

CONTRACT MODIFICATION No. 2

Contract for Interactive Voice Response and Interactive Web Response Software Licensing and Associated Services

THIS MODIFICATION No. 2 is being entered into this _____ day of _____, 201__, by and between the CITY OF LAS VEGAS (hereinafter the "City"), a municipal corporation within the State of Nevada having its principal office at 400 Stewart Avenue, Las Vegas, Nevada 89101, and SELECTRON TECHNOLOGIES, INC. (hereinafter the "Company") having its principal office located at 7405 SW Tech Center Drive, Suite 140, Portland, Oregon 97223.

The purpose of the Modification is to upgrade the Production and Test Server, add a Development Server with four (4) voice ports, move to native VoIP, add twenty eight (28) Test/Failover licenses to the Test Server and contract for Professional Services to help the City develop custom reports. This Modification revises Exhibit A and modifies the payment terms. The Modification also adds Exhibit B, Support and Maintenance date and value tracking document.

The Contract between the City and the Company dated June 18, 2010, and modified on January 5, 2011, is hereby modified as follows:

1. B-3 Prices/Costs (a). Update (a) Exhibit A to include additional scope.

DELETE: (a) in its entirety, including Exhibit A

REPLACE WITH:

(a) The City will pay the Company the amounts listed below, with details provided in Exhibit A (revised). The Company is not obligated to incur expenses and the City is not obligated to pay claims above these amounts, unless the Contract is modified upon mutual agreement by both parties.

Item No.	Description	Amount
SOFTWARE LICENSE(S) (AS FURTHER DESCRIBED IN EXHIBIT A):		
1	VoiceCourt (Interactive Voice Response solution)	\$127,700
2	WebCourt (Interactive Web Response solution)	\$81,900
3	WebCourt Professional Services	\$21,000
4	VoicePermits (Interactive Voice Response solution)	\$140,150
5	WebPermits (Interactive Web Response solution)	\$24,950
6	System Wide (Enterprise) Functionality	\$126,250
	Total	\$521,950
ADDITIONAL MODULES AND SERVICES (PRICING FOR ITEMS THAT MAY BE PURCHASED LATER)		
7	Second Year Annual Support & Maintenance (after warranty) as per Section B-3(b) of the original schedule.	\$73,570
8	ProMonitor Services (Pro Active Monitoring of IVR environment)	\$3,000
9	Optional – Correction Codes	\$3,000
10	Optional – Who's My Inspector Notification	\$5,000

11	Optional – Same Day Scheduling – Add. Fees (Custom)	\$5,250
12	Optional – Desktop Delivery Engine	\$12,500
	Optional – Licensing Tier 2 (15 Users)	\$7,500
13	Optional – VoicePermits – E-Check Processing Module (<i>Per Application</i>)	\$5,500
	Optional – WebPermits – E-Check Processing Module (<i>Per Application</i>)	\$5,500
14	Optional – Second Year Support and Maintenance for E-Check Processing Modules	\$1,650

2. B-3 Prices/Costs (d). Modify payment terms.

DELETE: (d) in its entirety.

REPLACE WITH:

(d) The City will be invoiced, as per Paragraph B-5 (Invoices), upon commencement of the Contract for the Software license(s) and upon Company completion of the Tasks listed above. A progress payment will be allowed per Exhibit A, upon deposit of Source Code developed thus far, and receipt of diagrams and website drafts.

3. Section F – List of Attachments/Exhibits Update list of Attachments and Exhibits.

DELETE: Delete list in its entirety

REPLACE WITH:

<u>Identifier</u>	<u>Title/Text Reference</u>	<u>Date</u>	<u>Pages</u>
Attachment 1	Statement of Work, revised	11/2/2011	48
Attachment 2	Licensed Product Schedule		1
Attachment 3	Associated Services by Task		1
Attachment 4	Support and Maintenance Program		2
Exhibit A	Pricing Detail		5
Exhibit B	Support and Maintenance Date and Pricing Details		4

4. General. In the event of any conflict between the Contract and this modification, the provisions of Modification No.2 take precedence. All other contract terms and conditions remain unchanged.

IN WITNESS WHEREOF, the parties hereto have caused this Modification No 2 to be executed by their duly authorized representatives.

CITY OF LAS VEGAS

KATHLEEN C. RAINEY, Manager
Purchasing and Contracts

"City"

ATTEST:

BEVERLY K. BRIDGES, MMC
City Clerk

APPROVED AS TO FORM:

Robert S. Sylvain 12-5-11
Deputy City Attorney Date

SELECTRON TECHNOLOGIES, INC.

TODD A. JOHNSTON, President, CEO

"Company"

Exhibit A

Revised November 30, 2011

VoiceCourt™ Interactive Voice Response Solution (16 Ports) \$71,900

Included Functionality:

- Case or Citation Status
- Last Payment Date and Amount
- Ability to Plea, Disposition
- Fees and/or Fines Due & Date
- Look-up by Case Number, Citation Number, History Number, Jail ID Number or Social Security Number
- Payment History
- Warrant Options
- VoiceCourt Reporting Module

Payment Processing

Credit Card Processing Module (*Per Application*) **Included**

Speak Court Appearances/Appointments 1,000

Speak Schools Schedule/Reschedule/Cancel 1,500

CommunitySelect

Basic Template (*Court: Includes basic department-specific tree & professional prompts*) **1,000**

CTI Screen Pops

Initial Setup **20,000**

CTI Licensing (*8 Agents, 1 Queue*) - May require additional components on your phone switch **6,300**

CTI Screen Pop Server (*HP DL 380 to be Provided by Selectron*) **6,000**

Outbound Notifications (ODS Eng. Req. See under Enterprise Optional)

Court Appearance Notification **5,000**

Payment Reminder Notification **5,000**

Warrant Notification **5,000**

Class Reminder Notification **5,000**

Investment for VoiceCourt \$127,700

WebCourt™ Interactive Web Response Base Solution \$20,500

Web Pages to Display the Following Information

- Case or Citation Status
- Last Payment Date & Amount
- Look-up by Case Number, Citation Number, History Number, Jail ID Number or Social Security Number
- Payment History

Payment Processing (Assumes Initial Setup Purchased with VoiceCourt)

Credit Card Processing Module (*Per Application*) **Included**

Display Court Appearances/Appointments 500

Display Traffic Schools Appointments 500

Attorney Enter Pleas 14,000

Ability for Attorneys and/or bondsmen to pull cases 8,500

Give Attorney information to include contact info 8,500

Spanish Language for IWR 10,500

Basic Login for Attorney & Bondsman, Reset My Password, Change My Password 18,900

Post Bail	Included	
Professional Services for Custom Reports		\$21,000
Professional Services will be provided on a time and material basis at a rate of \$175/hour in order to place City-provided rendered reports into the designated web-page location. The City has approved up to 120 hours of work. When the Professional Services reach 100 hours worked, the Company will coordinate a meeting to assess the work needed for completion and an agreement will be reached on how to proceed. If it is mutually determined that the City needs additional Professional Services for work relating to these Custom Reports an additional Contract Modification will be completed.		
The reports include:		
CMS_0036_DMV_Universal_DS.rpt		
CMS_0006a_Defendant_Receipt_DC.rpt		
CMS_0145_PaymentHistory_DS.rpt		
CMS_0225_Class_Requirements_Schedule_ASED_DS.rpt		
Investment for WebCourt		\$102,900
VoicePermits™ Interactive Voice Response Base Solution (16 Port)		56,900
Included Functionality:		
• Schedule Inspections • Cancel Inspections • Obtain Inspection Results • Post Inspection Results • Speak Site Address • Permit Based Messaging • VoicePermits Reporting Module • Remote Access Software		
Professional Voice Recording		
Street Names (3-6K)		3,000
Payment Processing	Included	
Credit Card Processing Module (<i>Per Application</i>)		5,500
Inspection Prerequisite Logic		3,000
Correction Codes (Inspection Failure Codes) OPTIONAL		3,000
CommunitySelect		
Basic Template (<i>Building: : Includes basic department-specific tree & professional prompts</i>)		1,000
Subcontractor Registration (Custom)		12,500
Speak Inspector's Name Modification (Custom)		1,750
(Deleted Same Day Scheduling item -\$5,250)		
Subcontractor Add to Company Grid (Custom)		10,000
Different Opt Out Phone Numbers (Custom)		3,500
Outbound Notifications (ODS Eng. Req. See under Enterprise Optional)		
Expiring Permits Notification		5,000
Permit Ready to Be Issued Notification		5,000
Residential Inspection Next Day Notification		5,000

Who's My Inspector Notification OPTIONAL	5,000
New Inspection Conditions (Includes Limit Inspections module)	12,500
Hansen Interface	7,500

Investment for VoicePermits	\$140,150
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WebPermits™ Interactive Web Response Base Solution	\$9,950
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Web Pages to Display the Following Information

- Permit Status
- Obtain Inspection Results & History
- Schedule Inspections
- Review Active Inspections
- Cancel Inspections

Payment Processing (Assumes Initial Setup Purchased with VoicePermits)

Credit Card Processing Module (Per Application)	5,500
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Shopping Cart Functionality(Web & IVR)	9,500
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Investment for WebPermits	\$24,950
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System Wide (Enterprise)-Functionality

