



**CITY OF PLANO
COUNCIL AGENDA ITEM**

CITY SECRETARY'S USE ONLY					
<input type="checkbox"/> Consent <input type="checkbox"/> Regular <input type="checkbox"/> Statutory					
Council Meeting Date:		03/09/11			
Department:		Technology Services			
Department Head		David Stephens			
Agenda Coordinator (include phone #): Amy Powell X7342					
CAPTION					
<p>A Resolution of the City Council of the City of Plano, Texas, authorizing the purchase of the Interactive Voice Response (IVR) System Upgrade from Selectron Technologies, Inc., a sole source provider for such upgrade, in the amount of \$51,000.00; authorizing its execution by the City Manager or his authorized designee; and providing an effective date.</p>					
FINANCIAL SUMMARY					
<input type="checkbox"/> NOT APPLICABLE <input checked="" type="checkbox"/> OPERATING EXPENSE <input type="checkbox"/> REVENUE <input type="checkbox"/> CIP					
FISCAL YEAR:	2010-11	Prior Year (CIP Only)	Current Year	Future Years	TOTALS
Budget		0	72,500	0	72,500
Encumbered/Expended Amount		0	0	0	0
This Item		0	-51,000	0	-51,000
BALANCE		0	21,500	0	21,500
FUND(S): TECHNOLOGY FUND (PROJECTS 62380 & 62381)					
<p>COMMENTS: Funds are included in the FY 2010-11 Technology Fund budget for a system upgrade to the Interactive Voice Response (IVR) System in Building Inspections and Customer and Utility Services. The balance of funds will be used for other items related to the project.</p> <p>STRATEGIC PLAN GOAL: Upgrades to the current IVR Systems relate to the City's Goal of Financially Strong City with Service Excellence.</p>					
SUMMARY OF ITEM					
<p>Technology Services recommends Council approve this Resolution for Selectron , in the amount of \$51,000, for the purchase of the Interactive Voice Response (IVR) System Upgrade for the Building Inspections and Customer and Utility Services Departments. Selectron Technologies, Inc. is the sole source provider for the Interactive Voice Response (IVR) System upgrade and therefore, is exempt from competitive bid as provided for in Section 252.022(a) (7) of the Texas Local Government Code..</p>					
List of Supporting Documents: Staff Memo, Resolution, and Exhibit A / Contract.			Other Departments, Boards, Commissions or Agencies		

Memorandum

Date: February 25, 2011

To: David Stephens, Director of Technology Services

From: Danny Housewright, Systems and Programming Manager

Subject: IVR System Upgrade for Building Inspections and Customer and Utility Services

In 2002, the City of Plano purchased and implemented an Interactive Voice Response (IVR) system from Selectron Technologies, Inc. which replaced a no longer supported IVR system that was purchased from H.T.E., Inc. in 1997. The Selectron IVR solution has served the Building Inspections department well over the past 8 years. However, the server hardware is beyond the normal age to be replaced and the software is a very old version of the Selectron product. The Building Inspections Department submitted a budget supplement for the FY 2010-11 Budget that was approved to purchase a new server and to upgrade to the newest version of the IVR software for building permits.

In 2005, the City of Plano purchased the Selection IVR System for Utilities for the Customer and Utility Services Department. The system runs on a different server with a newer version of the IVR software which includes the capability to process credit card payments. Three months ago, the City was made aware of an issue with the credit card processing software which would require an upgrade in order for the software to be Payment Card Industry (PCI) compliant. Due to the nature of the upgrade, a total rebuild of all the IVR software would have to be done and the Customer and Utility Services Department would be without the IVR for about two weeks.

After reviewing options with the Building Inspections and Customer and Utility Services Departments, a consensus was reached that the best course of action is to combine the IVR solutions onto one server which will provide an upgraded server, upgraded IVR software for Building Permits, upgraded and PCI compliant credit card processing, cost savings by reducing the number of servers from two to one, and eliminate the two weeks of downtime for the Customer and Utility Services IVR.

The Building Inspections and Customer and Utility Services Departments use software from SunGard Public Sector (SPS) in order to provide services to citizens and contractors. Selectron is the only IVR vendor on the SPS approved vendors list for use with SPS applications.

Therefore, approval is requested to move forward with this project to combine the IVR systems onto one server using the funds which were approved through the FY 2010-11 Budget. The cost for hardware, software and services from Selectron Technologies, Inc. is \$51,000. Selectron is a sole source provider of their IVR products and is the only provider of IVR products that is an approved partner of SunGard Public Sector (formerly H.T.E.).

A Resolution of the City Council of the City of Plano, Texas, authorizing the purchase of the Interactive Voice Response (IVR) System Upgrade from Selectron Technologies, Inc., a sole source provider for such upgrade, in the amount of \$51,000.00; authorizing its execution by the City Manager or his authorized designee; and providing an effective date.

WHEREAS, the Building Inspections Department and Customer and Utility Services of the City of Plano utilize a Interactive Voice Response (IVR) System developed by Selectron Technologies, Inc.; and

WHEREAS, an upgrade to the IVR system is necessary and Selectron Technologies, Inc. is the sole source provider for such upgrade; and

WHEREAS, the City Council has been presented a proposed Contract between the City of Plano and Selectron Technologies, Inc. for the Interactive Voice Response (IVR) System Upgrade, a substantial copy of which is attached hereto as Exhibit "A" and incorporated herein by reference (hereinafter called "Contract"); and

WHEREAS, upon full review and consideration of the Contract and all matters attendant and related thereto, the City Council is of the opinion that the Contract should be approved, and that the City Manager or his authorized designee shall be authorized to execute it on behalf of the City of Plano.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PLANO, TEXAS THAT:

Section I. The City Council hereby finds and determines that Selectron Technologies, Inc. is the sole source provider for the Interactive Voice Response (IVR) System Upgrade and, thus, the purchase of such system upgrade is exempt from competitive bid as provided for in *V.T.C.A., Local Government Code, Section 252.022(a)(7)*.

Section II. The terms and conditions of the Contract, having been reviewed by the City Council of the City of Plano and found to be acceptable and in the best interests of the City of Plano and its citizens, are hereby in all things approved.

Section III. The City Manager, or his authorized designee is hereby authorized to execute the Contract and all other documents in connection therewith on behalf of the City of Plano, substantially according to the terms and conditions set forth in the Contract.

