

December 5, 2023

Mr. Michael Pegues, CIO
City of Aurora
44 E. Downer Place
Aurora, IL 60507

Dear Mr. Pegues,

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

As accepted by the City below, this will constitute acceptance of the items within this letter, the enclosed Statement of Work and the terms and conditions currently in effect. If there is a conflict with a term within these documents, the order of precedence will be:

- Letter of Understanding
- Scope of Work starting on page 2 of this letter
- Statements of Work starting on page 9 of this letter
- Master Services and Hosting Agreement dated October 3, 2023

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

Sincerely,



Todd A. Johnston
President and CEO

Accepted By: _____
Authorized Representative

Date Accepted: _____

Scope of Work

Relay Platform – SelecTXT

SETUP FEES

Quantity	Item	Unit Price	Extended Price
1	SelecTXT Relay Platform Fee	\$15,000	\$15,000
1	SelecTXT Base Application and Setup Fee	\$7,500	\$7,500
0	Contractor PIN Setup Fee	\$2,500	\$0
0	Inspector Posting Setup Fee	\$5,000	\$0
SETUP FEE SUBTOTAL			\$22,500

ANNUAL FEES

Quantity	Item	Unit Price	Extended Price
1	SelecTXT Annual Platform Support Fee	\$5,000	\$5,000
0	Contractor PIN Annual Support Fee	\$1,000	\$0
0	Inspector Posting Annual Support Fee	\$1,500	\$0
20,000	Annual Messages	\$0.15	\$3,000
ANNUAL FEE SUBTOTAL			\$8,000
First year 20,000 Messages Promotion			(\$3,000)

TOTAL INVESTMENT \$27,500

Includes Setup, Annual Fees, and Message Bundles

Five Year Investment Rollup

	Year 1	Year 2	Year 3	Year 4	Year 5
System Setup Cost	\$22,500	\$0	\$0	\$0	\$0
Annual Platform Fee	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
Annual Messages	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000
First Year Message Promotion	-\$3,000	\$0	\$0	\$0	-\$3,000
YEARLY TOTAL	\$27,500	\$8,000	\$8,000	\$8,000	\$8,000

Already Paid by City \$10,125

Total Investment \$59,500

MANAGED SERVICES APPLICATION

SCOPE & ASSUMPTIONS

Application Database Integration: **TRAKiT**

- Integration to **TRAKiT** requires appropriate ports enabled within **Aurora, IL** network and VPN connectivity, as determined is necessary during the system implementation

Required Items Not Included with Relay

- Required Host Interface – **TRAKiT API**
- Host interface components must be installed and functioning prior to development

MOVE UTILITY IVR TO MANAGED SERVICES

TOTAL	
RELAY PLATFORM UPGRADE	\$39,300
5-year commitment discount	-\$39,300
SYSTEM SETUP COST-Move to Managed Service	\$20,000
5-year commitment discount	\$20,000
ANNUAL OUTBOUND MESSAGE BUNDLE FEE-20k msgs	\$3,000
ANNUAL OUTBOUND PLATFORM FEE	\$3,000
ANNUAL MANAGED SERVICE FEE	\$31,780
ANNUAL IVR CALL FEES-Utility, Parking & MR	\$30,000
Annual Calls Included	120,000
Cost Per Call Over Included	\$0.35

Yearly Investment Rollup

	Year 1	Year 2	Year 3	Year 4	Year 5
Relay Platform Upgrade	\$0	\$0	\$0	\$0	\$0
System Setup Cost-Move to Managed Service	\$0	\$0	\$0	\$0	\$0
Outbound Message Bundle-20k messages	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000
Annual Outbound Platform Fee	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000
Annual Managed Service Fee	\$31,780	\$32,730	\$33,710	\$34,720	\$35,760
Annual IVR Call Fees	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000
YEARLY TOTAL	\$67,780	\$68,730	\$69,710	\$70,720	\$71,760

APPLICATION SCOPE & ASSUMPTIONS

- Channels:
 - IVR, Outbound
- Application Database Integration: CentralSquare-Fusion
 - Integration to CentralSquare requires appropriate ports enabled within the City of Aurora's network and VPN connectivity, as determined is necessary during the system implementation
- Payments/ Payment Processor: AMS
- Telephone Number: IVR service requires a local-to-customer phone number. Selectron can either use an existing number

provided by customer, or obtain and provide a number if needed.

