



February 14, 2005

Mr. Paul Hazelwood
City of Delray Beach
100 NW First Avenue
Delray Beach, FL 33444

Dear Mr. Hazelwood,

This letter is intended to be a letter of understanding between the City and Selection Technologies, Inc., regarding the Scope of Work and for the implementation of your *Voice/Utility and Web/Utility* systems, and *VoicePermits* add-on modules and *WebPermits* 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 in the Professional Services Agreement, Software License Agreement and Support and Maintenance Agreement for the purchase of the Selection VoicePermits Solution. 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
- Statement of Work starting on page 7 of this letter
- Professional Services Agreement executed on April 5, 2004
- Software License executed on April 5, 2004
- Support and Maintenance Agreement executed on April 5, 2004

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: [Signature]
Authorized City Representative

Date Accepted: 3-1-05



RFP Response Database Telephony Requirements

1. Describe how the system prevents callers from being caught in a "loop".

Selectron follows best practice IVR development that provides for easy and frequent "zero out" functionality. At most prompt and entry points within the call flow where a caller is asked to make a decision or enter a numeric value, the zero key allows the caller to initiate a transfer to a staff member. Selectron has fine-tuned its' default call flow to ensure that callers are never caught in an application "loop".

2. Describe how the system distinguishes between callers using touchtone and rotary phones.

The IVR is designed to detect telephone touchtones. It considers a "no response" (programmed time out) at the Main Menu as an indication of a rotary caller. During normal business hours, when a "no-response" is recognized by the IVR, the caller is transferred to a jurisdiction staff member. During non-business hours the system can transfer the caller to a staff member's voice mail or provide the caller with an informational message.

Alternatively, Speech Recognition enables the IVR to recognize human responses and instructions, decreasing or eliminating the need for callers to use touchtone input. Speech Recognition utilizes key words and phrases to maintain accuracy rates and supports continuous phrases, spotting, and barge in functionality.

3. Describe how the system handles transfer routines during business and non-business hours.

The IVR can be programmed to recognize time-of-day and day-of-week. When a caller requests a transfer during business hours the system uses hook flash transfer capability to transfer the caller to the appropriate staff member or into their voicemail box. During non-business hours, the jurisdiction can define where that person should be transferred to or provide an informational message to the caller. Various alternatives are available to the jurisdiction and will be determined and incorporated into the system during the call flow design process.

4. Describe how the system handles more than one department or application on a single platform. Describe how this can be set up and modified.

There are three methods to handle inbound calls for more than one department or application residing on a single platform.

Option	Description
1	Callers enter the system on any of the available ports where the Main Menu prompts the caller to select the department or application they want to interact with. This option provides for maximum port usage, but requires an additional selection by the caller.
2	Each department is assigned designated ports. For example, Building and Planning calls may terminate on ports 1 –4; Utility Billing calls terminate on ports 5 – 8; and Tax inquires on ports 9 – 12. While this option is more user friendly to the callers, it may require additional voice hardware to support the same call traffic as option 1.
3	Each department has a unique telephone number associated with their application. The jurisdiction's PBX captures the dialed number from the service provider and passes this number onto the IVR system. The IVR then plays the Main Menu associated to that department's phone number. This option allows all applications to be shared across all ports, providing maximum port utilization, but may require additional PBX and IVR programming in addition to extra IVR hardware.

5. When multiple departments use the system, how does the system know where to transfer a call?

Unique departmental transfer numbers are designed and programmed into each application call flow. The transfer numbers are maintained by the jurisdiction's System Administrator and can be easily changed when required.

6. Describe the telephone connections to your system— analog, digital, and Centrex type service. Describe the telephone connections required to support fax applications.

Selectron's IVR can integrate with the jurisdiction's telephone company provided Centrex system or to the jurisdiction's PBX via analog lines or T1 circuits. Should the jurisdiction implement an internal VoIP PBX, the IVR is also capable of supporting this protocol.

Standard analog lines are required to support Selectron's *SmartFax* module.



7. Describe how the system supports a combination of voice and fax ports in addition to email connections on a single platform.

The proposed system is a full-featured, high-performance, scalable platform that contains multiple slots for voice ports, fax boards, email trunks, and TTD/TTY functionality. A single server may accommodate up to and including 48-ports (simultaneous users) without performance degradation. Multiple servers may be implemented to allow the solution to support an unlimited number of ports/callers.

