PREPARED FOR: **The Village of Wellington, FL**

IVR Project

Upgrade to Relay Platform, Including Relay Administration Portal	**$66,500**

VoiceUtility **– Munis Conversion Services**	**$20,000**

Selectron will provide professional services to integrate the Village of Wellington's *VoiceUtility* system with the Village's new Permitting Application Database – Tyler Munis. A Standard Application Database is defined as an Application Database that exposes the needed data and transaction business rules via an Application Programming Interface (API). IVR functionality retention/migration is contingent on the accessibility of the data and business logic from the application database via an API. The Village is responsible for obtaining the required IVR API and the appropriate licensing directly from Tyler Technologies, Inc. Please note, existing *VoiceUtility* features and functionality require relevant information to be available from the Application Database. Integration of features currently offered by *VoiceUtility* but not supported by the new API is not included in this scope of services.

Professional services may include:
- Call flow and API analysis to determine which of the *VoiceUtility* system's current features will be available through integration with the new Munis API
- Project management
- Software development necessary to convert the *VoiceUtility* IVR's existing integration from Superion to Tyler Munis
- Software Implementation, and Quality Assurance and Testing
- Support for Customer Acceptance and Testing
- Support for cutover to Tyler Munis

Selectron provides all reasonable effort to ensure the Village's IVR performs in identical or comparable fashion once integrated to Tyler Munis. Unless new functionality has explicitly been purchased as part of this project, no new functionality is added. However, differences between the old and new Permitting Application Databases may render some IVR functionality unavailable (if the new API does not support functionality offered in the old system). Occasionally, conversions require script changes to call flows.

After the initial implementation, any updates/changes to Tyler Munis and/or the Munis API may affect *VoiceUtility* functionality. If programming changes are required to restore IVR functionality, a separate quote will be provided for professional services.

Please note: Using a separate server will allow parallel testing of the IVR system with Tyler Technologies while leaving a system in production with a minimal interruption of service. At the time of the cutover,

the production server will need to be made unavailable for a period of time to allow for the change in integration code and testing ensuring the production environment meets the Village's specifications.

New Virtual Server for Production *VoiceUtility* IVR

Required Components to be Provided by the Village of Wellington:
- Host Server Virtualization Environment: VMWare ESXi 5.1 (or newer)
- Server Image Specifications:
  - Windows 2012, R2 (License to be provided by the Village)
  - 250 GB Hard Drives, 16G RAM, Quad-Core Intel Processor

Selectron will send a virtual disk image (or use Dropbox file-sharing system, if feasible) to the Village that contains the IVR Software and its required components. The Village will be responsible for installing the virtual server on the Village's virtual server environment. Virtual Server & OS will not be covered under the Village's Support & Maintenance Agreement with Selectron.

Professional Services for Virtual Production Server Setup & Configuration	**$5,500**
Server Set up, Software Installation, Configuration and Testing	Included
Labor to Procure, Configure and Test Server Components and Software	Included
Remote Installation Support and Configuration	Included
Re-Host Eight (8) HMP Licenses	**No Charge**
Update Existing 8-Port CT ADE License Software & Key to Latest Version	**No Charge**

This upgrade is only free of charge if the existing 8-port CT ADE license key is sent back to Selectron after cutover to the new Production IVR (with new key). Otherwise, standard costs for a new license key will apply.

Re-host Fax Server Integration	**No Charge**

New Virtual Server for Test *VoiceUtility* IVR

Required Components to be Provided by the Village of Wellington:
- Host Server Virtualization Environment: VMWare ESXi 5.1 (or newer)
- Server Image Specifications:
  - Windows 2012, R2 (License to be provided by the Village)
  - 250 GB Hard Drives, 16G RAM, Quad-Core Intel Processor

Selectron will send a virtual disk image (or use Dropbox file-sharing system, if feasible) to the Village that contains the IVR Software and its required components. The Village will be responsible for installing the virtual server on the Village's virtual server environment. Virtual Server & OS will not be covered under the Village's Support & Maintenance Agreement with Selectron.

Professional Services for Virtual Test Server Setup & Configuration	**$3,500**

Server Set up, Software Installation, Configuration and Testing	Included
Labor to Procure, Configure and Test Server Components and Software	Included
Remote Installation Support and Configuration	Included
Re-Host (2) HMP Licenses	**No Charge**

Quote assumes the existing HMP licenses (2) will be re-hosted on the new server.

Update Existing 2-Port CT ADE License Software & Key to Latest Version	**No Charge**

This upgrade is only free of charge if the existing 2-port CT ADE license key is sent back to Selectron after cutover to the new Production IVR (with new key). Otherwise, standard costs for a new license key will apply.

Re-host Fax Server Integration	**No Charge**

Total Investment $95,500
(Relay upgrade waived if VU & VP conversions purchased together) **($66,500)**

Total Investment with Discount $29,000

Required Items Not Included In This Quote

- SIP trunks & Network Services Required to Support the Installation
- Required Host Interface (Please Contact Tyler Technologies for Pricing)
- Host Interface Components Must Be Installed and Functioning Prior to Installation
- Virtual Host Server, OS License, and Virtualization Environment
- Fax server or service

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.

VENDOR INFORMATION

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