- Call Definition: IVR Services are provided by the Call. A Call is defined as a successful completed connection. A Call can be up to 4 minutes in length, with each additional 4 minute period counted as an additional Call. Actions such as transfer that result in multiple connected circuits are counted on the per circuit basis and are measured for the duration of the connection including the time after a transfer occurs.
- Outbound messages are purchased in annual message bundles. Messages, as defined by the agreement, that are not used rollover to the next qualifying renewal. The rollover messages from one period may only be used to offset overages in the next immediate period. If there are no overages from one period, the rollover messages from the prior period expire.
- A qualifying renewal is one that is equal to or greater than the previous period. If customer chooses to reduce their annual plan renewal, rollover messages do not apply.

Required Items Not Included with Relay

- Required Host Interface (Please Contact CentralSquare to purchase, if applicable)
- Host interface components must be installed and functioning prior to development
- Relay does not include merchant account provider costs or associated fees, payment gateway costs or fees

RELAY PERMITS IVR IN MANAGED SERVICES

TOTAL	
MANAGED RELAY PERMITS SET UP	\$25,270
ANNUAL MANAGED SERVICE FEE	\$9,025
ANNUAL CALL FEES	\$12,500
Annual Calls Included	50,000
Cost Per Call Over Included	\$0.35

Yearly Investment Rollup

	Year 1	Year 2	Year 3	Year 4	Year 5
System Setup Cost	\$25,270	-	-	-	-
Managed Service Fee	\$9,025	\$9,475	\$9,945	\$10,440	\$10,960
Annual Call Fees	\$12,500	\$12,500	\$12,500	\$12,500	\$12,500
YEARLY TOTAL	\$46,795	\$21,975	\$22,445	\$22,940	\$23,460
Total Investment					\$137,615

APPLICATION SCOPE & ASSUMPTIONS

- Channels:
 - IVR
- Application Database Integration: TRAKiT
 - Integration to TRAKiT requires appropriate ports enabled within the Aurora network and VPN connectivity, as determined is necessary during the system implementation
- Telephone Number: IVR service requires a local-to-customer phone number. Selectron can either use an existing number provided by customer, or obtain and provide a number if needed.
- Call Definition: IVR Services are provided by the Call. A Call is defined as a successful completed connection. A Call can be up to 4 minutes in length, with each additional 4 minute period counted as an additional Call. Actions such as transfer that result in multiple connected circuits are counted on the per circuit basis and are measured for the duration of the connection including the time after a transfer occurs.

Required Items Not Included with Relay

- Required Host Interface (Please Contact CentralSquare to purchase, if applicable)
- Host interface components must be installed and functioning prior to development
- Relay does not include merchant account provider costs or associated fees, payment gateway costs or fees

RELAY BUILDER ON PREMISE WITH STAFF DIRECTORY

	TOTAL
RELAY BUILDER	\$15,000
STAFF DIRECTORY w/ SPANISH	\$15,000
SPANISH MODULE FOR BUILDER	\$5,000
ANNUAL SUPPORT/MAINTENANCE	\$3,000

Yearly Investment Rollup

	Year 1	Year 2	Year 3	Year 4	Year 5
Builder System Setup Cos	\$15,000	-	-	-	-
Staff Directory	\$15,000				
Spanish Module	\$5,000	\$750	\$750	\$750	\$750
Annual Support Fee	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
YEARLY TOTAL	\$41,000	\$6,750	\$6,750	\$6,750	\$6,750
Total Investment					\$68,000

APPLICATION SCOPE & ASSUMPTIONS

- Channels:
 - IVR
 - On-Premise Installation
- Caveats
 - Relay Builder will not integrate with the customer's backend database and is not intended to either speak or ask for dynamic information.

PRICING & PAYMENT INFORMATION

The contract period begins upon execution. 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.

SETUP FEE PAYMENT SCHEDULE

45% Invoiced at time of execution of contracts
55% Invoiced upon system available for initial user acceptance testing

TRAVEL FEE PAYMENT SCHEDULE

100% All travel and related fees must be scheduled and approved by City in advance and will be invoiced upon completion of travel at \$2,000 per day per person.

ANNUAL FEES, BUNDLES, AND SUPPORT

100% Invoiced at time of execution of contracts. Recurring fees are invoiced 45 days prior to renewal.

In the event the customer terminates agreement prior to the end of the commitment term, 100% of all remaining unpaid fees for the term become immediately due.

CHANGE ORDERS INCLUDING TIME AND MATERIAL RATES

- All service work and/or deliverables not listed, defined, or provided as optional deliverables in this document are considered outside of the scope of this project effort. Out of scope services will be invoiced at Selectron's then current Time and Material rate, currently \$225.00 per hour.
- If the out of scope services require a formal change order, the Company and Customer will mutually agree in writing, which will include a scope of work, timeline for delivery, Company and Customer responsibilities and the price terms and conditions. Upon acceptance by Customer and issuance of required purchasing documentation, all Change Orders shall be governed by the terms and conditions of this Agreement, no other terms or conditions shall apply. Customer acknowledges that such Change Orders may affect the implementation schedule and dates otherwise established as part of the project plan.