Section IV. This Resolution shall become effective immediately upon its passage.

DULY PASSED AND APPROVED this 9th day of March, 2011.

Phil Dyer, MAYOR

ATTEST:

Diane Zucco, CITY SECRETARY

APPROVED AS TO FORM:

Diane C. Wetherbee, CITY ATTORNEY

**CONTRACT BY AND BETWEEN
CITY OF PLANO, TEXAS AND
SELECTRON TECHNOLOGIES, INC.**

THIS CONTRACT is made and entered into by and between **SELECTRON TECHNOLOGIES, INC.**, an Oregon corporation, whose address is 7405 SW Tech Center Drive, Suite 140, Portland, Oregon 97223 hereinafter referred to as "Contractor," and the **CITY OF PLANO, TEXAS**, a home rule municipal corporation, hereinafter referred to as "City," to be effective upon execution of this Contract by the Plano City Manager or his duly authorized designee.

For and in consideration of the covenants and agreements contained herein, and for the mutual benefits to be obtained hereby, the parties agree as follows:

**I.
SCOPE OF SERVICES**

Contractor shall provide all labor, supervision, materials and equipment necessary for the provision of Interactive Voice Response (IVR) System Upgrade for Building Inspections and Customer and Utility Services in accordance with the Statement of Work and Fee Schedule provided herein (hereinafter referred to as "Project"). The Contract consists of this written agreement and the following items which are attached hereto and incorporated herein by reference:

- (a) Statement of Work (Exhibit "A");
- (b) Fee Schedule (Exhibit "B");
- (c) Insurance Requirements (Exhibit "C"); and
- (d) Affidavit of No Prohibited Interest (Exhibit "D")

These documents make up the Contract Documents and what is called for by one shall be as binding as if called for by all. In the event of an inconsistency or conflict in any of the provisions of the Contract Documents, the inconsistency or conflict shall be resolved by giving precedence first to this written agreement then to the Contract Documents in the order in which they are listed above. These documents shall be referred to collectively as the "Contract Documents."

**II.
TIME OF COMPLETION**

Contractor shall complete Project within six (6) months following notice to proceed from the City.

**III.
WARRANTY**

Contractor warrants and covenants to City that all goods and services delivered to City by Contractor, Contractor's subcontractors, and agents under the Agreement shall be free of defects and produced and performed in a skillful and workmanlike manner and shall comply with the specifications for said goods and services set forth in this Agreement. Contractor warrants that the goods and services provided to City under this Agreement shall be free from defects in material and workmanship, for a period of one (1) year commencing on the date that City issues final written acceptance of the project.

**IV.
PAYMENT**

Contractor shall invoice City for products and services delivered, on a unit cost basis, in accordance with Contractor's fee schedule attached hereto and incorporated herein as **Exhibit "B."** Payments hereunder shall be made to Contractor within thirty (30) days of receiving Contractor's invoice for the services performed.

Contractor recognizes that this Contract shall commence upon the effective date herein and continue in full force and effect until termination in accordance with its provisions. Contractor and City herein recognize that the continuation of any contract after the close of any given fiscal year of the City of Plano, which fiscal year ends on September 30th of each year, shall be subject to Plano City Council approval. In the event that the Plano City Council does not approve the appropriation of funds for this contract, the Contract shall terminate at the end of the fiscal year for which funds were appropriated and the parties shall have no further obligations hereunder.

**V.
PROTECTION AGAINST ACCIDENT TO EMPLOYEES AND THE PUBLIC**

Contractor shall at all times exercise reasonable precautions for the safety of employees and others on or near the work and shall comply with all applicable provisions of Federal, State, and Municipal safety laws. The safety precautions actually taken and the adequacy thereof shall be the sole responsibility of the Contractor. Contractor shall indemnify City for any and all losses arising out of or related to a breach of this duty by Contractor pursuant to paragraph VII. **INDEMNIFICATION** and paragraph VIII. **COMPLIANCE WITH APPLICABLE LAWS** set forth herein.

**VI.
LOSSES FROM NATURAL CAUSES**

Unless otherwise specified, all loss or damage to Contractor arising out of the nature of the work to be done, or from the action of the elements, or from any unforeseen circumstances in the prosecution of the same, or from unusual obstructions or difficulties which may be encountered in the prosecution of the work, shall be sustained and borne by the Contractor at Contractor's own cost and expense.

VII.
INDEMNIFICATION

THE CONTRACTOR AGREES TO DEFEND, INDEMNIFY AND HOLD THE CITY AND ITS RESPECTIVE OFFICERS, AGENTS AND EMPLOYEES, HARMLESS AGAINST ANY AND ALL CLAIMS, LAWSUITS, JUDGMENTS, FINES, PENALTIES, COSTS AND EXPENSES FOR PERSONAL INJURY (INCLUDING DEATH), PROPERTY DAMAGE OR OTHER HARM OR VIOLATIONS FOR WHICH RECOVERY OF DAMAGES, FINES, OR PENALTIES IS SOUGHT, SUFFERED BY ANY PERSON OR PERSONS, THAT MAY ARISE OUT OF OR BE OCCASIONED BY CONTRACTOR'S BREACH OF ANY OF THE TERMS OR PROVISIONS OF THIS CONTRACT, VIOLATIONS OF LAW, OR BY ANY NEGLIGENT, GROSSLY NEGLIGENT, INTENTIONAL, OR STRICTLY LIABLE ACT OR OMISSION OF THE CONTRACTOR, ITS OFFICERS, AGENTS, EMPLOYEES, INVITEES, SUBCONTRACTORS, OR SUB-SUBCONTRACTORS AND THEIR RESPECTIVE OFFICERS, AGENTS, OR REPRESENTATIVES, OR ANY OTHER PERSONS OR ENTITIES FOR WHICH THE CONTRACTOR IS LEGALLY RESPONSIBLE IN THE PERFORMANCE OF THIS CONTRACT. THE INDEMNITY PROVIDED FOR IN THIS PARAGRAPH SHALL NOT APPLY TO ANY LIABILITY RESULTING FROM THE SOLE NEGLIGENCE OF THE CITY, AND ITS OFFICERS, AGENTS, EMPLOYEES OR SEPARATE CONTRACTORS. THE CITY DOES NOT WAIVE ANY GOVERNMENTAL IMMUNITY OR OTHER DEFENSES AVAILABLE TO IT UNDER TEXAS OR FEDERAL LAW. THE PROVISIONS OF THIS PARAGRAPH ARE SOLELY FOR THE BENEFIT OF THE PARTIES HERETO AND ARE NOT INTENDED TO CREATE OR GRANT ANY RIGHTS, CONTRACTUAL OR OTHERWISE, TO ANY OTHER PERSON OR ENTITY.