Payment Gateway Integration (Assumes Court & Building use the same gateway)	9,500
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T1 Cards (Hardware only - 2)	10,000
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Professional Voice Recording

Base System Call Flow & Prompts (English)	2,500
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CommunitySelect

Setup (includes SmartDelivery)	7,500
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Spanish Language

Initial Setup	7,500
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Solution Design & Development	Included
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Selectron Project Management	Included
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On-Site Installation, Travel Expenses & Training	Included
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12 Month Warranty on Selectron Technologies Provided Hardware & Software	Included
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(Begins Upon Completion of Acceptance)

System Documentation	Included
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Pro Monitoring

Engine & Setup	5,000
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Test Server Setup & Configuration (Hardware Not Included)	5,500
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Outbound Delivery Services Engine	8,500
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T1 Card for Test Server (Hardware only – 1 T1 Card)	5,000
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Rejected Submission Report (Custom)	3,500
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Selectron Provided Server Production Server – DL380	6,000
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Selectron Provided Test Server – DL380	6,000
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Fax Server Integration	7,500
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Selectron Provided Development Server – DL380	6,000
Restocking Fee for the two HP ML 350 Servers	3,000
Licensing for Four (4) VoIP Test IVR Voice Ports for the Development Server	3,000
Development Server Setup & Configuration (Hardware Not Included)	5,500
Licensing for Twenty Eight (28) VoIP Test/Failover IVR Voice Ports	21,000
Dialogic Host Media Processing (HMP) Integration Services	7,500
Dialogic Media Gateway equipped for T1	(3,750)

Investment for System Wide (Enterprise) Functionality	\$126,250
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Required Items Not Included in Selectron Technologies IVR Solutions

- Phone Lines & Network Services Required to Support the Installation
- Host Interface Components Must Be Installed and Functioning Prior to On-Site Installation
- The *Payment Processing* Module Does Not Include Merchant Account Provider Costs or Associated Fees, Payment Gateway Costs or Fees
- CTI/Screen Pop will require additional components on the Nortel CS1000E telephone system. It must be running Release 4.5 software and must have a Signaling Server in place, which would be CLV's responsibility

Required Items Not Included in Selectron Technologies Web Solutions

- Network Services Required to Support the Installation
- Host Interface Components Must Be Installed and Functioning Prior to On-Site Installation
- Microsoft Windows Server 2003 (or later), Running IIS 6 (or later) with .NET 2.0 with ASP .Net 2.0 Installed
- Remote Access to the ISS Server for Initial Development & Ongoing Support
- If purchasing the *Payment Processing* Module, a SSL Certificate Will Need to be Purchased & Installed By the Server Administrator
- Selectron Technologies *VoicePermits* Solution

Selectron product and service pricing & payment Information

PRICING PRESENTED IN THE QUOTE IS SET BASED UPON THE 12-MONTH WARRANTY PERIOD BEGINNING UPON FINAL ACCEPTANCE FOR EACH PHASE OF THE PROJECT. ADJUSTING THE START DATE OF THE INCLUDED 12-MONTH WARRANTY WILL RESULT IN AN ADJUSTMENT TO THE PRICING PROVIDED IN THIS QUOTE. PRICING DOES NOT INCLUDE ADDITIONAL APPLICATION INTEGRATION CHARGES THAT MAY BE REQUIRED AS PART OF THIS SOLUTION. THIS INCLUDES APPLICATION VENDOR API, USER, OR IMPLEMENTATION FEES, ADDITIONAL LICENSING FEES OR OTHER SURCHARGES DIRECTLY OR INDIRECTLY CHARGED BY OR REMITTED TO THE APPLICATION VENDOR.

Schedule

10%	Invoiced at time of execution of contract
15%	Invoiced as progress payment towards Court IVR/IWR invoiced December 2011 (payment dependent upon Source Code Escrow deposit, etc.)
5%	Invoiced at completion of on-site installation of Court IVR/IWR
15%	Invoiced as progress payment towards Permitting IVR/IWR invoiced December 2011 (payment dependent upon Source code Escrow deposit, etc.)
5%	Invoiced at completion of on-site installation of Permitting IVR/IWR
15%	Invoiced 60 days after on-site installation of Court IVR/IWR
15%	Invoiced 60 days after on-site installation of Permitting IVR/IWR

- 10% Invoiced upon final acceptance of Court IVR/IWR
- 10% Invoiced upon final acceptance of Permitting IVR/IWR

Initial Payment

Invoiced upon receipt of purchase order.

Subsequent Payments

Phased Implementation: When a phased implementation is mutually agreed to, the same payment terms will be applied to each phase.

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.

Professional Services Payments

Services will be invoiced bi-weekly for actual hours spent on the custom reports. Client will be sent weekly status reports of time spent on the custom reports. Any disputes over the weekly status report needs to be addressed with the designated Selectron Project Manager within 10 days of receipt of the status report. This payment arrangement applies to the four custom reports identified for the WebCourt application only.

Attachment 1

Statement of Work

Revised December 21, 2010

EXHIBIT B
Revised November 30, 2011

Pricing

Effective Dates: 12-Month Support and Maintenance Services begin at the completion of acceptance of the Licensed Product. The first year Warranty is provided with the base solution, with payment being due 1-year from Final Acceptance.

Extended Maintenance Fee:

Item	Dates covered	Amount	Payment Due Date
First year	October 1, 2010 to September 30, 2011	Included + \$3,000 ProMonitor	N/A
Second year	October 1, 2011 to September 30, 2012	\$73,570 & \$3,000 (ProMonitor)	September 15, 2011
Third year	October 1, 2012 to September 30, 2013	\$77,250 & \$3,000 (ProMonitor)	September 15, 2012
Fourth year	October 1, 2013 to September 30, 2014	\$81,110 & \$3,000 (ProMonitor)	September 15, 2013
Fifth year	October 1, 2014 to September 30, 2015	\$85,165 & \$3,000 (ProMonitor)	September 15, 2014
Sixth year	October 1, 2015 to September 30, 2016	\$89,425 & \$3,000 (ProMonitor)	September 15, 2015

Notes:

- For this purpose, the Company will assume a [to be filled in at time of contracting] Service Date on the currently scheduled System. Actual date is based on the on-site implementation and will be mutually determined with the City's Project Manager.
- The System Value for maintenance calculations is \$490,450.
- Maintenance amounts do not include increases to reflect additional functionality purchased.
- Maintenance fees for future periods are not a guarantee that annual support agreements will be offered. The City will receive a minimum of 12 months notice of discontinuance of annual support agreements.

Products and Licenses

VoiceCourt™ Interactive Voice Response Solution (16 Ports)

Included Functionality:

- Case or Citation Status
- Last Payment Date and Amount
- Fees and/or Fines Due & Date
- Look-up by Case Number, Citation Number, History Number, Jail ID Number or Social Security Number.
- Payment History
- VoiceCourt Reporting Module

Payment Processing

Credit Card Processing Module (*Per Application*)

Speak Schedule Court Appearances/Appointments

Speak Traffic Schools Appointments

CommunitySelect

Basic Template (*Court: Includes basic department-specific tree & professional prompts*)

CTI Screen Pops

Initial Setup

CTI Licensing (8 Agents, 1 Queue) - May require additional components on your phone switch

CTI Screen Pop Server (*HP DL 380 to be Provided by Selectron*)

Outbound Notifications (*ODS Eng. Req. See under Enterprise Optional*)

Court Appearance Notification

Payment Reminder Notification

Warrant Notification

Class Reminder Notification

WebCourt™ Interactive Web Response Base Solution

Web Pages to Display the Following Information

- Case or Citation Status
- Last Payment Date & Amount
- Look-up by Case Number, Citation Number, History Number, Jail ID
- Payment History
- Number or Social Security Number.

Payment Processing (*Assumes Initial Setup Purchased with VoiceCourt*)

Credit Card Processing Module (*Per Application*)

Display Court Appearances/Appointments

Display Traffic Schools Appointments

Attorney Enter Pleas

Ability for Attorneys and/or Bondsmen to pull cases

Give Attorney information to include contact info

Spanish Language for IWR

Post Bail

Basic Login for Attorney & Bondsman, Reset My Password, Change My Password

VoicePermits™ Interactive Voice Response Base Solution (16 Port)

Included Functionality:

- Schedule Inspections
- Speak Site Address
- Cancel Inspections
- Permit Based Messaging
- Obtain Inspection Results
- VoicePermits Reporting Module
- Post Inspection Results
- Remote Access Software

Professional Voice Recording

Street Names (3-6K)

Payment Processing

Credit Card Processing Module (*Per Application*)

Inspection Prerequisite Logic

Correction Codes (Inspection Failure Codes)

CommunitySelect

Basic Template (*Building: : Includes basic department-specific tree & professional prompts*)

Subcontractor Registration (Custom)

Speak Inspector's Name Modification (Custom)

Same Day Scheduling – Transfer Caller

Subcontractor Add to Company Grid (Custom)

Different Opt Out Phone Numbers (Custom)

Outbound Notifications (*ODS Eng. Req. See under Enterprise Optional*)

Expiring Permits Notification
Permit Ready to Be Issued Notification
Residential Inspection Next Day Notification
Who's My Inspector Notification

New Inspection Conditions (Includes Limit Inspections module)