TAXES

Sales Tax or any other applicable taxes are **not included** in any of the pricing in this agreement. All applicable taxes will be invoiced, collected and remitted in accordance with state and local tax laws.

PAYMENT TERMS

Selectron shall provide an invoice to the City for services rendered and the City shall approve and thereafter pay any undisputed portions thereof in accordance with the Illinois Local Government Prompt Payment Act, 50 ILCS 505/1 et. seq. Approved, but unpaid invoiced amounts shall accrue interest in the manner and to the extent authorized by the Act.

VENDOR INFORMATION

Selectron Technologies, Inc.
12323 SW 66th Avenue Portland, OR 97223
Ph: 503.443.1400 Fax: 503.443.2052



Statement of Work

Aurora, IL

Relay

Permits

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1. Overview

This Statement of Work (SOW) outlines the services provided by Selectron Technologies, Inc. (Selectron) to Aurora, IL (Aurora or Customer). The features, functionality, and services are provided through Selectron Technologies' Relay communication platform (Relay).

1.1. Revision History

Version #	Details	Date
1.0	Initial Release	5/6/2022

2. Functionality

This section details the functionality of each application included in Relay. All functions and features are dependent upon the accessibility of Aurora's TRAKiT application database to provide the given data to Relay.

2.1. The Relay Platform

Aurora's solution is powered by Selectron's Relay platform. Relay is a multi-channel, multi-agency platform that is designed to connect customers, constituents, and field workers to government agencies and utilities. Relay offers interactive voice response (IVR), web, mobile, outbound, call center agent, and field worker capabilities all in a single platform.

The following sections detail the functionality that will be implemented for Aurora. Additional channels, applications, and integrations that are not specified in this SOW are not included, but may be able to be added to the system under a supplemental statement of work. Please contact your Selectron representative for more details for additional functionality.

2.1.1. Application Packs and Channels

Aurora's solution includes the following application pack and channels:

- Application packs:
 - Permits Pack
- Channels:
 - SelecTXT

2.2. Permits Pack

Aurora will be configured with the Relay Permits Pack. The Permits Pack offers Aurora's customers with a central point of access for permit information and services. Users will be able to enter a permit number to schedule, cancel, and reschedule inspections, and access permit-based messaging features.

All permit, inspection, and/or code information is made available through an API to the TRAKiT application database. For any of the features detailed below to function as described, data must be available in this database to be presented to users.

2.3. SelecTXT

SelecTXT for inspection scheduling allows Aurora contractors and permit holders to manage their inspection requests and results from a mobile device. Users can schedule, reschedule, and cancel inspection dates via an interactive text message conversation, as well as view inspection results. SelecTXT provides both step-by-step, menu-driven and

“power user” entries. Scheduling, rescheduling, and cancelling inspections requires a text message “conversation” back and forth between the application and the mobile user, where the application requests specific permit-related information and the mobile user provides responses. A conversation consists of multiple text messages for each inspection request process.

3. System Integration

Depending on the implemented features, Relay requires varying levels of integration with other Aurora components. These are described in the following sections.

3.1. Application Database Interfaces

It is anticipated that Selectron will be integrating with Aurora’s TRAKiT application database. All data-based interactivity on the solution is reliant upon data being available via the application vendor APIs.

During the implementation phase, if data elements are identified as necessary but are not available via the included APIs, the project will be impacted. This may affect the implementation timeframe and will result in additional professional services fees.

4. Deployment Model

This implementation of Relay will be deployed in Selectron’s Relay Managed Services environment.

Relay Managed Services is a hosted application environment, located in Selectron’s local hosting facility. Selectron’s hosting facility is a co-located data center featuring keyed entry and individual server locks for security. With a Managed Services solution, Selectron owns all hardware and is responsible for security, ongoing maintenance, and proactive support.

Aurora’s solution is licensed for:

- 20,000 annual SMS text messages for SelecTXT (additional may be purchased as needed)

4.1. Hosted Solution Access

For optimal user experience and telecom usage, it is recommended that callers access the hosted SelecTXT solution using a generic (i.e. ‘888’) 10-digit number, which will be provided by Selectron.

5. Administrative Tasks

This section details administrative tasks that can be performed in order to manage Relay. All system administration for Relay is handled through the Relay Portal web application. An administrator from Aurora will be provided with user credentials for the Relay Portal application during the

implementation process. Additional users can be created by the administrator as needed. Permissions can be assigned on a per-user basis; permissions govern the functionality available to a given user.