CONTRACTOR AT ITS OWN EXPENSE IS EXPRESSLY REQUIRED TO DEFEND CITY AGAINST ALL SUCH CLAIMS. CITY RESERVES THE RIGHT TO PROVIDE A PORTION OR ALL OF ITS OWN DEFENSE; HOWEVER, CITY IS UNDER NO OBLIGATION TO DO SO. ANY SUCH ACTION BY CITY IS NOT TO BE CONSTRUED AS A WAIVER OF CONTRACTOR'S OBLIGATION TO DEFEND CITY OR AS A WAIVER OF CONTRACTOR'S OBLIGATION TO INDEMNIFY CITY PURSUANT TO THIS AGREEMENT. CONTRACTOR SHALL RETAIN DEFENSE COUNSEL WITHIN SEVEN (7) BUSINESS DAYS OF CITY'S WRITTEN NOTICE THAT CITY IS INVOKING ITS RIGHT TO INDEMNIFICATION UNDER THIS AGREEMENT. IF CONTRACTOR FAILS TO RETAIN COUNSEL WITHIN THE REQUIRED TIME PERIOD, CITY SHALL HAVE THE RIGHT TO RETAIN DEFENSE COUNSEL ON ITS OWN BEHALF AND CONTRACTOR SHALL BE LIABLE FOR ALL COSTS INCURRED BY THE CITY.

VIII.
COMPLIANCE WITH APPLICABLE LAWS

Contractor shall at all times observe and comply with all Federal, State and local laws, ordinances and regulations including all amendments and revisions thereto, which in any manner affect Contractor or the work, and shall indemnify and save harmless City against any claim related to or arising from the violation of any such laws, ordinances and regulations whether by Contractor, its employees, officers, agents, subcontractors, or

representatives. If Contractor observes that the work is at variance therewith, Contractor shall promptly notify City in writing.

**IX.
VENUE**

The laws of the State of Texas shall govern the interpretation, validity, performance and enforcement of this Contract. The parties agree that this Contract is performable in Collin County, Texas, and that exclusive venue shall lie in Collin County, Texas.

**X.
ASSIGNMENT AND SUBLETTING**

Contractor agrees to retain control and to give full attention to the fulfillment of this Contract, that this Contract shall not be assigned or sublet without the prior written consent of City, and that no part or feature of the work will be sublet to anyone objectionable to City. Contractor further agrees that the subletting of any portion or feature of the work, or materials required in the performance of this Contract, shall not relieve Contractor from its full obligations to City as provided by this Contract.

**XI.
INDEPENDENT CONTRACTOR**

Contractor covenants and agrees that Contractor is an independent contractor and not an officer, agent, servant or employee of City; that Contractor shall have exclusive control of and exclusive right to control the details of the work performed hereunder and all persons performing same, and shall be responsible for the acts and omissions of its officers, agents, employees, contractors, subcontractors and consultants; that the doctrine of respondeat superior shall not apply as between City and Contractor, its officers, agents, employees, contractors, subcontractors and consultants, and nothing herein shall be construed as creating a partnership or joint enterprise between City and Contractor.

**XII.
INSURANCE AND CERTIFICATES OF INSURANCE**

Contractor shall procure and maintain for the duration of the contract insurance coverage as set forth in the Insurance Requirements marked **Exhibit "C"** attached hereto and incorporated herein by reference. Contractor shall provide a signed insurance certificate verifying that they have obtained the required insurance coverage prior to the effective date of this Contract.

**XIII.
HINDRANCES AND DELAYS**

No claims shall be made by Contractor for damages resulting from hindrances or delays from any cause during the progress of any portion of the work embraced in this Contract.

**XIV.
AFFIDAVIT OF NO PROHIBITED INTEREST**

Contractor acknowledges and represents Contractor is aware of all applicable laws, City Charter, and City Code of Conduct regarding prohibited interests and that the existence of a prohibited interest at any time will render the Contract voidable. Contractor has executed the Affidavit of No Prohibited Interest, attached and incorporated herein as **Exhibit "D."**

**XV.
SEVERABILITY**

The provisions of this Contract are severable. If any paragraph, section, subdivision, sentence, clause, or phrase of this Contract is for any reason held to be contrary to the law or contrary to any rule or regulation having the force and effect of the law, such decisions shall not affect the remaining portions of the Contract. However, upon the occurrence of such event, either party may terminate this Contract by giving the other party thirty (30) days written notice.

**XVI.
TERMINATION**

City may, at its option, with or without cause, and without penalty or prejudice to any other remedy it may be entitled to at law, or in equity or otherwise under this Contract, terminate further work under this contract, in whole or in part by giving at least thirty (30) days prior written notice thereof to Contractor with the understanding that all services being terminated shall cease upon the date such notice is received.

**XVII.
ENTIRE AGREEMENT**

This Contract and its attachments embody the entire agreement between the parties and may only be modified in writing if executed by both parties.

**XVIII.
AUTHORITY TO SIGN**

The undersigned officers and/or agents of the parties hereto are the properly authorized officials and have the necessary authority to execute this Agreement on behalf of the parties hereto.

**XIX.
CONTRACT INTERPRETATION**

Although this Contract is drafted by City, should any part be in dispute, the parties agree that the Contract shall not be construed more favorably for either party.

Although this Contract is drafted by City, should any part be in dispute, the parties agree that the Contract shall not be construed more favorably for either party.

**XX.
SUCCESSORS AND ASSIGNS**

This Contract shall be binding upon the parties hereto, their successors, heirs, personal representatives and assigns.

**XXI.
HEADINGS**

The headings of this Contract are for the convenience of reference only and shall not affect in any manner any of the terms and conditions hereof.