VoiceUtility™ Interactive Voice Response Base System \$34,900

Included Functionality:

Current Balance Owed	Last Billing Amount
Last Billing Date	Last Payment Amount
Last Payment Date	Next Billing Date
Standard Reporting Module	Transaction Logging

Included Fax Functionality:

Payment History	SmartFAX (1-port Faxing Hardware/Software)
Account Status Detail	

Server (Minimum Specifications Summary):

Intel® Xeon™ Processor 2.40GHz/533MHz	Microsoft™ Windows® 2000 Server
768 MB RAM	Microsoft SQL Server
Two (2) 40 GB hard drive (RAID 1 mirroring)	Remote Access Software
CD ROM, 56K Modem, Network Card	4-Port Voice Card

Payment Processing

Initial Setup (required once per system)	9,500
Credit Card Processing Module	5,500

Outbound Dialing

Delinquency Notification	8,500
Template Creator	10,000
Spanish Language	3,000

Solution Design and Development	Included
On-Site Installation and Training	Included
One-year warranty on Selectron Technologies-provided hardware and software	Included
Upon Completion of On-Site Installation	
Full System Documentation	Included

Cost For VoiceUtility \$71,400

WebUtility	\$17,500
Server (Summary):	
Intel® Xeon™ Processor 2.80GHz/533MHz	Microsoft™ Windows® 2003 Server
768 MB RAM	CD ROM, 56K Modem, Network Card
Two (2) 40 GB hard drive (RAID I mirroring)	Remote Access Software
Basic Modules (including):	
Account Status	Billing History
Payment History	
WebUtility Payment Processing (assumes initial setup purchased with VoiceUtility)	
Credit Card Processing Module	5,500
Solution Design and Development	Included
On-Site Installation and Training	Included
One-year warranty on Selectron Technologies-provided hardware and software Upon Completion of On-Site Installation	Included
Full System Documentation	Included
<hr/>	
Cost For WebUtility	\$23,000
<hr/>	
Subtotal	\$94,400
Shared Workstation Credit Assumes VoiceUtility installed on VoicePermits Server	(5,000)
<hr/>	
Total VoiceUtility and WebUtility Solution Cost	\$89,400

Required Items Not Included in Selectron Technologies Offering

- Phone lines and network service required to support the installation
- Required Host Interface (Please contact SunGard HTE for pricing for 'VC-CIS Voice Response Selectron Interface')
- Required Host Interface (Please contact SunGard HTE for pricing for 'VC-CIS/Delinquency Callout Listing')
- Required Host Interface (Please contact SunGard HTE for pricing for 'CX/IVR-CIS IVR Credit Card Interface')
- SQL DB2 Tool Kit (should be obtained through SunGard HTE with purchase of Host Interface)
- Host Interface components must be installed and functioning prior to on-site installation

VoicePermits™ Add-on Modules

Inspection Results & History (Add-on E-mail Option)	1,500
Permit Verification	4,000
Plan Review Status (Add-on E-mail Option)	1,500
SmartE-mail (Required when e-mail functionality is purchased)	1,500
Utility Notification (Fax)	2,500
Solution Design and Development	Included
On-Site Installation and Training	Included
One-year warranty on Selectron Technologies-provided hardware and software Upon Completion of On-Site Installation	Included
Full System Documentation	Included
Cost For VoicePermits Add-ons	\$11,000

WebPermits \$17,500

Server (Minimum Specifications Summary):	
Intel® Xeon™ Processor 2.80GHz/533MHz	Microsoft™ Windows® 2003 Server
768 MB RAM	Remote Access Software
Two (2) 40 GB hard drive (RAID 1 mirroring)	CD ROM, 56K Modem, Network Card
Basic Modules (including):	
Permit Status	Obtain Inspection Results and History
Schedule an Inspection	Review Active Inspections
Cancel an Inspection	

WebPermits Additional Functionality

WebPermits Plan Review (Assumes Plan Review module purchased with VoicePermits)	2,500
Solution Design and Development	Included
On-Site Installation and Training	Included
One-year warranty on Selectron Technologies-provided hardware and software Upon Completion of On-Site Installation	Included
Full System Documentation	Included
Cost For WebPermits	\$20,000
Subtotal	\$31,000
Shared Workstation Credit Assumes WebPermits installed on WebUtility Server	(2,500)
Total VoicePermits Add-on Modules and WebPermits	\$28,500

Required Items Not Included in Selectron Technologies Offering

- Phone lines and network service required to support the installation
- Required Host Interface (Please contact SunGard HTE for pricing for 'BV-BP Voice Response Selectron Interface')
- SQL DB2 Tool Kit (should be obtained through SunGard HTE with purchase of Host Interface)
- Host Interface components must be installed and functioning prior to on-site installation

Total for all products and services

\$117,900

PAYMENT INFORMATION

SCHEDULE

- 25% Invoiced at time of execution of contracts
- 50% Invoiced at completion of on-site installation
- 20% Invoiced 30 days after on-site installation
- 5% Invoiced upon final acceptance

Initial Payment

Invoiced at completion of contract negotiations and upon receipt of purchase order. Enables Selectron Technologies to purchase necessary hardware, fund travel expenses, and invest the technical support hours to design and develop the application for your jurisdiction.

Second Payment

Invoiced at the completion of the on-site installation and training phase of the implementation, or when the system is available for customer testing at customer site. The Warranty also begins on this date.

Third Payment

Invoiced 30 days after the completion of the on-site installation. The customer is given thirty days to test functionality as defined by the contract and the agreed upon call flows. It is the customer's responsibility to ensure full testing is completed during this period.