The Relay Portal provides Aurora administrators with a single platform for viewing system usage and health, running reports, and configuring various system settings. The Relay Portal is supported on Chrome, Firefox, Microsoft Edge, and Safari.

5.1. Run System Reports

Aurora administrators will be able to run system reports via the Relay Portal. Reports that can be run by the administrator include:

- SelectTXT Activity Detail Report
- SelectTXT Activity Report

6. Responsibilities

6.1. Selectron Technologies, Inc.

This section outlines Selectron Technologies' responsibilities regarding service initiation and operation.

6.1.1. Provide Project Management

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

6.1.2. Provide Documentation

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

- Implementation Questionnaire- gathers critical information needed to setup and initiate the service. This includes information on the toll-free numbers, call volume, APIs.
- Remote Access Questionnaire- details information needed by Selectron Technologies to remotely access the Customer's network and application database, prior to system initiation, to allow for complete system testing.
- Implementation Timetable- details project schedule and all project milestones.
- Quality Assurance Test Plan- assists the Customer in determining that the interactive solution is functioning as specified in the Contract.
- Service Acceptance Sign-off Form- indicates that the Customer has verified service functionality.

6.1.2.1. Develop Channel Design

The Project Manager works with the Customer to develop and complete the following portions of channel design:

Software development cannot begin until these design elements are completed and approved by the Customer.

6.1.3. Perform Quality Assurance Testing

Selectron Technologies thoroughly tests all applications and integration points prior to initiation, ensuring system functionality. This includes data read from and written to the application database and the general ability for a customer to successfully access live data and complete a transaction.

6.1.4. Provide Installation and Administrative Training

Selectron will provide remote training for the Relay solution. All installation is handled by Selectron technical staff at our remote hosting facility.

6.1.5. 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 provided to the Customer in PDF format (original Adobe InDesign files are provided upon request).

Marketing collateral will be provided for each department included in this project. Selectron Technologies' Project Manager will assist in gathering the correct information to be displayed on the marketing collateral. Information displayed includes the following:

- Department logo (preferably in EPS format)
- Department address
- A description of functionality
- Additional contact/informational phone numbers
- Samples: where to find account/ permit/ case numbers, etc.

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.

6.1.6. Interface Upgrades

After service initiation, Aurora's TRAKiT database application may release new updates to their application or its interface. Upgrading the Relay interface to be compatible with any Aurora application database (or other application database software) may require professional services outside the scope of this service.

6.2. Aurora, IL

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

6.2.1. Return Questionnaires and Information

Selectron Technologies' Project Manager provides Aurora with an implementation questionnaire. The implementation questionnaire must be returned prior to developing the call flow design and the implementation timetable.

6.2.2. 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
- Permit status codes and types
- Inspection types and descriptions
- Validations used for scheduling an inspection
- Correction codes and descriptions
- Permit numbering scheme

6.2.2.1. Approve Channel Configuration

The Customer is responsible for approving the application design developed by Selectron Technologies' Project Manager. This includes reviewing:

Once the channel design(s) have been approved, software development begins.

6.2.3. Provide Remote Network Access to Application Database(s)

In order to fully test the interactive solution, Selectron Technologies requires access to Aurora's application database(s) prior to installation. The Customer will help facilitate communication between Selectron and the database vendor.

6.2.4. Provide System Access

Selectron Technologies requires access to the Customer's network and database/system. Changing or deleting access accounts could lead to disruption in service for the interactive solution and/or Selectron Technologies' ability to provide timely support. Please notify Selectron Technologies immediately if the accounts for the Application Database or network are modified. Aurora is responsible for providing Selectron with appropriate application database network access as defined in the System Integration section.

6.2.5. Confirm Service Functionality

Aurora, IL has 30 calendar days after service initiation to verify the functionality of the interactive solutions. Within the 30-day system acceptance period the Customer should test system functionality using the provided Quality Assurance Test Plan. Additionally, the System Acceptance Sign-off form must be sent to Selectron Technologies' Project Manager within this period.

6.2.6. Contact Customer Support

Anytime the Customer requests a significant change to their Selectron interactive solution, an authorized contact from the agency must provide acknowledgement to Selectron's Customer Support Department. A significant change is a modification that will A) change system behavior, B) allow users to change the system, or C) allow access to protected data.