Hansen Interface

WebPermits™ Interactive Web Response Base Solution

Web Pages to Display the Following Information

- Permit Status
- Schedule Inspections
- Cancel Inspections
- Obtain Inspection Results & History
- Review Active Inspections

Payment Processing (Assumes Initial Setup Purchased with VoicePermits)

Credit Card Processing Module (Per Application)

Shopping Cart Functionality(Web & IVR)

System Wide (Enterprise)-Functionality

Payment Gateway Integration (Assumes Court & Building use the same gateway)

Professional Voice Recording

Base System Call Flow & Prompts (English)

CommunitySelect

Setup (includes SmartDelivery)

Spanish Language

Initial Setup

Pro Monitoring

Engine & Setup

Test Server Setup & Configuration (Hardware Not Included)

Outbound Delivery Services Engine

Rejected Submission Report (Custom)

Selectron Provided Server Production Server –DL 380

Selectron Provided Test Server – DI 380

Licensing for Four (4) VoIP Test IVR Voice Ports for the Development Server

Licensing for Twenty Eight (28) VoIP Test/Failover IVR Voice Ports

Selectron Provided Development Server – DI 380

Dialogic Media Gateway equipped for a T1

Fax Server Integration

Customer Support Contacts

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact: _____ Email _____ Telephone: _____

Contact: _____ Email _____ Telephone: _____

Contact: _____ Email _____ Telephone: _____

Contact: _____ Email _____ Telephone: _____

Contact: _____ Email _____ Telephone: _____

Group Email for all five contacts: _____

EXHIBIT B
Revised November 30, 2011

Pricing

Effective Dates: 12-Month Support and Maintenance Services begin at the completion of acceptance of the Licensed Product. The first year Warranty is provided with the base solution, with payment being due 1-year from Final Acceptance.

Extended Maintenance Fee:

Item	Dates covered	Amount	Payment Due Date
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Fourth year	October 1, 2013 to September 30, 2014	\$81,110 & \$3,000 (ProMonitor)	September 15, 2013
Fifth year	October 1, 2014 to September 30, 2015	\$85,165 & \$3,000 (ProMonitor)	September 15, 2014
Sixth year	October 1, 2015 to September 30, 2016	\$89,425 & \$3,000 (ProMonitor)	September 15, 2015

Notes:

- For this purpose, the Company will assume a [to be filled in at time of contracting] Service Date on the currently scheduled System. Actual date is based on the on-site implementation and will be mutually determined with the City's Project Manager.
- The System Value for maintenance calculations is \$490,450.
- Maintenance amounts do not include increases to reflect additional functionality purchased.
- Maintenance fees for future periods are not a guarantee that annual support agreements will be offered. The City will receive a minimum of 12 months notice of discontinuance of annual support agreements.

Products and Licenses

VoiceCourt™ Interactive Voice Response Solution (16 Ports)

Included Functionality:

- Case or Citation Status
- Last Payment Date and Amount
- Fees and/or Fines Due & Date
- Look-up by Case Number, Citation Number, History Number, Jail ID Number or Social Security Number.
- Payment History
- VoiceCourt Reporting Module

Payment Processing

Credit Card Processing Module *(Per Application)*

Speak Schedule Court Appearances/Appointments

Speak Traffic Schools Appointments

CommunitySelect

Basic Template *(Court: Includes basic department-specific tree & professional prompts)*

CTI Screen Pops

Initial Setup

CTI Licensing *(8 Agents, 1 Queue) - May require additional components on your phone switch*

CTI Screen Pop Server (*HP DL 380 to be Provided by Selectron*)

Outbound Notifications (*ODS Eng. Req. See under Enterprise Optional*)

Court Appearance Notification

Payment Reminder Notification

Warrant Notification

Class Reminder Notification

WebCourt™ Interactive Web Response Base Solution

Web Pages to Display the Following Information

- Case or Citation Status
- Last Payment Date & Amount
- Look-up by Case Number, Citation Number, History Number, Jail ID
- Payment History Number or Social Security Number.

Payment Processing (*Assumes Initial Setup Purchased with VoiceCourt*)

Credit Card Processing Module (*Per Application*)

Display Court Appearances/Appointments

Display Traffic Schools Appointments

Attorney Enter Pleas

Ability for Attorneys and/or Bondsmen to pull cases

Give Attorney information to include contact info

Spanish Language for IWR

Post Bail

Basic Login for Attorney & Bondsman, Reset My Password, Change My Password

VoicePermits™ Interactive Voice Response Base Solution (16 Port)

Included Functionality:

- Schedule Inspections
- Speak Site Address
- Cancel Inspections
- Permit Based Messaging
- Obtain Inspection Results
- VoicePermits Reporting Module
- Post Inspection Results
- Remote Access Software

Professional Voice Recording

Street Names (3-6K)

Payment Processing

Credit Card Processing Module (*Per Application*)

Inspection Prerequisite Logic

Correction Codes (Inspection Failure Codes)

CommunitySelect

Basic Template (*Building: : Includes basic department-specific tree & professional prompts*)

Subcontractor Registration (Custom)

Speak Inspector's Name Modification (Custom)

Same Day Scheduling – Transfer Caller

Subcontractor Add to Company Grid (Custom)

Different Opt Out Phone Numbers (Custom)

Outbound Notifications (*ODS Eng. Req. See under Enterprise Optional*)

Expiring Permits Notification
Permit Ready to Be Issued Notification
Residential Inspection Next Day Notification
Who's My Inspector Notification

New Inspection Conditions (Includes Limit Inspections module)

Hansen Interface

WebPermits™ Interactive Web Response Base Solution

Web Pages to Display the Following Information

- Permit Status
- Obtain Inspection Results & History
- Schedule Inspections
- Review Active Inspections
- Cancel Inspections

Payment Processing (*Assumes Initial Setup Purchased with VoicePermits*)

Credit Card Processing Module (*Per Application*)

Shopping Cart Functionality(Web & IVR)

System Wide (Enterprise)-Functionality

Payment Gateway Integration (*Assumes Court & Building use the same gateway*)

Professional Voice Recording

Base System Call Flow & Prompts (*English*)

CommunitySelect

Setup (*includes SmartDelivery*)

Spanish Language

Initial Setup

Pro Monitoring

Engine & Setup

Test Server Setup & Configuration (*Hardware Not Included*)

Outbound Delivery Services Engine

Rejected Submission Report (Custom)

Selectron Provided Server Production Server –DL 380

Selectron Provided Test Server – DI 380

Licensing for Four (4) VoIP Test IVR Voice Ports for the Development Server

Licensing for Twenty Eight (28) VoIP Test/Failover IVR Voice Ports

Selectron Provided Development Server – DI 380

Dialogic Media Gateway equipped for a T1

Fax Server Integration

Customer Support Contacts

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact: _____ Email _____ Telephone: _____

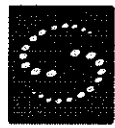
Contact: _____ Email _____ Telephone: _____

Contact: _____ Email _____ Telephone: _____

Contact: _____ Email _____ Telephone: _____

Contact: _____ Email _____ Telephone: _____

Group Email for all five contacts: _____



Selectron
TECHNOLOGIES, INC.

Microsoft
GOLD CERTIFIED
Partner

Statement of Work

VoicePermits™

WebPermits™

VoiceCourt™

WebCourt™

Outbound Delivery Services™

CommunitySelect

www.SelectronTechnologies.com

Table 1 Revision History

Version #	Details	Date
1.0	Initial Release	5/13/2010
2.0	Added Sections 2.4.2.9 (Password Reset), 2.4.2.10 (Password Change), and 2.4.2.11 (Attorney & Bondsman Login - Suspended Accounts). Revised Sections 2.3.2.6 (Scheduled Court Appearances) and 2.3.2.7 (Scheduled Cases) under VoiceCourt, and sections 2.4.2.3 (Scheduled Court Appearances) and 2.4.2.4 (Scheduled Classes) under WebCourt Removed Section 2.1.2.9 (Same Day Scheduling - Additional Fees)	12/17/2010
2.1 (current)	Revised Section Appendix A (Hardware) with updated hardware specifications and VoIP licenses. This update supports the additional features from Contract Modification 2.	10/24/2011



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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. When an inspection is scheduled against a permit on which the inspection's type has not previously been added, the inspection type will be added to the permit prior to scheduling.

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.

2.1.1.4 PIN Access

Callers must enter a valid PIN to gain access to the system. VoicePermits relies on the Customer's permitting system to manage and verify PINs.

2.1.2 Additional Features

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

2.1.2.1 Correction Codes

When posting results for a failed inspection, the inspector can enter a correction code. Correction codes detail the specific reason for inspection failure. The description of the correction code is available to callers requesting inspection results.

The permitting database must allow the input of correction codes, as well as access to the field storing the codes, to allow full functionality of this module. The Customer is responsible for maintaining correction code data ([section 3.1.2.1, Maintain Correction Codes](#)).

2.1.2.2 Inspection Prerequisites

System administrators can configure VoicePermits to disallow inspections from being scheduled until other, associated inspections have been scheduled or approved. When callers attempt to schedule an inspection whose prerequisites have not been met, the system speaks back the specific unmet prerequisites. The Customer's business rules determine whether or not inspection prerequisites must be scheduled or approved prior to scheduling associated inspections.

