

PREPARED FOR: **The City of Aurora, IL**

Price Quote

VoiceUtility™ IVR – Additional Call Flows: MR & Parking Ticket \$24,950

Selectron will provide professional services to create new call flows for Miscellaneous Receivable (MR) payments and Parking Ticket payments. When callers call into their respective billing line, Selectron will use DNIS to route callers to the appropriate call flow: **VoiceUtility™**, **MR**, or **Parking Tickets**. Transactions will post to SunGard in real-time through the Fusion API. The City is responsible for obtaining Fusion directly from SunGard. Functionality to include:

- Parking Ticket Amount Due
- Parking Ticket Due Date
- Payment Processing*
- Professional Voice Recording
- MR Amount Due
- MR Due Date
- Reporting Module
- Real-time Posting

*PayEngine is required for Credit Card Payment Processing; PayEngine is already installed and functioning on the VoiceUtility IVR application.

Assumptions: Fusion will allow Selectron to access/post **MR & Parking Tickets** data, using a customer account number for **MR** and a Citation number for **Parking Tickets**, in real-time.

Project Management	Included
Solution Design & Development	Included
Remote Support for Acceptance Testing & Go-Live	Included

Licensing for Four (4) Production Voice Ports (VoIP Integration) \$8,000

Voice port licensing to accommodate additional callers using the **MR** and **Parking Tickets** applications.

Test Server Conversion for Development & Deployment

After cutting over to the new **VoiceUtility™** Production IVR, the City will ship the old **VoiceUtility™** Production server (Dell Poweredge 2950) and all components to Selectron to be converted into a Test **VoiceUtility™**, **MR** and **Parking Tickets** IVR. The Test IVR server will provide a development environment for the **MR** and **Parking Tickets** applications. Once development of the new applications is complete, **MR & Parking Tickets** will be deployed on the Production **VoiceUtility™** server.

After cutover to the new Production **VoiceUtility™**, **MR**, & **Parking Tickets** IVR, the Test

system will provide a staging environment for updates, enhancements, and bug fixes for each IVR application. A Test IVR is configured to be exactly like the Production IVR, but will be integrated with the City's Test host application database environment (if available).

Professional Services for Test Server Setup & Configuration	\$7,000
Licensing for Two (2) Test Voice Ports	\$1,500

Total Investment	\$41,450
-------------------------	-----------------

One-Time Discount on Test Server Setup & Configuration	(\$7,000)
---	------------------

Total Investment with One-Time Discount	\$34,450
--	-----------------

Required Items Not Included in This Quote:

- SIP Trunks and Network Services Required to Support the Installation
- Required Host Interface (Please Contact SunGard Public Sector for Pricing for 'Fusion')
- Host Interface Components Must be Installed and Functioning Prior to Development
- The *Payment Processing* Module Does Not Include Merchant Account Provider Costs or Associated Fees, Payment Gateway Costs or Fees

SELECTRON PRODUCT AND SERVICE PRICING & PAYMENT INFORMATION

Pricing 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.

PAYMENT TERMS

Receipt of a Purchase Order by the Customer will constitute acceptance of the terms and conditions utilized in the Professional Services Agreement executed with the initial purchase of your interactive system.

Customer will be invoiced 45% of Total Investment amount upon receipt of a Purchase Order and 55% of Total Investment amount when the products purchased are delivered and made available to customer for testing.

Selectron Technologies expects payment to occur within 30 days of receipt of invoice unless otherwise agreed to in the contract or purchase order terms and conditions.

PREMIERPRO ON-GOING SUPPORT

An active Support and Maintenance Agreement and all applicable fees are required as qualification for the discounted pricing offered in this quote. Based upon evaluation of the items contained in this quote, Support and Maintenance fees will be adjusted accordingly upon the next renewal of the active Support and Maintenance Agreement. In addition to the adjustment, support for a 2-Port Test Server is estimated to be \$1,800.

TAXES

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

VENDOR INFORMATION

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