Statement of Work

Aurora, IL

Relay

PERMIT PACK

UTILITY PACK

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1. Overview

This Statement of Work (SOW) outlines the services provided by Selectron Technologies, Inc. (Selectron) to Aurora, IL (Aurora or Customer). The existing Utility IVR and Outbound will be upgraded to the Relay Platform and transitioned to Selectron's Managed Services environment for deployment. A new Relay Permitting IVR will be designed and deployed in Selectron's Managed Services environment. The new addition of Relay Builder with Spanish language will be deployed on-premise. The features, functionality, and services are provided through Selectron Technologies' Relay communication platform (Relay).

1.1. Revision History

Version #	Details	Date
1.0	Initial Release	11/01/2023

2. Functionality

This section details the functionality of each application included in Relay. All functions and features are dependent upon the accessibility of Aurora's application databases (CentralSquare-Fusion and TRAKiT) to provide the given data to Relay.

2.1. The Relay Platform

The Customer's solution is powered by Selectron's Relay platform. Relay is a multi-channel, multi-department platform designed to connect Customers and government agencies, and utilities. The Relay platform uses a number of different application packs specific to the market being serviced. In addition to each application pack, the Relay channels include interactive voice response (IVR) and outbound, all in a single platform.

The following sections detail the functionality that will be implemented for the Customer. Additional channels, applications, and integrations that are not specified in this SOW are not included but may be able to be added to the system under a supplemental statement of work.

2.1.1. Application Packs and Channels

The Customer's solution includes the following application pack and channels:

- Application packs:
 - Utility Pack
 - Permits Pack
- Channels:
 - IVR
 - Outbound

2.2. Utility Pack

The solution will be configured with the Utility Pack. The Utility Pack offers the Customer's end user with a central point of access for account management and payments. The end user will be able to enter an account number or phone number and access account data and activities based on the channel being implemented.

2.2.1. IVR Channel

The IVR Channel for the Utility Pack provides callers with an Interactive Voice Response (IVR) system for accessing account information and making payments over the phone.

The current IVR functionality will not change with this move to Managed Service.

Callers will be able to transfer to an agent. If a caller requests a transfer, the IVR performs a transfer to a number specified by the Customer.

IVR service requires a local-to-customer phone number. Selectron can either use an existing number provided by customer, or obtain and provide a number if needed. IVR Services are provided by the Call. A Call is defined as a successful completed connection. A Call can be up to 4 minutes in length, with each additional 4-minute period counted as an additional Call. Actions such as transfer that result in multiple connected circuits are counted on the per circuit basis and are measured for the duration of the connection including the time after a transfer occurs.

2.2.2. Relay Outbound

Relay Outbound provides the Customer's staff with a multi-channel outbound communication platform capable of sending citizens voice, SMS, and email messages. Messages can be configured to include dynamic account data designed to be sent to specific recipients or can be designed as 'general information' messages without customer-specific data. These outbound messages can be designed and configured by staff using the Relay Portal. Customer-configured voice messages will be spoken to message recipients using computerized text-to-speech.

Relay Portal allows users to:

- Schedule one time, daily, weekly or monthly outbound campaigns
- Use dynamic data variable in any campaign
- Set runtime windows and overflow rules for campaigns

2.2.3. User-Generated Notifications

The Customer can send end-user-defined notifications to citizens via phone, email, or SMS text. The Customer is responsible for defining and configuring these notifications, which can be done via the Relay Portal. Training for configuring and recording these notifications will be provided at the end of the implementation process.

2.2.4. Existing Notifications

These notifications will retain all functionality in the hosted solution.

- Delinquency Notification
- Meter Service Appointment Reminder

2.3. Permits Pack

The Customer's solution will be configured with the Relay Permits Pack. The Permits Pack offers community development agencies the ability to provide their citizens and contractors with a central point of access for permit and inspection information and services. Through available Relay channels,

citizens and contractors using a permit number can communicate with the department 24/7 and 365 days a year. Callers will be able to enter a permit number and perform a variety of actions.

All permit, inspection, and/or code information is made available through an API to the Customer's application database. For any of the features detailed below to function as described, data must be available in this database to be presented to users.

2.3.1. IVR Channel

The IVR Channel for the Permits Pack provides callers with an Interactive Voice Response (IVR) system for accessing and posting permit information. The IVR offers functionality in the form of a Contractor Menu and an Inspector Menu.

- Contractor Menu
 - Access inspection results
 - Permit based messaging
 - Schedule/reschedule inspections
 - Cancel inspections
 - Hear site address for the permit
 - Hear current permit fees owed
 - Leave message for inspector
 - Pay permit fees

Using the Contractor Menu, a contractor can enter a permit number to access permit information and functions. Upon entering a valid permit number, the user can schedule, reschedule, and/or cancel inspections. After an inspection has been scheduled/rescheduled/canceled, the caller will receive a confirmation number. Additionally, contractors can use the IVR to access inspection results, including any associated correction codes and descriptions. Finally, the contractor can access messages left for them by an inspector or leave a message for an inspector.

