactive solution's server in regular system backup procedures.

5.2.3.3 Maintain Server Environment

The interactive solution's server should reside in an environment that meets acceptable, industry-standard hardware maintenance protocols. If adequate conditions are not maintained and/or the server sustains physical damage due to misuse, the Customer is responsible for server replacement.

5.2.3.4 Provide Security

The interactive solution is designed to operate within the Customer's secure network environment. Specifically, the software relies on the Customer's security measures; no further security infrastructure or anti-virus software is implemented.

Appendix A: Hardware Specifications

A. Overview

This addendum to the Statement of Work details the interactive solution's hardware specifications.

B. Hardware

B.1 Selectron Technologies Provided Server

The hardware delivered for this implementation is an upgraded HP ML350. This rack-mountable server has RAID 5 with SAS drives, three (3) GB RAM, redundant power supply, and redundant fans. A KVM (keyboard, video, mouse) switch can be requested, if required by the Customer. Selectron Technologies reserves the right to select a different server at any point prior to system installation; provided that it is also optimized for the interactive solution.

B.1.1 Return of Hardware

In the event that replacement hardware is required, the original hardware must be returned to Selectron Technologies. Situations requiring the return of replaced hardware include but are not limited to: hardware upgrades, server exchanges, and installation of a single shared application server that replaces a multiple server, multiple application environment.

Pricing provided in the purchase of replacement or upgraded hardware reflects a discount for returning the current hardware. Following the go-live of the new interactive solution, the replaced hardware (including server(s) and all other replaced hardware components) must be returned to Selectron Technologies. Shipping costs for the return of the hardware are the responsibility of Selectron Technologies.

If the Customer chooses to retain the original hardware, the Customer is not eligible for the discount on replacement hardware listed in the Quote.

B.2 Customer Provided Server

If the Customer requires another server, other than the one provided with the interactive solution (section B.1, **Selectron Technologies Provided Server**), Selectron Technologies must be notified immediately during the initial phase of project implementation. It is the Customer's responsibility to provide an adequate replacement that meets Selectron Technologies' Customer Provided Server Policy requirements. If a dual-processor server is provided by the Customer, additional license fees are required due to third-party licensing agreements. A dual-processor server is not required for the system.

B.3 Voice Board

The interactive solution includes twelve (12) licensed ports. Selectron Technologies may install a voice board with a larger port capacity, but all additional ports require a purchased license for use.

With a VoIP system, no voice board is installed; instead the interactive solution uses the server's network card. The number of licensed ports remains the same. Additionally, with a VoIP solution the server's memory is increased to 4 GB.

B.4 Fax Board

The interactive solution includes a Brooktrout TruFax200 UPCI 2-port fax board.

CERTIFICATION
ELK GROVE CITY COUNCIL RESOLUTION NO. 2011-24

STATE OF CALIFORNIA)
COUNTY OF SACRAMENTO) ss
CITY OF ELK GROVE)

I, Jason Lindgren, City Clerk of the City of Elk Grove, California, do hereby certify that the foregoing resolution was duly introduced, approved, and adopted by the City Council of the City of Elk Grove at a regular meeting of said Council held on February 9, 2011 by the following vote:

AYES :   COUNCILMEMBERS: Detrick, Cooper, Davis, Hume, Scherman

NOES: COUNCILMEMBERS: None

ABSTAIN : COUNCILMEMBERS: None

ABSENT: COUNCILMEMBERS: None

Jason Lindgren, City Clerk
City of Elk Grove, California