IN WITNESS WHEREOF, the parties have executed this Contract by signing below.

SELECTRON TECHNOLOGIES, INC.

Date: 2/14/11

By: 
Name: Todd A. Johnston
Title: President

CITY OF PLANO, TEXAS

Date: _____

By: _____
CITY MANAGER

APPROVED AS TO FORM

Diane C. Wetherbee, CITY ATTORNEY



Selectron
TECHNOLOGIES, INC.

Microsoft
GOLD CERTIFIED
Partner

Statement of Work

VoicePermits™

SmartFAX

Utility Notification (Fax)

VoiceUtility™

Dynamic Information System

Payment Processing: Credit Card

Professional Voice Recording (Call Flow and System Prompts)

Professional Voice Recording (Street Names)

Professional Voice Recording and Translation (Spanish)

SmartFAX

Spanish Language

Speech Recognition (English)

Outbound Delivery Services™

Outbound Notify: Delinquency Notification

Inspection Scheduled Notification

Spanish Language

www.SelectronTechnologies.com

2.20.7

Selectron Technologies, the Selectron Technologies logo, and all Selectron Technologies product names contained herein are trademarks or registered trademarks of Selectron Technologies, Inc. in the USA and/or other countries. All other brand names are trademarks of their respective holders.

EXHIBIT A.
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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 application¹ data availability. The interactive solution must be able to retrieve data from the application databases 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 application databases. 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 VoicePermits

The VoicePermits application interacts with the Customer's permitting 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 VoicePermits application.

2.1.1.1 Inspection Scheduling

VoicePermits allows callers to schedule, reschedule, and cancel inspections. Additionally, callers can leave messages for inspectors; messages are stored on the interactive solution's server for 90 days. Once the caller has scheduled, rescheduled, or cancelled an inspection, they will receive a confirmation number. To access scheduling functionality, callers must enter a valid permit number.

2.1.1.2 Posting Inspection Results

Inspectors can use VoicePermits to post inspection results, hear messages left by the permit holder, and leave a message for the permit holder. To ensure security, inspectors must enter a PIN prior to recording results. The PIN can be determined by the Customer, but must be validated by the permitting database.

1. The terms "application databases" and "application systems" refer to all Customer databases that have been integrated with the interactive solution (e.g., permitting database, utility database, court database, etc.).



2.1.1.3 Obtain Inspection Results

Permit holders can call VoicePermits to listen to the results of their scheduled inspection and listen to any messages left by the inspector; messages are stored on the interactive solution's server for 90 days. To access inspection results, callers must enter a valid permit number.

2.1.2 Additional Features

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

2.1.2.1 SmartFAX

When SmartFAX software is installed on the server, VoicePermits is able to send faxes to callers. When prompted, callers can use the telephone keypad 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.

2.1.2.2 Utility Notification

When an inspector posts a passing result on a final gas or electric inspection, VoicePermits generates a Request for Activation document and sends it to the applicable utility department by fax. If more than one utility company exists, the inspector chooses which one to send the document to. The Utility Notification is sent immediately after the inspector posts the result. The fax number must be available in the permitting database.

This module uses a specific fax template—refer to [section 3.1.9, Define Fax Template Location](#), for more information. The exact data to be displayed on the Utility Notification fax must be determined during system implementation. While the static information on the fax template can be changed by the Customer post-installation, all data changes after development has begun are billable on a Time and Materials basis. Typical information displayed on a Request for Activation fax includes the site address, permit number, description of the permit, and the date of inspection. All information must be available in the permitting database.

2.2 VoiceUtility

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

2.2.1 Standard Feature Set

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

2.2.1.1 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 num-



ber 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.

2.2.1.2 SmartFAX

SmartFAX software enables VoiceUtility to send faxes to callers. When prompted, callers can use the telephone keypad 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.

2.2.2 Additional Features

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

2.2.2.1 Dynamic Information System

The Dynamic Information System (DIS) allows the Customer to dynamically create hierarchically-structured menus that provide callers with a way to access pre-recorded informational messages, request faxes, or transfer to specific extensions.

DIS is comprised of a series of menus, each containing additional sub-menus or items. The dynamic nature of DIS allows the Customer to configure the menus and items to fit the content and nature of information provided to callers.

The number of items included with DIS implementation is determined by the number of licenses purchased (refer to the Contract for more information). Items can include faxing requests, informational messages, or transfers to specific extensions. Additionally, each item or menu may have a shortcut number associated with it, allowing callers to go directly to a specific item or menu without waiting through a series of prompts. Access to DIS is placed within the call flow; DIS cannot be used to change the interactive solution's implemented call flow.

When the Spanish Language module is implemented, the DIS menu can be presented to callers in Spanish. The DIS call tree will be identical in either language, although the Customer must translate and record the Spanish prompts, just as in English.

2.2.2.2 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 expira-



tion 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.

2.2.2.3 Professional Voice Recording

All system prompts (including call flow) and street names are professionally recorded prior to installation. Additionally, outbound notification prompts are professionally recorded ([section 2.3.1.1, Outbound Notify](#)). The following non-system prompt and message types are not included, and require Customer recording:

- Dynamic Information System prompts and messages ([section 2.2.2.1, Dynamic Information System](#))
- Optional Greeting ([section 3.2.4, Append an Optional Greeting](#))

For more information regarding non-system prompt recording, refer to [section 3.2.7, 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 3.2.6, Add New Streets](#)).

2.2.2.4 Spanish Language

The Spanish Language module enables VoiceUtility to play back system prompts in both English and Spanish. Additionally, all dates, numbers, ordinals, currencies, and letters are translated to the proper language. All other prompts must be recorded and translated by the Customer ([section 3.2.7, Record Prompts and Responses](#)).

When Professional Voice Recording has been implemented in conjunction with the Spanish Language module, all system prompts are recorded in Spanish prior to installation. Non-system prompt and message types are not included and require Customer translation and recording. Refer to [section 2.2.2.3, Professional Voice Recording](#), for a list of non-system prompts and messages.

The professionally-recorded Spanish prompts use a vocabulary and dialect predetermined by Selectron. Additions and changes to the prompts to account for regional differences are subject to time and materials billing.