Using the Inspector Menu, accessible via a hidden main menu option, an inspector can enter a permit number to post inspection results via the IVR. When posting results, the caller must enter a valid Inspector PIN number (or some other validation number to be determined during implementation). The PIN can be determined by the Customer, but must be validated by the database. When posting results, inspectors can add correction codes and leave a message for the contractor.

If desired, callers can receive the option to transfer to an agent. If a caller requests a transfer, the Relay IVR transfers the caller to a number specified by the Customer.

IVR service requires a local-to-customer phone number. Selectron can either use an existing number provided by customer, or obtain and provide a number if needed. IVR Services are provided by the Call. A Call is defined as a successful completed connection. A Call can be up to 4 minutes in length, with each additional 4-minute

period counted as an additional Call. Actions such as transfer that result in multiple connected circuits are counted on the per circuit basis and are measured for the duration of the connection including the time after a transfer occurs.

2.4. Payment Processing

The Relay Utility and Permitting solutions can be configured to accept credit card and e-check payments, allowing citizens to make payments. The payment processing engine is a PA-DSS-Verified payment system that **does not** retain any payment information. Users will need to enter their payment information for each transaction.

The Relay payment application interacts with the Customer's selected payment gateway to provide payment functionality. To make a payment, users will need to authenticate and provide valid payment information. Relay validates the user's payment information before passing it to the payment gateway. When a payment is reported as successful, Relay will post an update to the Customer's application database in real-time (as long as an API for such an update is available). For permitting, when a payment is reported to Relay as successful, the payment information will be recorded in a flat file and made available to the Customer's administrators for reconciliation.

The solution will be able to take payments from citizens via the following payment methods:

Credit/Debit
E-check

2.5. Relay Builder

Relay Builder will be deployed on-premise. This feature allows users to create their own Interactive Voice Response (IVR) call tree within the web-based Relay Portal. Through step-by-step call flow construction, Builder guides callers to the information they need. With Builder, users can add nodes and menus for:

- Spoken information
- Document requests by fax
- Transfers to departments or representatives
- Options to funnel callers directly into specific sections of pre-existing Selectron IVR(s)

2.5.1. Languages

The Customer's Relay Builder application will be configured to support English and the following other language(s):

- Spanish

The additional language module(s) enables the solution to support non-English-language users. Additionally, all dates, numbers, ordinals, currencies, and letters are translated to

the appropriate language. Builder supports text-to-speech and call-in voice recording only. The Customer will be able to define a transfer destination for each language available on the Builder IVR.

3. System Integration

Depending on the implemented features, Relay requires varying levels of integration with other database components. These are described in the following sections.

3.1. Application Database Interfaces

It is anticipated that Selectron will be integrating with the Customer's backend application database. All data-based interactivity on the solution is reliant upon data being available via the application vendor APIs.

During the implementation phase, if necessary data are not available via the included APIs, the project will be impacted. This may affect the implementation timeframe and result in additional professional service fees.

3.2. Payment Gateway Interfaces

For payment processing, Relay will be integrating to the Customer's selected payment gateway. The payment processing service is PCI - SSF validated. Integration to the payment gateway initiates the collection and reconciliation of the payments being gathered by the department.

For this project, the Customer's payment gateway will be: AMS

The purchase of the application does not cover the following processing fees and services:

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

4. Deployment Model

This implementation of Relay Builder will be deployed on premise. This implementation of both the Utility and Permitting IVR will be deployed in Selectron's Relay Managed Services environment.

Managed Services Environment

Relay "Managed Services" refers to a hosted application environment. Selectron's hosting facility is a co-located data center featuring keyed entry and individual server locks for security. With a

Managed Services solution, Selectron owns all hardware and is responsible for security, ongoing maintenance, and proactive support.

On Premise Environment

For virtual servers, Relay requires these minimum specifications:

- Quad-Core Intel Processor
- 16gb RAM
- MS Windows 2016
- VMWare ESXi v6.7 (or newer)
- 50 GB allocated disk space

If the customer is providing SQL:

- Microsoft SQL Server 2016 or 2019

4.1. Hosted IVR Access

For optimal user experience and telecom usage, it is recommended that callers access the hosted IVR by dialing directly into the hosted solution using a local 10-digit number, which Selectron will provide. If the Customer elects to have calls routed through their phone system first before connecting to the IVR, two customer telecom channels may be tied up during the duration of the entire call, and callers may experience a decrease in call quality.