2.1.2.3 Limit Inspections

When implemented, this module allows the jurisdiction to set a maximum number of scheduled inspections per day, per defined group. This module can be implemented to allow inspection limitation using one of two schemes: by inspection group (such as Electrical, Plumbing, etc.) or by a jurisdiction-defined custom group (limitations set by city, by inspection type, location, or other criteria desired by the Customer). The implemented grouping scheme is dependent upon jurisdiction requirements.

Inspection groups that have reached the daily maximum limit are not available for caller selection. When contractors arrive at the Customer's office for scheduling, staff members can use the included Inspection Calendar web page to view availability prior to scheduling inspections in the permitting system or by using VoicePermits.



VoicePermits regularly polls the permitting database ([section 3.1.19, Maintain Inspection Limitation](#)) to verify the number of scheduled inspections per group. The information is then updated to the VoicePermits server and is used to present callers with scheduling information and update the Administration Tool ([section 4.2, Software](#)) and the Inspection Calendar web page. If concurrent scheduling requests occur between polling attempts, the daily inspection count may be exceeded. The Customer may configure the polling schedule in the Administration Tool. However, Selectron Technologies recommends periodically polling the permitting database, rather than on-demand schedule verification, to minimize processor use.

2.1.2.4 Modify Inspection Conditions

Each inspection type is accompanied by a standard set of rules for allowing/disallowing inspection scheduling. Using the Administration Tool ([section 4.2, Software](#)), the Customer's staff can enable or disable each rule at the inspection type level. The specific rules to be implemented are mutually agreed upon by the Customer and Selectron at the onset of implementation. The same conditions logic applies to both VoicePermits and WebPermits.

2.1.2.5 Payment Processing: Credit Card

VoicePermits accepts credit card payments, allowing callers to pay inspection fees, project fees, and building application fees. The Customer's business rules determines whether the system can process over payments, partial payments, remainder amounts from previous partial payments, and payments for specific inspections when there are multiple outstanding inspection fees. Visa®, MasterCard®, and Discover® are all pre-configured credit card types within VoicePermits; credit card types not used by the Customer will be unavailable to the caller. Additionally, VoicePermits accepts Visa or MasterCard debit cards; payments using debit cards are processed as a credit transaction.

Once a payment has been processed, VoicePermits issues a payment confirmation number. When taking a payment, the payment processing software verifies the credit card number and expiration date. For more security, the Customer can choose to verify the card holder's zip code and security code.

Fee data must be available to VoicePermits to ensure functionality of this module.

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

The following payment processing fees and services are not covered by purchase of the VoicePermits application:

- Transaction fees
- Merchant accounts
- Third-party payment processing services, fees, and software



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

2.1.2.6 Payment Processing: Shopping Cart

The Shopping Cart module allows callers to make a single payment for multiple fees. During the call, when a caller opts to make a payment on an item such as an inspection, the item and the associated cost is added to the caller's "shopping cart." Once the caller has selected all desired purchases, the caller indicates to VoicePermits that no additional purchases are desired and the caller wishes to make a payment. VoicePermits speaks the number of items in the caller's shopping cart, any applicable convenience fees, and the total amount to be paid. The caller may choose to make the payment or to clear the contents of the "shopping cart" and start over.

2.1.2.7 Inspection Type-based Transfer Numbers

When a caller requests a transfer to customer service from VoicePermits, the interactive solution determines the transfer extension based on the type of inspection with which the caller is currently working. If the caller is not working with an inspection, or if the transfer extension has not been defined for that inspection type, VoicePermits transfers the caller to a primary customer support number defined by the Customer.

Selectron implements VoicePermits using the associated transfer extensions provided by the Customer at the beginning of implementation. It is the Customer's responsibility to maintain the list of transfer extensions associated with inspection types. The Customer may add, modify, or delete extensions associated with inspection types using the Administration Tool ([section 4.2, Software](#)). No more than one transfer extension may be associated with an inspection type.

2.1.2.8 Professional Voice Recording

All system prompts (including call flow), correction code descriptions, and street names are professionally recorded prior to installation. Additionally, all outbound notification prompts are professionally recorded ([section 2.5.1.1, Outbound Notify](#)). The following non-system prompt and message types are not included, and require Customer recording:

- Optional Greeting ([section 3.1.4, Append an Optional Greeting](#))

For more information regarding non-system prompt recording, refer to [section 3.1.8, Record Prompts and Responses](#).

The Customer must sign-off on all Professional Voice Recording scripts prior to prompt recording. All prompt change requests after recording has been completed may incur additional charges on a Time and Materials basis (street names will be updated on a quarterly basis as described in [section 3.1.7, Add New Streets](#)).

2.1.2.9 SmartDelivery

SmartDelivery software enables VoicePermits to send faxes and/or e-mail to callers.



When requesting a fax, callers are prompted to use their 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.

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

2.1.2.10 Speak Inspector Information

With this module, a permit holder with an inspection scheduled for the current day can verify the identity of the scheduled inspector. The permit holder calls VoicePermits and enters the inspection confirmation number or, alternatively, the permit number and inspection type. When the permit holder selects the relevant menu option, VoicePermits speaks the name of the scheduled inspector, the scheduled inspector's telephone number, and a brief generic message (the content of the message is decided upon by the Customer prior to system implementation).

2.1.2.11 Subcontractor Registration

The Customer's permitting system houses subcontractor information. Subcontractors wishing to use VoicePermits (or WebPermits) must validate their identity using a PIN. Selectron modifies the interactive solution to accept PIN input from subcontractors and validate against PINs existing within the Customer's permitting system.

2.1.2.12 Subcontractor Add to Company Grid

In order to schedule inspections against a permit, a subcontractor must be assigned to that permit. Selectron modifies the interactive solution to accept self-assignment from subcontractors. The interactive solution's reporting suite ([section 3.1.1, Run System Reports](#)) indicates activities performed on a given permit, including subcontractor identification numbers.

2.2 WebPermits

The WebPermits application interacts with the Customer's permitting database to deliver information and services over the web to citizens. WebPermits works in conjunction with VoicePermits and cannot be run as an independent application. The WebPermits application resides on the Customer's web server ([section 5.2.2.8, Provide Web Server](#)).

2.2.1 Standard Feature Set

When citizens access the main WebPermits page, they are required to log in with a permit number and security code. The security code can be determined by the Customer, but must be verified by the permitting database. Most jurisdictions use the site address associated with the permit as the security code.

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



2.2.1.1 Inspection Scheduling

WebPermits allows citizens to schedule, reschedule, and cancel inspection using a web interface. When scheduling an inspection, the citizen can select the specific inspection type as well as inspection date from a calendar. Available dates on the calendar are determined by the Customer's business rules. Additionally, citizens can select a preference of a morning or afternoon inspection. Once citizens have scheduled, rescheduled, or cancelled an inspection, they receive a confirmation number; WebPermits provides a printer-friendly page allowing the citizen to easily print the confirmation.

To access scheduling functionality, a valid permit number must be entered during the login process.

2.2.1.2 Obtain Inspection Results

Permit holders can access WebPermits to view the results of their scheduled inspection. WebPermits displays the inspection type, the completed date, inspection result, inspector, and a confirmation number. WebPermits provides a printer-friendly page allowing permit holders to easily print the inspection results associated with a permit.

To access inspection results, a valid permit number must be entered during the login process.

2.2.1.3 E-mail Link

WebPermits provides an e-mail link, allowing citizens to directly e-mail the Customer's jurisdiction. When citizens click the link, their default e-mail client displays with the appropriate, pre-defined e-mail address and configurable subject heading filled in.

2.2.1.4 PIN Access

Users must enter a valid PIN to gain access to the system. WebPermits relies on the Customer's permitting system to manage and verify PINs. The PIN a user enters to access WebPermits is identical to the PIN the user enters to access VoicePermits.

2.2.2 Additional Features

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

2.2.2.1 Payment Processing: Credit Card

WebPermits accepts credit card payments, allowing callers to pay inspection fees, project fees, and building application fees. The Customer's business rules determine whether the system can process over-payments, partial payments, remainder amounts from previous partial payments, and payments for specific inspections when there are multiple outstanding inspection fees. Visa®, MasterCard®, and Discover® are all pre-configured credit card types within WebPermits; credit card types not used by the Customer are unavailable to the citizen for use. Additionally, WebPermits accepts Visa or MasterCard debit cards; payments using debit cards are processed as a credit transaction.



When taking a payment, the payment processing software verifies the credit card and expiration date. For more security, the Customer can choose to verify the card holder's zip code and security code. Once a payment has been processed, WebPermits issues a payment confirmation number; WebPermits provides a printer-friendly page allowing citizens to easily print the confirmation details.

Fee data must be available to WebPermits to ensure functionality of this module.

WebPermits provides a report for manual posting, or, if supported, passing payment information to the interface to be processing into the Customer's permitting system.

The following payment processing fees and services are not covered by the purchase of this module:

- 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, is billable on a Time and Materials basis.