2.2.2.5 Speech Recognition (English Only)

This module allows VoiceUtility to recognize the spoken word. Callers can select menu choices by speaking keywords when prompted by the system or speak dates when asked. If the information is complex, VoiceUtility repeats the information and asks if correction is needed. When the system cannot understand a spoken phrase or word, it asks the caller to use the keypad for entry. The Speech Recognition module does not provide functionality for languages other than English, unless specifically requested.

Speech Recognition is not currently offered for DIS; therefore, DIS interaction is performed through the keypad.

2.3 Outbound Delivery Services

Outbound Delivery Services is an information delivery system that allows the Customer to initiate automated outbound campaigns to deliver information and messages to citizens. The engine is used to power two service types: Outbound Alert and Outbound Notify. Both service types are implemented separately. The service type(s) that are implemented for the interactive solution are detailed below.

2.3.1 Standard Feature Set

This section details the standard features included with Outbound Delivery Services.

2.3.1.1 Outbound Notify

The Outbound Notify service type enables the Customer to run contextual campaigns tailored to specific individuals or groups. Typically, Outbound Delivery Services pulls data from the Customer's application database(s) to present information to citizens, although Selectron Technologies works with the Customer to implement other solutions. Due to their complex nature, each notification requires Professional Services to configure.

Outbound Notify can be implemented with a number of pre-configured notifications or Selectron Technologies works with the Customer to develop custom notifications as agreed upon. Refer to [section 2.3.2, Additional Features](#), for a list of all pre-configured notifications included with this implementation.

Notifications can be configured to run automatically or at specific dates and times. Notifications are sent via phone.

2.3.2 Additional Features

This section details the optional, add-on modules included with this implementation of Outbound Delivery Services.

2.3.2.1 Outbound Notify: Delinquency Notification

This notification requires the VoiceUtility application and interacts with the utility database. When this notification is configured, customers may be contacted about delinquent accounts. Typical information included in the notification includes the account number, delinquent date, delinquent amount, and the due date. If payment processing has been implemented with Voi-



ceUtility, phone call recipients may have the option of transferring to the VoiceUtility payment menu. Call recipients must have their phone number available in the utility database in order to receive the notification.

2.3.2.2 Inspection Schedule Notification

This notification informs the recipient that they have one or more inspections scheduled for an upcoming date. If the recipient accepts the call, the IVR speaks the time, date, and location of the inspection, and the inspector's name. If the IVR detects it has connected to voicemail, it will leave a message containing this same data.

2.3.2.3 Spanish Language

The Spanish Language module allows Outbound Delivery Services to play outbound campaign messages in both English or Spanish over the phone. The content of the message is identical for each language. All messages must be translated and recorded by the Customer, however, all dates, numbers, ordinals, currencies, and letters are already translated to the proper language. Depending on configuration, campaigns sent via fax include both English and Spanish within the same message.

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 VoicePermits

The tasks listed below apply to the VoicePermits 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



Table 1 System Reports

Report	Definition
System Statistics	Displays consolidated usage information, including time in use and call time information
Call Activity Details	Displays all actions that a caller made during a call
Inspector Post Activity	Lists all inspections posted by each inspector for a selected date range
Action Report	Number of times the application functions were selected for selected date range
Fax Activity Report	Fax status, document, date, time, and permit number

3.1.2 Set Operator Transfer Extension

By setting the operator transfer extension, system administrators can determine where VoicePermits 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 the system to play an additional greeting message when callers access VoicePermits. 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 the interactive solution. 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 VoicePermits; 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.

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 VoicePermits 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.

3.1.8 Monitor System Status

Using the system monitor, the Customer's system administrator can view the status of the VoicePermits system. 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 Set Maximum Message Length

The VoicePermits application allows callers to leave messages for inspectors. By setting the maximum message length, the system administrator can determine a specific amount of time for messages. While messages can be any length, Selectron Technologies recommends that they be no longer than the automatic default of five minutes.

3.1.11 Define Schedule Days

The VoicePermits application offers callers a specific number of days ahead for inspection scheduling. The system administrator can set the number of available days using the Administration Tool ([section 4.2, Software](#)). The Customer's business rules determine how many days forward VoicePermits will offer callers.

3.2 VoiceUtility

The tasks listed below apply to the VoiceUtility application.



3.2.1 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 2 lists the reports available with this implementation.

Table 2 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
DIS Action Report	Displays the types of actions that callers requested during a selected date range
DIS Fax Activity Report	Displays DIS-specific fax activity, including fax status, document, date, and fax number

3.2.2 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](#)).

3.2.3 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.



3.2.4 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](#)).

3.2.5 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](#)).

3.2.6 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 3.2.7, 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.

3.2.7 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 2.2.2.3, 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](#)).

When the Spanish Language module is implemented, recording and translation of prompts from English to Spanish is the Customer's responsibility. Dates, numbers, ordinals, currencies, and letters are already translated to the proper language. When Professional Voice Recording has been implemented in conjunction with the Spanish Language module, all system prompts (including call flow) are translated and recorded in Spanish prior to installation. Street names and non-system prompt and



message types are not included and require Customer translation and recording. Refer to [section 2.2.2.3, Professional Voice Recording](#), for a list of non-system prompts and messages.

3.2.8 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.

3.2.9 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.

3.2.10 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.

3.2.11 Maintain DIS Prompts and Menus

The Customer is responsible for maintaining the DIS menus and items. This includes adding, editing, and deleting DIS menus, sub-menus, and items for each included system. Additionally, the Customer is responsible for recording DIS prompts and messages. Training on how to record prompts and responses is provided during system installation ([section 4.3.3, Provide Administrative Training](#)).

3.3 Outbound Delivery Services

The tasks listed below apply to the Outbound Delivery Services application.

3.3.1 Run Outbound Reports

System administrators can run Outbound reports by using the browser-based Outbound Tool ([section 4.2, Software](#)). Reports can be generated, viewed, saved, and printed using Microsoft Internet Explorer® 5.0, Mozilla Firefox™ 1.0, or newer, with



access to the Customer's intranet. Depending on configuration, Outbound reports detail the phone number called and connection status.

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

Table 3 lists all available Outbound reports.