5. Administrative Tasks

This section details administrative tasks that can be performed to manage Relay. All system administration for Relay is handled through the Relay Portal web application. The Customer's administrator will be provided with user credentials for the Relay Portal application during the implementation process. Additional users can be created by the administrator as needed. Permissions can be assigned per-user; permissions govern the functionality available to a given user.

The Relay Portal provides administrators with a single platform for viewing system usage and health, running reports, and configuring various system settings. The Relay Portal is supported on Chrome, Firefox, Microsoft Edge, and Safari.

5.1. Activity Widgets

The Customer's solution is equipped with the following dashboard widgets, allowing for the easy tracking of daily activity and statistics.

Activity

- Builder Activity – Tracks and reports IVR activity trends, displayed through a line graph

- Call Activity – Tracks and reports call activity with line graph
- IVR Usage – Display call statistics, including peak (concurrent) call activity
- Inspection Widget – Tracks and reports inspection activity with displayed numbers

Payments

- Payments Widget – Tracks and reports payment activity with displayed numbers

Support System

- Premier Pro Status Widget – Tracks and reports Premier Pro status data; displays next update
- System Status Widget – Tracks status of the system through Ping and Database displays
- Today Widget – Displays date, holiday, office hours, and greeting information

Outbound

- Outbound: Completed Summary – Summarizes and displays data of completed outbound campaigns
- Outbound: Running Now – Tracks, reports, and displays current outbound data through a percentage chart
- Outbound: Up Next – Tracks, report and displays upcoming outbound campaign data through a time countdown

5.2. Run System Reports

Administrators will be able to run system reports via the Relay Portal.

5.2.1. Reports Center

- Running / Saving Reports - Depending on your permissions, the Reports Center has a large number of system, activity, and usage reports that you can run. Saving a Report - To save a report (including how you have set the filters), click the desired file type you want to download, either PDF or Excel. The Portal will automatically generate the file and allow you to download it.

The solution will also be equipped to provide the following reporting functions:

5.2.1.1 Activity Reports

- Call Activity Report - This report provides a graph of different activity types performed by callers on the IVR over a relative span of time (hour over hour, day over day, month over month, and more).
- Call Activity Detail Report - Use this report to find a specific call or group of calls. Search by date/time, the caller's phone number, or other identifying information to find calls of interest.
- Call Statistics Report - This report provides aggregate facts and statistics about calls into the IVR including average call lengths, longest calls, and whether or not actions were completed by callers.

- Email Activity Report - This report provides a list of all emails sent on a specified date.
- IVR Usage Report - This report provides data on peak (concurrent) calls and average calls, hour by hour, over a selected date range.
- Multiple Calls Report - This report provides insight on how many times incoming phone numbers have called the IVR within a specified range of time.
- System Status Report - See a log of system events, including reboots and changes in the system's overall status or health.
- Relay Permits Reports
- Inspector Posting Activity Report - This report provides a summary of inspector posting activity, per day of the week, within the specified date range. The report lists inspector names and the number of inspections resulted each day.
- Inspections Summary Report - This report provides a summary of inspection scheduling activity per day within the specified month and year. The report lists the number of inspections scheduled and canceled on the IVR each day.

Payment Reports

- Payment Detail Report - This report shows the details of all payments attempted and approved through available channels (such as IVR and web) for a selected time range and/or account number.
- Payment Summary Report - This report shows the summary of payments attempted and approved through available channels (such as IVR and web) for a selected time range.
- Payment by Day Report - This report shows the cumulative transactions by type (Credit Card or Check) for each day of the month for a selected time range.
- Payment Response Time Summary Report - This report displays the average response time to the payment gateway for all payment attempts, by channel.

Relay Outbound Reports

- Outbound Campaign Detail Report – This report shows the detail of Outbound campaign messages delivered for a specific Campaign Type.
- Outbound Campaign Summary Report – This report shows the summary of Outbound campaign messages delivered for a specific Campaign Type.
- Outbound Import Errors Report - This report shows all recipients that were not contacted due to incomplete data or errors.

5.3. **Schedule Outbound Campaigns**

Using the Relay Portal, administrators can create, edit, and review outbound campaigns made using Relay Outbound. Each instance of an outbound campaign must be scheduled individually. This includes selecting the type of notification, the date/time of delivery, and (for user-generated notifications) the configuration of the message.

The administrator will also need to upload a contact list in .csv format for the notification. The exact formatting of the .csv file will vary depending on the notification being scheduled. Selectron will provide the Customer with example .csv files for the configured notifications included in this project, as well as assistance in generating the outbound call list.