2.2.2.2 Payment Processing: Shopping Cart

WebPermits employs the same shopping cart functionality VoicePermits ([section 2.1.2.6, Payment Processing: Shopping Cart](#)). During a web session, when web user opts to make a payment on an item such as an inspection, the item and the associated cost is added to the user's "shopping cart." When the user has finished adding items to the shopping cart and elects to make a payment, WebPermits displays a list of all items that have been added, the associated cost for each, any applicable convenience fees, and the total amount to be paid. The caller may choose to make the payment or to clear the contents of the "shopping cart" and start over.

2.2.2.3 Same Day Scheduling - Additional Fees

Web users may schedule an inspection to be performed on the same day on which they are requesting the inspection. The system displays any additional fees that are required for same-day inspections. WebPermits relies on the permitting system to provide fee amounts and calculated amounts owed. The Customer may specify a cutoff time after which same day inspections cannot be scheduled.

2.2.2.4 Subcontractor Add to Company Grid

In order to schedule inspections against a permit, a subcontractor must be assigned to that permit. Selectron modifies the interactive solution to accept self-assignment from subcontractors. The interactive solution's reporting suite ([section 3.2.1, Run System Reports](#)) indicates activities performed on a given permit, including subcontractor identification numbers.



2.3 VoiceCourt

The VoiceCourt application interacts with the Customer's court database to deliver information and service over the phone to callers.

2.3.1 Standard Feature Set

This section details the standard features included in the VoiceCourt application.

2.3.1.1 Case Information Access

VoiceCourt allows callers to hear a summary of their case disposition and any related court dates or fines owed. To access this information, callers must enter their case number, driver's license, Social Security number, or license plate number, and PIN (and/or date of birth in a MM-DD-YY format). The PIN can be defined by the Customer, but must be verified by the court database. VoiceCourt confirms the chosen case by specifying a description and the ruling date. Once the caller confirms, fines and court dates assigned by the Customer's jurisdiction are played as well.

2.3.1.2 Enter Plea

Callers may enter a plea on the case about which they are calling. The available pleas are defined at the onset of implementation; subsequent changes to available pleas require additional professional services.

2.3.1.3 Payment History

Callers may hear the payment history on the case about which they are calling. This history includes all payments previously applied against the case. VoiceCourt speaks the payment date, amount paid, and the method of payment.

2.3.1.4 Warrant Options

Each case type is accompanied by a standard set of business rules to govern the caller's options when interacting with the case. Selectron enhances VoiceCourt to include these rules. Using the Administration Tool ([section 4.2, Software](#)), the Customer's staff can toggle each rule at the case type level. The specific rules to be implemented are mutually agreed upon by the Customer and Selectron at the onset of implementation. The same conditions logic applies to both VoiceCourt and WebCourt. Any rule requiring complexity beyond a yes/no value will result in a transfer of the caller to a customer service representative.

2.3.2 Additional Features

This section details the optional, add-on modules and features included with this implementation of the VoiceCourt application.

2.3.2.1 Payment Processing: Credit Card

VoiceCourt 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 VoiceCourt; credit card types not used by the Customer are unavailable to the caller. Once a payment has been processed,



VoiceCourt issues a payment confirmation number. When taking a payment, the payment processing software verifies the credit card number and expiration date. For more security, the Customer can choose to verify the card holder's zip code and security code.

VoiceCourt provides a report for manual posting, or, if supported, passing payment information to the interface to be processed into the Customer's court database.

The following payment processing fees and services are not covered by purchase of the VoiceCourt application:

- 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.

2.3.2.2 Professional Voice Recording

All system prompts (including call flow) are professionally recorded prior to installation. Additionally, outbound notification prompts are professionally recorded ([section 2.5.1.1, Outbound Notify](#)). The following non-system prompt and message types are not included, and require Customer recording:

- Optional Greeting ([section 3.3.4, Append an Optional Greeting](#))

For more information regarding non-system prompt recording, refer to [section 3.3.7, 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.

2.3.2.3 SmartDelivery

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

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

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

2.3.2.4 Spanish Language

The Spanish Language module enables VoiceCourt 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 3.3.7, 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 2.3.2.2, 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.

2.3.2.5 Computer Telephony Integration: Screen Pop

The screen pop component is installed on customer service representatives' computers. When callers transfer from the VoiceCourt interactive solution to the customer service center, VoiceCourt passes caller account information to the screen pop component for viewing by the representative receiving the transferred caller. Account information includes the caller's account number, and may include other account-related that are agreed upon at the beginning of implementation.

VoiceCourt uses Syntellect's CT Connect software to enable screen pop functionality. The Customer must ensure that its telephony environment is configured to interface with CT Connect ([section 5.2.2.6, Configure Telephony Environment for CTI](#)). Additionally, the data fields available through the screen pop functionality must be supported by the Customer's court system. Selectron assists the Customer in determining what data can be passed to customer service representatives.

2.3.2.6 Scheduled Court Appearances

VoiceCourt allows callers to hear upcoming scheduled court appearances.

2.3.2.7 Scheduled Classes

VoiceCourt allows callers to hear the confirmation number, date and time, and location of the class. The caller is prompted to hear directions to the class location.

2.4 WebCourt

The WebCourt application interacts with the Customer's court database to deliver information and services over the web to citizens. WebCourt works in conjunction with VoiceCourt and cannot be run as an independent application. The WebCourt application resides on the Customer's web server ([section 5.2.2.8, Provide Web Server](#)).

2.4.1 Standard Feature Set

When citizens access the main WebCourt page, they are required to log in with a case number and security code. The security code can be determined by the Customer, but must be verified by the court database. Most jurisdictions use the site address associated with the caller's case as the security code.

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



2.4.1.1 Case Information Access

Citizens can access their current case status information, including case number, case disposition, court dates and fees owed.

2.4.1.2 Payment History

Citizens can access their case's fee payment history. Information displayed includes the payment date, amount paid, and the method of payment.

2.4.1.3 E-mail Link

WebCourt provides an e-mail link, allowing citizens to directly e-mail the Customer's jurisdiction. When citizens click the link, their default e-mail client displays with the appropriate, pre-defined e-mail address and configurable subject heading filled in.

2.4.2 Additional Features

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

2.4.2.1 Spanish Language

WebCourt includes the framework for displaying content in the Spanish language in the same format and structure as the English framework. Users may select an English or Spanish navigation experience.

The Customer provides translation of the existing English content into Spanish.

2.4.2.2 Payment Processing: Credit Card

WebCourt accepts credit card payments, allowing callers to pay their bills; 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 WebCourt; credit card types not used by the Customer are unavailable to the citizen for use. When taking a payment, the payment processing software verifies the credit card and expiration date. For more security, the Customer can choose to verify the card holder's zip code and security code. Once a payment has been processed, WebCourt issues a payment confirmation number; WebCourt provides a printer-friendly page allowing citizens to easily print the confirmation details.

WebCourt provides a report for manual posting, or, if supported, passing payment information to the interface to be processing into the Customer's court system.

The following payment processing fees and services are not covered by the purchase of this module:

- 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, is billable on a Time and Materials basis.

2.4.2.3 Scheduled Court Appearances

WebCourt allows web users to view scheduled court appearances on an upcoming case.

2.4.2.4 Scheduled Classes

WebCourt allows web users to view the confirmation number, date and time, and location of the class.

2.4.2.5 Attorney-entered Pleas

This module allows attorneys to enter pleas on behalf of clients. In order to enter a plea, an attorney must enter appropriate identity authentication information. If multiple offenses exist on a case, the attorney may enter pleas for the multiple offenses within a single submit function.

2.4.2.6 Attorney/Bondsmen Case Access

Attorneys and bondsmen may access case information by logging into WebCourt using the appropriate authentication information. Cases may be accessed by case number as well as by other search criteria that are mutually agreed upon by the Customer and Selectron prior to implementation.

2.4.2.7 Provide Attorney Information

A web user enters a case number, and WebCourt displays the case, as well as the attorney of record and attorney's contact information. No authentication information is required to view this information.

2.4.2.8 Spanish Language

WebCourt includes the framework for a Spanish-language IWR solution. However, it is the responsibility of the Customer to provide Spanish translations for all pages in the WebCourt solution.

2.4.2.9 Password Reset

WebCourt users who have forgotten their password will be able to click a 'lost password' link to generate a new password. The web user is required to put in their username. Nevsys generates a random new password and sends it to the e-mail address associated with the username. The web user can then log in using the temporary password, after which they will automatically be prompted to change their password (see "Password Change", below).

2.4.2.10 Password Change

WebCourt users are able to change their password after they have successfully logged in to the system. WebCourt prompts the user for their old password as well as the desired new password, which must be entered twice for verification.



2.4.2.11 Attorney & Bondsman Login - Suspended Accounts

If a web user has a suspended account, they are able to log in to WebCourt but will be prompted that their account is suspended and will not have access to the features WebCourt provides. The prompt contains information on who the user should contact in order to get their account reactivated.

2.5 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.

2.5.1 Standard Feature Set

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

2.5.1.1 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 2.5.2, 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. When SmartDelivery has been implemented, Outbound Delivery Services can send notifications via fax and/or e-mail ([section 2.5.2.9, SmartDelivery](#)). In order for faxes and e-mails to be sent, the fax number or e-mail address must be available in the applicable database (e.g. permitting or court). If contact information is not available, the notification cannot be sent. Note that fax or e-mail based notifications do not include the ability to make payments or transfer to customer service.