Table 3 Outbound Reports

Report	Definition
System Usage	<ul style="list-style-type: none"> • Calls sent by day for selected date range
System Line Usage	<ul style="list-style-type: none"> • Calls sent by line for selected date range
System Usage by Hour	<ul style="list-style-type: none"> • Calls sent by hour for selected date range
Statistic Report	Total number of calls, the success level of each call, and the choices recipients made during the calls; searchable by date range, campaign name, campaign type, and customer ID
Activity Report	All successful and unsuccessful calls for a date range; searchable by date range, campaign name, campaign type, and customer ID

3.3.2 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 the interactive solution. 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](#)).

3.3.3 Set Outbound Campaign Guidelines

When initiating outbound campaigns, the Customer must configure campaign delivery methods in the Outbound Tool. Configurable options include date and time to initiate campaigns and process guidelines for all applicable delivery methods. For notifications to function properly, customer contact information must be entered into the application database(s). Notification guidelines are determined during the call flow process ([section 5.1.1.4, Provide Configuration Assistance](#)).



3.3.4 Create and Import Broadcast List for Outbound Campaigns

Typically, notifications pull information directly from the Customer's application database(s). However, if a database is unavailable, a broadcast list containing citizen contact information, as well as pertinent citizen data can be loaded into the system.

3.3.5 Record Prompts and Responses for Notifications

Recording prompts and responses creates an audio file for use by Outbound Delivery Services during a notification call campaign. 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 the Spanish Language module is implemented, recording and translation of prompts from English to Spanish is the Customer's responsibility. Dates, numbers, ordinals, currencies, and letters are already translated to the proper language.

3.3.6 Monitor System Status

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

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

The associated software licenses necessary for the upgrade services detailed in Section 1 of the contract are being delivered subject to the terms and conditions of the Software License Agreement and Support and Maintenance agreements.

4.2.1 Selectron Technologies Software

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

- VoicePermits application software
- VoiceUtility application software
- Outbound Delivery Services engine
- Selectron PayEngine PCI Accepted Credit Card Processing Software
- SmartFAX 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.

Outbound Delivery Services requires an additional, browser-based Outbound Tool. With this tool, users can remotely define user-configurable settings for Outbound Delivery Services. This browser-based tool may be used from any computer on the Customer's intranet. From outside the network, the Customer's staff may connect to the Outbound Tool via a VPN connection.

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)
- Nuance OpenSpeech™ Recognizer (OSR) speech recognition software
- 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. The amount of on-site training and installation days increases when the interactive solution has more than one application installed.

The pricing information provided in the Quote assumes a simultaneous installation of all interactive solution systems. If the Customer chooses a phased approach to installation and implementation, additional time and materials costs may apply.

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 2.2.2.3, 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 permitting database, prior to system delivery and installation, to allow for complete system testing. Refer to section 5.2.1.7, Provide Remote Network Access to Permitting Database, for more information.
- 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 5.2.1.8, 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. During this period, the Project Manager also works with the Customer to complete the notification call flow. Also included are 16 hours of Professional Services, in which an initial DIS menu is designed by Selectron Technologies' Project Manager and developers for testing and training purposes.

5.1.1.4 Provide Configuration Assistance

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

- Setting Delinquency Notification guidelines
- Deciding which vendor to use for payment processing.
- Determining whether VoicePermits sends Request for Activation documents immediately or sends them at a particular time of day, and specifying which inspections cause a fax to be sent.
- Configuring Inspection Schedule Notifications.

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)
- Inspection codes

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 functionality, 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

VoicePermits Data:

- Inspection result codes and descriptions
- Permit status codes and types
- Inspection types and descriptions
- Validations used for scheduling an inspection
- Permit numbering scheme

VoiceUtility Data:

- Utility account numbering scheme
- Validations used for receiving payment on a utility bill

5.2.1.4 Define Permitting System and Interface Specifications

Selectron Technologies configures the interactive solution according to the Customer's completely defined permitting system and interface (API) specifications. If the permitting system and interface are being developed in conjunction with the interactive solution, Selectron Technologies works with the Customer and permitting 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 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.

5.2.1.6 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. This also includes the call flow for implemented notifications.



5.2.1.7 Provide Remote Network Access to Permitting Database

In order to fully test the interactive solution, Selectron Technologies requires access to the permitting 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 permitting database, additional, post-installation development and testing time will be necessary, delaying system activation by 1-2 weeks.

5.2.1.8 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.

5.2.1.9 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.

5.2.1.10 Determine Fax Appearance

Selectron Technologies provides a standard fax template. The Customer may choose to modify the fax template with a header, footer, and logo. The Customer is responsible for supplying the custom-made fax template in RTF format in time for pre-installation testing. It is the Customer's responsibility to account for the resolutions quality of all images and text they submit.

Each add-on module with faxing capabilities may require a separate template; the Customer is responsible for supplying the above information for each template.

5.2.1.11 Translation of Fax and/or E-mail Templates into Spanish

When the Spanish Language module is implemented, the Customer is responsible for the translation of all applicable fax templates into Spanish.

5.2.1.12 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 Permitting Database Access

The interactive solution's server must have access to the permitting 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 permitting database; these licenses are the Customer's responsibility. In addition, the Customer must purchase and implement the permitting database's interface.

5.2.2.3 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.

5.2.2.4 Provide Network Access

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

5.2.2.5 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.

5.2.2.6 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.

Faxing functionality requires one additional analog line per fax port. Even in a VoIP solution faxing must use separate analog phone lines, as faxing through VoIP has proven to be unreliable.

5.2.2.7 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 databases/systems. 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
- Permitting database accounts and passwords for the interactive solution
- Utility database accounts and passwords for the interactive solution
- Permitting system 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 permitting database server
- 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.



6.0 Disclaimers

Selectron Technologies will make every effort to ensure that the performance and functionality described in this document is accurate. However, due to potential, uncontrollable circumstances (e.g., down phone lines, software bugs and/or malfunctions, external hardware problems related to communication lines, etc.), Selectron Technologies must offer the following disclaimer.