6. Responsibilities

6.1. **Selectron Technologies, Inc.**

This section outlines Selectron Technologies' responsibilities regarding service initiation and operation.

6.1.1. **Provide Project Management**

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

6.1.2. **Provide Documentation**

The Project Manager provides the Customer with the documents to help facilitate the service implementation process. Some or all of these may be provided depending on the scope of the project.

- Implementation Questionnaire- gathers critical information needed to set up and initiate the service. This includes information on the toll-free numbers, call volume, APIs, account validation information, and the types of payments being gathered.
- Remote Access Questionnaire- details information that Selectron Technologies needs to remotely access the Customer's network and application database prior to system initiation, allowing for complete system testing.
- Implementation Timetable- details project schedule and all project milestones.
- Quality Assurance Test Plan- assists the Customer in determining that the interactive solution is functioning as specified in the Contract.

- Service Acceptance Sign-off Form- indicates that the Customer has verified service functionality.

6.1.3. Develop Channel Design

The Project Manager works with the Customer to develop and complete the following portions of channel design:

- IVR call flow design
- Outbound messaging configuration

Software development can begin once these design elements are completed and approved by the Customer.

6.1.4. Perform Quality Assurance Testing

Selectron Technologies thoroughly tests all applications and integration points prior to initiation, ensuring system functionality. This includes data read from and written to the application database and the general ability for a customer to successfully access live data and complete a transaction.

6.1.5. Provide Installation and Administrative Training

Selectron will provide remote training for the Relay solution. All installation is handled by Selectron technical staff at our remote hosting facility.

6.1.6. 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 provided to the Customer in PDF format (original Adobe InDesign files are provided upon request).

Marketing collateral will be provided for each department included in this project. Selectron Technologies' Project Manager will assist in gathering the correct information to be displayed on the marketing collateral. Information displayed includes the following:

- IVR phone number(s)
- Department logo (preferably in EPS format)
- Department address
- A description of functionality
- Additional contact/informational phone numbers
- Samples: where to find account/ permit/ case numbers, etc.

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.

6.1.7. Interface Upgrades

After service initiation, the Customer's database application may release new updates to their application or its interface. Upgrading the Relay interface to be compatible with any of the Customer's application databases (or other application database software) may require professional services outside the scope of this service.

6.2. Aurora, IL

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

6.2.1. Return Questionnaires and Information

Selectron Technologies' Project Manager provides the Customer with an implementation questionnaire. The implementation questionnaire must be returned prior to developing the call flow design and the implementation timetable.

6.2.2. Provide Customer Specific Information

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

- Street names
- Observed holidays
- Extensions used for transfer functions
- Utility account numbering scheme
- Validations used for receiving payment on a utility bill
- Permit status codes and types
- Inspection types and descriptions
- Validations used for scheduling an inspection
- Correction codes and descriptions
- Permit numbering scheme

6.2.3. Approve Channel Configuration

The Customer is responsible for approving the application design developed by Selectron Technologies' Project Manager. This includes reviewing:

- IVR call flow design

- Outbound messaging configuration
- Builder call flow design

Once the channel design(s) have been approved, software development begins.

6.2.4. Provide Remote Network Access to Application Database(s)

To fully test the interactive solution, Selectron Technologies requires access to the Customer's application database(s) prior to installation. Selectron Technologies' Project Manager provides a Remote Access Questionnaire to help identify the necessary requirements. The Customer will help facilitate communication between Selectron and the database vendor.

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 database, additional, post-installation development and testing time will be necessary, significantly delaying system activation.

6.2.5. Provide System Access

Selectron Technologies requires access to the Customer's network and database/system. Changing or deleting access accounts could disrupt service for the interactive solution and/or Selectron Technologies' ability to provide timely support. Please notify Selectron Technologies immediately if the accounts for the Application Database, the payment gateway, or the network are modified. The Customer is responsible for providing Selectron with appropriate application database and payment gateway network access as defined in the System Integration section.

6.2.6. Confirm Service Functionality

The Customer has 30 calendar days after service initiation to verify the functionality of the interactive solutions. Within the 30-day system acceptance period, the Customer should test system functionality using the provided Quality Assurance Test Plan. Additionally, the System Acceptance Sign-off form must be sent to Selectron Technologies' Project Manager within this period.

6.2.7. Contact Customer Support

Anytime the Customer requests a significant change to their Selectron interactive solution, an authorized contact from the agency must provide acknowledgment to Selectron's Customer Support Department. A significant change is a modification that will A) change system behavior, B) allow users to change the system, or C) allow access to protected data.