2.5.2 Additional Features

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

2.5.2.1 Outbound Notify: Expiring and Expired Permits Notification

This service requires the VoicePermits application and interacts with the permitting database. When this notification is configured, permit holders may be contacted about their expiring and expired permits. Typical information included in this notification includes the permit number and the expiration, or



expired, date. The date and time of notification delivery, relative to the expiration date, can be configured to fit the Customer's business rules.

2.5.2.2 Outbound Notify: Permits Ready to Be Issued Notification

This notification requires the VoicePermits application and interacts with the permitting database. When this notification is configured, the interactive solution apprises the permit applicant when a permit is ready to be issued. The system speaks the permit number and fees due, then speaks generic language agreed upon by Selectron and the Customer, such as payment options. The recipient of the notification is prompted to transfer to VoicePermits to make a payment.

2.5.2.3 Outbound Notify: Inspection Next Day Notification

This notification requires the VoicePermits application and interacts with the permitting database. When this notification is configured, the interactive solution contacts a permit holder when an inspection is scheduled for the next day. The system speaks the type of inspection, the permit number, and a general message indicating that the inspection is scheduled to occur. If available, the system speaks whether the inspection is scheduled for the morning or afternoon. The time of day that the notification occurs can be configured to fit the Customer's business rules.

2.5.2.4 Outbound Notify: Who's My Inspector Notification

This notification requires the VoicePermits application and interacts with the permitting database. On the day of an inspection, once the inspection has been assigned to an inspector, the interactive solution contacts the permit holder and speaks the assigned inspector's name, the assigned inspector's contact number, and an agreed-upon generic message indicating that the inspector will contact the permit holder shortly.

2.5.2.5 Outbound Notify: Court Appearance Notification

This notification requires the VoiceCourt application and interacts with the court database. When this notification is configured, the interactive solution contacts defendants who are scheduled for a court appearance. The system speaks the date, time, and location of the court appearance and provides the option for the recipient to transfer to a customer service representative. The number of days prior to the scheduled court appearance at which the notification is sent can be configured to fit the Customer's business rules.

2.5.2.6 Outbound Notify: Payment Reminder Notification

This notification requires the VoiceCourt application and interacts with the court database. When this notification is configured, the interactive solution contacts defendants who owe outstanding balances on citations. The system speaks the citation number and the amount owed. The recipient of the notification is prompted to transfer to VoiceCourt to make a payment. The notification is triggered when payment on a citation is overdue by a certain number of days; this number of days can be configured to fit the Customer's business rules.



2.5.2.7 Outbound Notify: Warrant Notification

This notification requires the VoiceCourt application and interacts with the court database. When this notification is configured, the interactive solution contacts persons for whom an arrest warrant will be issued. The system speaks the date the warrant will be issued and speaks a generic message providing remediation options. The notification recipient is prompt to transfer to a customer service representative. The notification is triggered a certain number of days prior to warrant issuance; this number of days can be configured to fit the Customer's business rules.

2.5.2.8 Outbound Notify: Class Reminder Notification

This notification requires the VoiceCourt application and interacts with the court database. When this notification is configured, the interactive solution contacts persons who have registered for applicable court classes. The system speaks the kind of class, as well as the date, time, and location of the class, and a generic informational message agreed upon by Selectron and the Customer. The number of days in advance the reminder notification is sent can be configured to fit the Customer's business rules.

2.5.2.9 SmartDelivery

Smart Delivery software enables Outbound Delivery Services to send faxes and/or e-mail to message recipients.

2.5.2.10 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 or e-mail include both English and Spanish within the same message.

2.6 CommunitySelect

CommunitySelect is an interactive solution that provides the Customer an environment for creating its own dynamically-configurable, interactive menus. The Customer's administrative staff use the CommunitySelect Manager application to create a menu structure consisting of "nodes." Using a simple drag-and-drop interface, the Customer can create, edit, arrange, and delete nodes to build a department-specific information system for callers. Customers then use a touch-tone telephone to record the necessary spoken messages or prompts.

CommunitySelect requires that the interactive solution uses Selectron core components that are version 4.5.3 or later.

2.6.1 Nodes

CommunitySelect includes five types of nodes that may be created.

- Submenu: A submenu is a menu of options that is nested within a higher-level menu option. Submenus enable the Customer to streamline the Community-



Select call flow and organize content into groups containing similar information.

- Information item: A general information item contains a spoken message that provides some informational message to callers accessing CommunitySelect.
- Fax document: The fax node allows callers to request a specific fax document by selecting the relevant menu choice.
- Call transfer: CommunitySelect transfers the caller to an extension within the Customer's phone system.
- Call chain: If the Customer has implemented another interactive solution from Selectron Technologies, the chain node enables callers to be transferred into the call flow of such solutions. The Customer can designate whether the caller is chained into the beginning of the call flow, or to a designated location within the call flow.

2.6.2 Shortcuts

Each node within CommunitySelect can be assigned a unique shortcut key sequence. Callers can then enter this sequence at any point in the CommunitySelect call flow to access the node directly.

2.6.3 Placement

If CommunitySelect is implemented in tandem with other interactive solutions from Selectron Technologies, the Customer must designate the desired placement of CommunitySelect and the other interactive solution(s) relative to each other. For example, the Customer may desire that CommunitySelect be the first interactive solution callers reach when placing a call to the department, or the Customer might want each interactive solution to possess a unique phone number. The Customer must determine its preference at the onset of implementation; subsequent changes will require Selectron professional services and may be subject to time and materials billing.

2.6.4 Configuration Scope

The CommunitySelect Manager is intended for use in configuring the menu structure within the CommunitySelect call flow only. The CommunitySelect Manager cannot be used to alter the call flow of other Selectron interactive solutions.

2.6.5 Spanish Language

When the Spanish language module is implemented, the CommunitySelect menu can be presented to callers in both English and Spanish. The menu tree will be identical across both languages. All dates, numbers, ordinals, currencies, and letters are translated to the proper language. Otherwise, just as in English, the Customer is responsible for recording all spoken Spanish prompts within CommunitySelect ([section 3.6.3, Record Prompts and Responses](#)).

When Professional Voice Recording has been implemented in conjunction with the Spanish Language module, all system prompts are translated and recorded in Spanish prior to installation. Non-system prompt and message types are not included and



require Customer translation and recording. Refer to section [section 2.6.6, 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.

2.6.6 Professional Voice Recording

All system prompts are professionally recorded prior to installation, in both English and Spanish. The following non-system prompt and message types are not included, and require Customer recording:

- Optional Greeting ([section 3.1.4, Append an Optional Greeting](#))

For more information regarding non-system prompt recording, refer to section [section 3.6.3, 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.

2.6.7 Department-specific Templates

Selectron delivers two call flow templates with CommunitySelect, one for the courts department and one for the building and permitting department. The templates are intended to serve as a quick-start guide for customizing the call flow to the Customer's preference; the Customer may edit the templates as desired. Each template includes the associated professionally-recorded voice prompts.

2.7 Enterprise-wide Functionality

This section details additional functionality that is shared by all applications identified in this Statement of Work.

2.7.1 Rejected Payment Submissions Report

Selectron builds a custom report that displays all payment attempts that were rejected. The report lists account/permit/case number, application through which payment was attempted, and reason for rejection. Administrative personnel can filter the report to show results for all applications or any combination of applications.

2.7.2 Fax Server Integration

When a caller requests a faxed document, the interactive sends the requested fax as an attachment to an SMTP message. The document for faxing is in either an .rtf or .pdf format. Further specific details of the fax workflow are agreed upon by Selectron and the Customer prior to system implementation.

That the interactive solution's reporting functionality can only report that documents were sent to the Customer's fax server; any further reporting (for example, delivery status to the person who requested the fax) is the responsibility of the Customer's fax server.



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 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
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
Payment	Payment type with date, time, utility account numbers, and Confirmation numbers
Fax Activity Report	Fax status, document, date, time, and permit number
Email Activity Report	Date sent, document type, confirmation number, 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 4.4.3, 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 Manage PINs

The Customer is responsible for creating or modifying PINs for user access to VoicePermits and WebPermits. Selectron assumes that PIN management occurs in the Customer's permitting system.

3.1.7 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.

When Professional Voice Recording has been implemented, street name prompts are recorded prior to system delivery. Any new or updated prompts can be recorded for the Customer on a quarterly basis; prompts needing immediate recording, between quarterly updates, are the Customer's responsibility ([section 3.1.8, Record Prompts and Responses](#)). Note that, in order for Selectron Technologies to identify new streets, they must exist in the VoicePermits database. Access to quarterly voice updates is contingent upon an active Support and Maintenance plan; refer to the Contract for more details.



3.1.8 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.

When purchasing Professional Voice Recording, all system prompts (including call flow), correction codes, and street names are recorded prior to system delivery. However, non-system prompt types and messages must be recorded by the Customer; refer to [section 2.1.2.8, Professional Voice Recording](#), for a list of non-system prompts. Training on how to record prompts and responses is provided during system installation ([section 4.4.3, Provide Administrative Training](#)).

3.1.9 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.

3.1.10 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.

3.1.11 Assign E-mail Field

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

3.1.12 Set Payment Processing Guidelines

Setting payment processing guidelines consists of updating the password VoicePermits 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.