6.1 Outbound Delivery Services

Outbound Services are intended to create additional methods of communication to the Customer's end user in support of existing processes. These services are not intended to replace all interaction with Customer's end user or become critical path. While the Outbound Services have been created with the best available tools and practices, they are dependant on infrastructure that is inherently not fail-proof - software, computer hardware, network services, telephone services, e-mail, etc. Examples of situations that could cause failure include: down phone lines, all lines busy, equipment failure, email address changes, internet service disruptions, etc. For this reason; while Outbound Services are valuable in providing enhanced communication; they are specifically not designed to be used as the sole method to deliver critical messages. Customer acknowledges that it is aware of the potential hazards associated with relying on an automated outbound service feature and understands that it is giving up in advance any right to sue or make any claim against Company if Customer, or Customer's end users, suffer injury or damage due to the failure of Outbound Services to operate, even though Customer does not know what or how extensive those injuries or damages might be.

6.2 Customer Remedies

Company and its suppliers entire liability and Customer's exclusive remedy for breach of this limited warranty shall be, at Company's option, either (a) comply with the Agreement (b) return of the price paid for the module or component of non-compliant Software, or (c) replacement of the non-compliant Software. The foregoing warranty is void if failure of the Software results from accident, abuse, or misapplication. Any replacement Software will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Outside the United States, neither these remedies nor any product support services offered by Company are available without proof of purchase from an authorized non-U.S. source.

To the maximum extent permitted by law, in no event will Company be liable for any consequential, indirect, exemplary, special or incidental damages, including any lost data and lost profits, arising from or relating to this Agreement. Company's total cumulative liability in connection with this Agreement and the services provided hereunder, whether in contract or tort or otherwise, will not exceed the amount of fees paid to Company hereunder. Customer acknowledges that the fees reflect the allocation of risk set forth in this Agreement and that Company would not enter into this Agreement without these limitations on its liability.



Appendix B: Customer-Provided Server Policy

A. Policy

Selectron Technologies, Inc. specializes in providing interactive solutions to city and county government agencies. We provide a solution including hardware, system and application software, implementation, project management, and maintenance. The server provided by Selectron Technologies is thoroughly researched and tested for compatibility and long-term support, allowing for delivery of a proven solution at a competitive price.

If the Customer desires to purchase the required server from a vendor other than Selectron Technologies, the following requirements and conditions must be met:

- The Customer must submit the server specifications to Selectron Technologies before placing the server order. Selectron Technologies will review the specifications to determine whether or not the hardware meets the minimum configuration requirements (refer to [section B.1, Customer-Provided Hardware Minimum Configuration Requirements](#), of this appendix); however, this review does not guarantee hardware and software compatibility. Only testing of the actual system can determine suitability. Occasionally, due to conflicts between installed cards (i.e., Computer Telephony cards), hardware drivers, manufacturers' BIOS, motherboard idiosyncrasies, or other reasons, a system will not work, even if it meets all minimum requirements. The Customer accepts this risk.
- Once the hardware specifications have been approved, the Customer must send the hardware to the Selectron Technologies office 30 to 45 days prior to the scheduled installation date; this ensures that the hardware is available for the complete development and quality assurance phases of the project.

By submitting a purchase order to Selectron Technologies, the Customer acknowledges and accepts the potential risks and associated costs with Customer-Provided hardware. Because Customer-Provided hardware is not covered under Selectron Technologies' Support and Maintenance Agreement, the Customer will be billed at the current time and materials rate for the diagnosis of hardware-related problems that occur during or following the installation. Since Selectron Technologies only maintains Selectron-Provided hardware configurations, hardware-related problems that occur after the installation require that the Customer ship the machine to Selectron Technologies for diagnosis. Charges for Customer-Provided hardware include:

- Hardware shipping charges to Selectron Technologies (shipping insurance is recommended)
- A \$3,000 charge that covers set-up and configuration of the Customer-Provided hardware, insurance while the hardware is on-site at Selectron Technologies, and return shipment to the Customer site. Selectron Technologies pays for standard shipping only; specialty shipment (e.g., special pallets, rush shipments) is the responsibility of the Customer.

Selectron Technologies actively tests OS patches and critical fixes, SQL Server updates, hardware driver updates and patches, and system-specific software updates. While this information is available to all customers, Selectron Technologies cannot guarantee the suitability of software updates on Customer-Provided systems. The Customer is responsible for applying the appropriate software updates.



B. Hardware and Software Specifications

B.1 Customer-Provided Hardware Minimum Configuration Requirements

- Pentium 4, 2.4GHz (or better) with processor fan. Intel Xeon Quad-core 2.5 GHz is recommended.
- Three available full-length, full height PCI slots (determined based upon system configuration)¹
 - Four PCI slots are preferable for maximum expandability
 - Based on minimum configuration requirements, the Customer may purchase a machine with fewer slots. The Customer should be aware that choosing a system with fewer slots limits the expandability of the system. Additionally, if expansion requires a higher density telephony card, the Customer will be responsible for the full cost of the replacement card.
 - System manufacturers are not consistent in their statements pertaining to PCI slots. Due to telephony card requirements, the Customer should select hardware that is capable of holding full-length, full size cards.
- Network Interface Card (the NIC cannot occupy one of the available PCI slots)
- 2 GBs memory (depending upon configuration). 4 GB is required for systems with any of the following: more than 12 ports; with Speech Recognition module; with integration to VoIP environment.
- Two (2) 40 GB (or better) hard drives (RAID 1 Mirroring). Two 160 GB hard drives with RAID 1 are recommended.
- Video Controller
- Standard CD ROM or DVD
- 56k PCI data modem, internal (the modem may take up one of the available PCI slots)
- Keyboard/Monitor/Mouse or KVM switch
- Windows 2003 Server operating system

B.1.1 VoIP Implementation Hardware Considerations

If the Selectron interactive solution is to be implemented in a VoIP environment, the following emendations to the above minimum hardware requirements apply:

- 4 GBs RAM
- While PCI slots to accommodate voice cards are not required in a VoIP environment, Selectron nevertheless strongly encourages a customer-provided server to include PCI slots that are capable of holding full-length, full size cards. If a VoIP implementation cannot be achieved, Selectron instead performs an analog implementation. By including the capacity for voice cards in its selected server, the Customer avoids the time and expense of providing a different server should an analog implementation prove necessary.
- If the Customer's system includes fax functionality, an analog fax card is required, as fax over VoIP has not proven to be a reliable technology. If the Customer's sys-

1. Please contact your Selectron Technologies representative to provide the minimum PCI slots needed to support your system requirements.



tem does not include faxing but the Customer is considering it as a future add-on feature, the server must have the capacity for a full-height, half-length fax card.