3.1.13 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.

3.1.14 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.

3.1.15 Maintain Inspector Names and Contact Numbers

In order for the speak inspector information ([section 2.1.2.10, Speak Inspector Information](#)) and Who's My Inspector Outbound Notification ([section 2.5.2.4, Outbound Notify: Who's My Inspector Notification](#)) functionality to perform as defined, VoicePermits includes an audio file for each inspector's name. These audio files must remain current to ensure that an audio recording exists for every inspector. With the Professional Voice Recording module, Selectron records all inspector names prior to system implementation. Additionally, if the Customer maintains an active support and maintenance plan, Selectron updates the list of audio files on a quarterly basis. Between quarterly updates, the Customer can record inspector names using the Administration Tool and a telephone ([section 3.1.8, Record Prompts and Responses](#)).

Additionally, the Customer must ensure that the relevant inspector name and phone number information remains current in the permitting system.

3.1.16 Maintain Inspection Conditions

Selectron configures inspection conditions for each inspection type prior to system implementation ([section 2.1.2.4, Modify Inspection Conditions](#)). System administrators must update conditions as necessary when business rules affecting condition logic change.

3.1.17 Determine Inspection Groups

After initial implementation, the Customer is responsible for determining the Inspection Groups used for VoicePermits' Limit Inspections module. Inspection Groups are created using the Administration Tool ([section 4.2, Software](#)). Inspection Groups consist of a series of inspection types that are sub-sets of the defined group. The group could contain directly related inspection types (i.e., all plumbing inspections could be grouped under Plumbing) or specific inspections requiring limitations could be placed within their own group (i.e. a rough plumbing inspection type might need limitation, while all other plumbing inspections might not).

Selectron Technologies' Project Manager assists the Customer with the initial group configuration.

3.1.18 Maintain Inspection Prerequisites

The System administrator is responsible for adding, editing, and deleting VoicePermits' inspection prerequisites using the Administration Tool ([section 4.2, Software](#)). When inspection prerequisites are added, the system administrator must also record corresponding system prompts ([section 3.1.8, Record Prompts and Responses](#)). Selectron Technologies assists the Customer with the initial prerequisite configuration.

3.1.19 Maintain Inspection Limitation

When VoicePermits' Limit Inspections module is implemented, system administrators are responsible for setting inspection limits for each designated inspection group. Additionally, the Customer can configure the permitting database polling schedule



using the Administration Tool. VoicePermits regularly polls the permitting database to determine inspection availability.

If the Customer is using another vendor's product to schedule inspections on the web, the Customer is responsible for ensuring that the inspection limit is respected.

3.1.20 Verify Inspection Availability

When VoicePermits' Limit Inspections module is implemented, the Customer's staff must monitor the Inspection Calendar web page prior to scheduling inspections in the permitting database. If inspection availability is not checked, the daily inspection limit may be exceeded.

To view the Inspection Calendar web page, staff members need Microsoft Internet Explorer® 5.0, Mozilla Firefox™ 1.0, or newer, with access to the Customer's intranet.

3.1.21 Maintain Correction Codes

The system administrator is responsible for adding, editing, and deleting VoicePermits' correction codes using the Administration Tool ([section 4.2, Software](#)). When correction codes are added, the system administrator must also create a corresponding recording of the description to be played back to callers ([section 3.1.8, Record Prompts and Responses](#)). Selectron Technologies assists the Customer with the initial code configuration.

When Professional Voice Recording is implemented, prompt recording for correction codes is done prior to system delivery. The Customer is responsible for recording any subsequent correction code prompts. Selectron Technologies offers additional prompt recording of correction codes on a time and materials basis.

3.2 WebPermits

The tasks listed in this section apply to the WebPermits 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 3 lists the reports available with this implementation.

Table 3 System Reports

Report	Definition
System Usage	Web sessions initiated by day for selected date range
System Usage by Hour	Web sessions initiated by hour for selected date range



Table 3 System Reports

Report	Definition
Action Report	Number of times a web page was selected for specified date range
Web Activity Details	Displays all actions that a user made during a web session
Payment Detail Report	Payment type with date, time, utility account numbers, and Confirmation numbers
Web Activity Details	Displays all actions that a user made during a session

3.2.2 Set Payment Processing Guidelines

Setting payment processing guidelines consists of updating the password WebPermits 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.

3.2.3 Define Schedule Days

The WebPermits system offers citizens 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 WebPermits offers citizens. WebPermits uses the same scheduling configuration as VoicePermits and this setting only needs to be set once for both applications.

3.2.4 Control Administrative Access

The system administrator is responsible for creating and deleting administrative accounts and editing account access levels. 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](#)). Administrator accounts are for both the VoicePermits and WebPermits applications.

3.3 VoiceCourt

The tasks listed below apply to the VoiceCourt application.



3.3.1 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 4 lists the reports available with this implementation.

Table 4 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, court account numbers, and Confirmation numbers
Fax Activity Report	Fax status, document, date, time, and number
Email Activity Report	Date sent, document type, confirmation number, and account/citation number

3.3.2 Set Operator Transfer Extension

By setting the operator transfer extension, system administrators can determine where VoiceCourt 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](#)).

3.3.3 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.

3.3.4 Append an Optional Greeting

Appending an optional greeting instructs the system to play an additional greeting message when callers access VoiceCourt. 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 4.4.3, Provide Administrative Training](#)).

3.3.5 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](#)).

3.3.6 Add New Streets

As new streets are added to the Customer's jurisdiction, the system administrator should add them to the VoiceCourt application; 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.

3.3.7 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 VoiceCourt 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) are recorded prior to system delivery. However, non-system prompt types and messages must be recorded by the Customer; refer to [section 2.3.2.2, Professional Voice Recording](#), for a list of non-system prompts. Training on how to record prompts and responses is provided during system installation ([section 4.4.3, 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 2.3.2.2, Professional Voice Recording](#), for a list of non-system prompts and messages.

3.3.8 Monitor System Status

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



3.3.9 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.

3.3.10 Assign E-mail Field

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

3.3.11 Set Payment Processing Guidelines

Setting payment processing guidelines consists of updating the password VoiceCourt 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.

3.3.12 Maintain Warrant Options

Selectron configures warrant options logic for each case type prior to system implementation ([section 2.3.1.4, Warrant Options](#)). System administrators must update conditions as necessary when business rules affecting condition logic change.

3.4 WebCourt

The tasks listed in this section apply to the WebCourt application.

3.4.1 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 5 lists the reports available with this implementation.

Table 5 System Reports

Report	Definition
System Usage	Web sessions initiated by day for selected date range
System Usage by Hour	Web sessions initiated by hour for selected date range
Action Report	Number of times the application functions were selected for selected date range



Table 5 System Reports

Report	Definition
Payment Detail Report	Payment type with date, time, court account numbers, and Confirmation numbers

3.4.2 Set Payment Processing Guidelines

Setting payment processing guidelines consists of updating the password WebCourt 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.

3.4.3 Control Administrative Access

The system administrator is responsible for creating and deleting administrative accounts and editing account access levels. 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](#)). Administrator accounts are for both the VoiceCourt and WebCourt applications.

3.4.4 Provide Spanish Translation

WebCourt includes the framework for Spanish language web pages ([section 2.4.2.1, Spanish Language](#)). The Customer should furnish translations of page content to replicate the English pages in the corresponding Spanish pages.

3.5 Outbound Delivery Services

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

3.5.1 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, fax number called, e-mail address used, 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 6 lists all available Outbound reports.

Table 6 Outbound Reports

Report	Definition
System Usage	• Calls sent by day for selected date range • Faxes sent for selected date range • E-mails sent for selected date range
System Line Usage	• Calls sent by line for selected date range • Faxes sent by line for selected date range • E-mails sent by line for selected date range
System Usage by Hour	• Calls sent by hour for selected date range • Faxes sent by hour for selected range • E-mails sent by hour for selected 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

3.5.2 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](#)).



3.5.3 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](#)).

3.5.4 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.

3.5.5 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.

3.5.6 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.

3.5.7 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.

3.5.8 Assign E-mail Field

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

3.6 CommunitySelect

The tasks below apply to the CommunitySelect application.

3.6.1 Run Reports

The CommunitySelect Manager includes a suite of reports which allows staff to observe system usage and aids in system maintenance. Additionally, the CommunitySelect Manager can access web-based system reports that include further usage



information. The web-based reports are compatible with the Microsoft Internet Explorer® 5.0 or Mozilla Firefox 1.0 browsers, or newer versions. Reports can be exported to standalone files - in general, PDF and/or Microsoft Excel formats.

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

Table 7 lists the reports available with this implementation of CommunitySelect.

Table 7 CommunitySelect Reports

Report	Definition
Tree View	Printable list of nodes currently in use
Document List	List of all documents accessible by CommunitySelect (for example, for faxing)
Activities	Usage report identifying how often each node has been accessed by callers
Shortcuts	List of all shortcut sequences currently used by CommunitySelect
Prompt Report	List of all shortcut sequences currently in use

System Reports	Web-based Reports
System Usage	Calls received by day for selected date range
System Usage By Hour	Calls received by hour for selected date range
System Line Usage	Calls received by line for selected date range
System Statistics	Displays consolidated usage information, including time in use and call time information
Fax Activity Report	Fax status, document, date, time, and number
E-mail Activity Report	Date sent, document type, confirmation number, and account number

3.6.2 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 CommunitySelect. 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](#)).



3.6.3 Record Prompts and Responses

New spoken prompts, such as informational messages or menu options, need to be recorded. Recording prompts and responses creates an audio file for use by CommunitySelect 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, the system administrator can call the system to record the missing prompts.

When the Professional Voice Recording module is purchased with CommunitySelect, all system prompts and informational messages are recorded prior to system delivery. However, non-system prompt types and messages must be recorded by the Customer; refer to [section 2.6.6, Professional Voice Recording](#), for a list of non-system prompts. Training on how to record prompts and responses is provided during system installation (section 4.4.3, **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 2.6.6, Professional Voice Recording](#), for a list of non-system prompts and messages.

3.6.4 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.

3.6.5 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 4.4.3, Provide Administrative Training](#)).

3.6.6 Monitor System Status

Using the system monitor, the Customer's system administrator can view the status of the CommunitySelect interactive solution. 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.



No additional hardware is provided with web functionality. However, the Customer is responsible for providing a web server ([section 5.2.2.8, Provide Web Server](#)).

4.2 Software

4.2.1 Selectron Technologies Software

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

- VoicePermits application software
- VoiceCourt application software
- Outbound Delivery Services engine
- CommunitySelect Manager software
- Credit Card Payment Processing software
- SmartDelivery software

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

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.

The following software is delivered and installed on the Customer's web server:

- WebPermits application software
- WebCourt application software

4.2.2 Third-Party Software

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

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

The following software is delivered and installed on the Customer's web server:

- Symantec pcAnywhere remote access software



4.3 Permitting System Interface

Selectron builds the interface between the interactive solutions and the Customer's Hansen permitting system. Selectron assumes that Customer personnel will be available for consultation during interface development in order to ensure that Selectron fully understands the Customer's system configuration and relevant business rules.

4.4 Installation and Training

Selectron Technologies provides two days of on-site installation, testing, and training for each phase of 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 maximum of two (2) onsite trips to support a two-phased approach to installing all interactive systems described in this document. If the Customer chooses to phase the solution beyond the agreed upon two-phased schedule, additional time and materials costs may apply.

4.4.1 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).

The Installation Specialist installs the web application(s) on the Customer's web server. Refer to [section 5.2.2.8, Provide Web Server](#), for web server specifications.

4.4.2 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.

4.4.3 Provide Administrative Training

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

Training for non-system prompt recording is also provided (refer to [section 2.1.2.8, Professional Voice Recording](#), for a list of non-system, VoicePermits prompts)(refer to [section 2.3.2.2, Professional Voice Recording](#), for a list of non-system, VoiceCourt prompts)

4.4.4 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.



4.5 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).

4.6 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.

4.6.1 ProMonitor

This interactive solution includes subscription to Selectron's ProMonitor system monitoring service. The ProMonitor services initiates proactive calls to the Customer's interactive voice response solutions to verify that the system is answering calls and that connectivity exists between the IVR and application database(s). If ProMonitor detects problems, the system alerts Selectron personnel and/or Customer personnel based on a defined escalation path.

ProMonitor is renewable on an annual basis.

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 applica-



tion 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 court 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 Court 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.

5.1.1.4 Provide Configuration Assistance

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

- Setting Expiring and Expired Permits Notification guidelines
- Deciding which vendor to use for payment processing.
- Determining whether or not VoicePermits should prevent callers from taking certain actions when fees are owed.
- Defining initial inspection groups for VoicePermits' Limit Inspections module.

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
- Inspection codes
- WebPermits web address
- WebCourt web address

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 4.4, 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
- Correction codes and descriptions
- Permit numbering scheme
- Inspection group designations

VoiceCourt Data:

- Case codes and descriptions
- Validations used for receiving payment on a citation
- Case numbering scheme
- Case types and descriptions

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 Court System and Interface Specifications

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

In order to fully test the interactive solution, Selectron Technologies requires access to the court 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 court 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 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 and e-mail templates into Spanish.

5.2.1.11 Determine Web Application Appearance

To create web application² web sites that complement the Customer's current website, colors for the background, buttons, and text can be chosen. The colors should be submitted in a hexadecimal format. Additionally, space is provided for the Customer's logo or a header and footer. The logo, header, and footer must be provided to Selectron Technologies in either a GIF or JPEG format. When submitting a logo, it should be no larger than 2.5" wide and 2"

2. "Web application" refers to each interactive web solution included in this implementation (i.e., WebPermits, WebCourt, etc.).



(250 pixels x 75 pixels) high. Headers and footers should be no larger than 7" wide and 2" (700 pixels x 75 pixels) high.

5.2.1.12 Define Web Site Links

Up to four links on each web application's site are provided for the Customer's use. These links could be used by web site visitors to access the Customer's privacy policy, terms of service, and/or contact information. Whatever the Customer chooses, the destination point for each link is provided to Selectron Technologies in accordance with the implementation process.

5.2.1.13 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.

5.2.2.3 Provide Court Database Access

The interactive solution's server must have access to the court 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 court database; these licenses are the Customer's responsibility. In addition, the Customer must purchase and implement the court 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 Configure Telephony Environment for CTI

In order to enable computer-telephony integration (CTI) functionality (screen pop), the Customer must ensure that its telephony environment is compatible



with the Sytellect CT Connect software. While many switches support CT Connect natively, it is the Customer's responsibility to verify support and perform any configuration necessary.

5.2.2.7 Install Phone Lines

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

5.2.2.8 Provide Web Server

Each web application is installed on the Customer's web server. The web server must have the following applications installed and properly configured to operate on the server:

- Microsoft Windows Server™ 2000 (or later)
- Microsoft Internet Information Services (IIS) 5.0 (or later)
- Microsoft .NET Framework 2.0

The Customer is responsible for the installation and configuration of the listed applications. If necessary, Selectron Technologies can provide consultation and assistance on a time and materials basis.

5.2.2.9 Provide Web Server Administrative Access

Selectron Technologies requires an OS (Operating System) administrative account on the Customer's web server in order to properly install each web application. During installation, web application files are placed into the Windows system folder. If an OS administrative account is unavailable for use by Selectron Technologies, a Customer staff member with administrative access must be available to assist with the installation.

5.2.2.10 Resolve Domain Name

The Customer must ensure that the Fully Qualified Domain Name (FQDN) is resolved for each installed web application. The FQDN is a name that uniquely identifies a host system in the Customer's DNS (Domain Naming System) hierarchy. For example, a system called court1 in the Selectron domain would have an FQDN of court1.selectron.com.

5.2.2.11 Purchase Web Security Certificate

When web functionality has been implemented, the Customer must purchase and install a Secure Sockets Layer (SSL) certificate for each web application installed. The SSL certificate is an encryption key and secures transactions between citizens and the web application. The banking industry requires that a 128-bit SSL certificate is used for payment processing. This certificate must be installed after the installation of the web application and before the system goes live.



5.2.2.12 Confirm Service Functionality

The Customer has 60 calendar days after on-site installation to verify the functionality of the interactive solution. Within the 60-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
- Court database accounts and passwords for the interactive solution
- Permitting system accounts and passwords for the interactive solution
- Court 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 court database server
- Group user account and password (Cisco® users only)

5.2.3.2 Provide Web Server Access

While updates for each web application can be developed and tested on the interactive solution's server, Selectron Technologies requires access to the web server in order to implement the updates. There are multiple options for transferring data between the servers; Selectron Technologies' Project Manager assists the Customer with choosing a solution that best fits the situation.

5.2.3.3 Enable Web Site Access

A link to the each web application's site must be provided by the Customer, enabling citizen access. The link can be set at the Customer's current home page and/or any other useful points within the Customer's web site.



5.2.3.4 Provide Web Application Security

Each web application is designed to operate within the Customer's secure network environment. Specifically, the software relies on the Customer's security measures and implements no further security infrastructure.

5.2.3.5 Perform Regular System Backups

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

5.2.3.6 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.

5.2.3.7 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.





Appendix A: Hardware Specifications

A. Overview

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

B. Hardware

B.1 Selectron Technologies Provided Server

The hardware delivered for this solution includes:

- Three (3) ProLiant DL380 G7 2U servers, one for production, one for test, and a final server for development. These are upgraded, rack-mountable servers with RAID 5 with SAS drives, four (4) GB RAM, redundant power supply, and redundant fans. A KVM (keyboard, video, mouse) switch can be requested, if required by the Customer.

Selectron Technologies reserves the right to select a different server at any point prior to system installation, provided that it is also optimized for the interactive solution.

B.1.1 Return of Hardware

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

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

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

B.2 Customer Provided Server

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

B.3 VoIP Ports

With a VoIP system, no voice board is installed; the interactive solution uses the server's network card. The interactive solution includes thirty-two (32) licensed ports, sixteen (16) allocated for VoicePermits and sixteen (16) allocated for VoiceCourt.



This implementation also includes thirty-two (32) licenses for VoIP ports, to be used for the Customer's test server.

Additionally, the solution includes four (4) licenses for VoIP ports, to be allocated to the development server.

B.4 Fax Board

Because this solution integrates with the Customer's existing fax server, no fax ports are required or provided.