B.2 Selectron Technologies-Provided Components

- 24-port Media Gateway (determined based upon system configuration)
- Microsoft SQL Server 2005 Express
 - Selectron Technologies provides an embedded, run-time SQL Server license. Customer-Provided hardware may require different licensing from Microsoft. Additional licensing is the responsibility of the Customer and must be provided with the system.
- Remote Access Software
- Visual C# .Net Professional Compiler

B.3 Known Component Issues

This section details known components that will cause system failure.

- Installation of software or hardware not authorized by Selectron Technologies.



PREPARED FOR: The City of Plano, TX

VoicePermits™ Version 4 Upgrade & VoiceUtility™ PayEngine Upgrade

Software Licensing for 8 *VoicePermits* Voice Ports No Charge
 Software Licensing for 12 *VoiceUtility* Voice Ports No Charge

Server Hardware and Software Upgrade **\$7,000**
 Client-Provided Server Set up, Software Installation, Configuration and Testing Included
 On-Site Installation, Travel Expenses and Training Included
 System Documentation Included

Professional Services Required to Upgrade to *VoicePermits™* 4.0 **34,000**

Selectron Project Management

Solution Design and Development to Include the Following Functionality:

- Schedule Inspections
- Cancel Inspections
- Obtain Inspection Results
- Post Inspection Results
- Use of Professionally Recorded Street Names from *VoiceUtility* system
- Speak Site Address
- Permit Based Messaging
- *VoicePermits* Reporting Module
- Remote Access Software

SmartFax (*Required When Fax Functionality is Purchased*) Included
 Spanish Language Included
 Utility Notification (*SmartFax Required*) Included
 24-Port Media Gateway \$6,000
 Professional Voice Recording of Base System Call Flow & Prompts - English \$1,500
 Professional Voice Recording & Translation of Base System Call Flow & Prompts - Spanish \$2,500
 PremierPro Support Plan- See Below; On Going Support

PCI-Accepted Software Update for *VoiceUtility™*

VoiceUtility™ PayEngine™ \$9,500
VoiceUtility™ PayEngine™ Migration Discount (\$9,500)

In order to be eligible for the migration discount, the City must have a valid Support and Maintenance Agreement, as well as previously purchased Selectron's Payment Processing Module.

Update *VoiceUtility™* software to latest point release No Charge

Total Investment for *VoiceUtility* & *VoicePermits* Upgrade **\$51,000**



Required Items Not Included in Selectron Technologies VoicePermits Base System

- Phone Lines & Network Services Required to Support the Installation
- Existing SunGard Host Interface
- 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 continuation and prepayment of the existing maintenance agreement. Adjustments to this coverage period will result in adjustments to the above proposed pricing.

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.

EXHIBIT B.
PAGE 2 OF 3

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 or as otherwise allowed by law.

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.

EXHIBIT B.
PAGE 3 OF 3

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
01/25/2011

PRODUCER W B Adams Company General Insurance 14737 SW Millikan Way Beaverton OR 97006		THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
INSURED Selectron Technologies, Inc. 7405 SW Tech Center Drive Suite 140 Portland, OR 97223		INSURERS AFFORDING COVERAGE	NAIC #
		INSURER A: Travelers Idemnity - A Rating	
		INSURER B: The Hartford	
		INSURER C:	
		INSURER D:	
		INSURER E:	

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A X	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Deductible: \$0 GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	TT09405571	01/31/2011	01/31/2012	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A X	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	BA6090P962	01/31/2011	01/31/2012	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$
A	EXCESS/UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$ 10,000	TT09405572	01/31/2011	01/31/2012	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$ \$ \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	52WECpz0473	01/31/2011	01/31/2012	<input type="checkbox"/> WC STATU-TORY LIMITS <input checked="" type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	OTHER Technology Services, E & O	TT09405571	01/31/2011	01/31/2012	Deductible \$10,000 Each Claim \$1,000,000 Aggregate \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

City of Plano is named as additional insured.
 Coverage is Primary & Non-Contributory.
 Waiver of Subrogation applies in respects to General Liability and Workers Compensation policies.
 Refer to endorsements CGD4170708 and CGD4250708.

CERTIFICATE HOLDER

City of Plano
 Attn: Customer and Utility Services
 P.O. Box 860358
 Plano, TX 75086

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

EXHIBIT C.
 PAGE 1 OF 2


IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

EXHIBIT C.
PAGE 2 OF 2

AFFIDAVIT OF NO PROHIBITED INTEREST

I, the undersigned declare that I am authorized to make this statement on behalf of SELECTRON TECHNOLOGIES, INC., an Oregon (Name of State) corporation and I have made a reasonable inquiry and, to the best of my knowledge, no person or officer of SELECTRON TECHNOLOGIES, INC. is employed by the City of Plano or is an elected or appointed official of the City of Plano within the restrictions of the Plano City Charter.

I am aware that Section 11.02 of the City Charter states:

"No officer or employee of the city shall have a financial interest, direct or indirect, in any contract with the city, nor shall be financially interested, directly or indirectly, in the sale to the city of any land, or rights or interest in any land, materials, supplies or service. The above provision shall not apply where the interest is represented by ownership of stock in a corporation involved, provided such stock ownership amounts to less than one (1) per cent of the corporation stock. Any violation of this section shall constitute malfeasance in office, and any officer or employee of the city found guilty thereof shall thereby forfeit his office or position. Any violation of this section with the knowledge, express or implied, of the persons or corporation contracting with the city shall render the contract voidable by the city manager or the city council."

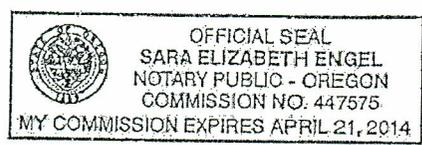
I further understand and acknowledge that a violation of Section 11.02 of the City Charter at anytime during the term of this contract will render the contract voidable by the City.

SELECTRON TECHNOLOGIES, INC.

By: [Signature]
Signature
Rosa A. Johnson
Print Name
President
Title
2/14/11
Date

STATE OF Oregon §
COUNTY OF Washington §

SUBSCRIBED AND SWORN TO before me this 14 day of February, 2011.



Sara Elizabeth Engel
Notary Public, State of Oregon