Final Payment

Invoiced after Client has completed the Final Testing and Acceptance of the system. Selectron Technologies will have resolved all issues found during testing. If Final Acceptance is delayed beyond thirty days, not due to any fault of Selectron Technologies, the payment will become immediately due.

TAXES

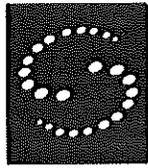
Sales Tax or any other applicable taxes are not included in any of this proposal's pricing information. If taxes become applicable, these taxes will then need to be added to the proposed pricing.

PAYMENT TERMS

Terms are net 30 from date of invoice. Past due invoices are subject to a 1.5% per month late fee.

VENDOR INFORMATION

Selectron Technologies, Inc.
7405 SW Tech Center Drive, Suite 140
Portland, OR 97223
Ph: 503.443.1400 Fax: 503.443.2052



Selectron

TECHNOLOGIES, INC

VoiceUtility™ Interactive Voice Response System

Statement of Work

Modules:

Credit Card Payment Processing
Delinquency Notification
Outbound Dialing Template Creator
Spanish Language

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OVERVIEW

This Statement of Work explains the components and services entailed in the VoiceUtility™ interactive voice response (IVR) system with the Credit Card Payment Processing module, the Delinquency Notification module, the Spanish language module, and the Outbound Dialing Template Creator. Outlined are the software and implementation services provided with purchase of this system. Additionally, this document describes the customer's responsibility in providing a suitable environment and facilitating a successful implementation of the VoiceUtility IVR system.

DELIVERABLES

Selectron Technologies, Inc. delivers and installs a server¹ with the VoiceUtility system already configured to your jurisdiction's specifications. This turnkey, tailored system interfaces with your utility database to provide information and services via the phone to your customers. The system gives your customers an interface to hear their current account status, pay their bill, and check billing and payment history. The following list gives a brief overview of the included modules:

- With the Credit Card payment processing module, the end-user can pay their utility bill with a credit card.
- The Delinquency Notification module will call customers whose accounts are delinquent and play the past due amount.
- With the Spanish language module, customers can choose to hear the IVR prompts in Spanish.
- The Outbound Dialing Template Creator allows jurisdictions to create custom calling campaigns that do not require interfacing with the utility database.

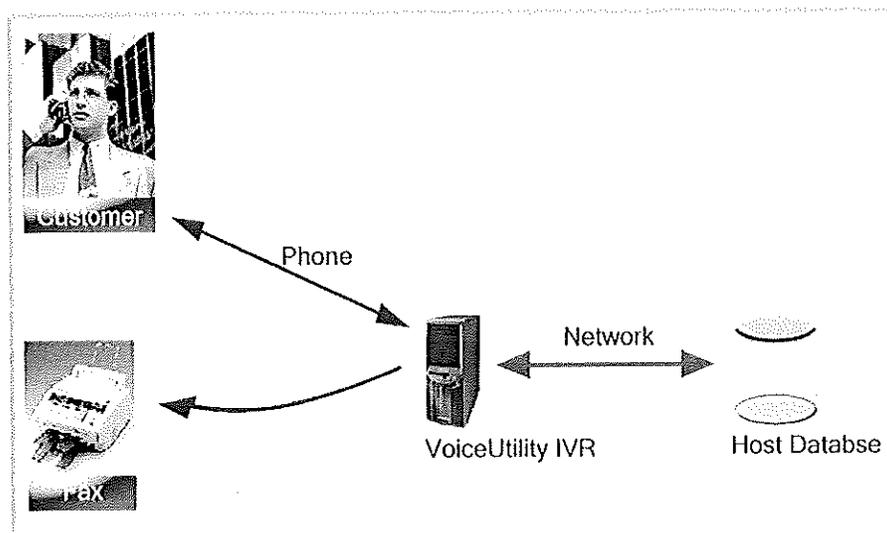


Diagram of VoiceUtility IVR System

1. Multiple application solutions will be installed on one server.

FUNCTIONALITY

Functionality explains all of the end-user and administrator tasks for the VoiceUtility IVR system. Features are dependent upon the support of the Utility database and its interface. Tasks marked by a ✓ are part of an add-on module.

End User Tasks

The following is a list of the tasks end-users can perform using the VoiceUtility IVR system.

Logging In

For security, when end-users choose to access any account information, they must enter a unique identification number, such as an account number, to be supplied by the utility database.

Hearing Current Account Status

Using VoiceUtility, end-users can call and listen to their current account status. Current account status includes the customer's address, current or delinquent balance, and due date.

Hearing Billing and Payment History

To hear previous billing and payment amounts for up to the last 12 months, end-users can select the option to hear both the previous billing amounts and dates. Previous payment amounts and dates are also available in the same manner.

Paying Bill with Credit Card ✓

Using the Credit Card Processing module, end-users can pay their outstanding balance over the phone. When taking a payment, the Credit Card Payment software verifies the credit card number and expiration date. For more security, the jurisdiction can choose to verify the card holder's zip code and security code.

VoiceUtility will provide a report for manual posting, or, if an API supports it, pass payment information to the API to be processed into the host system.

Receiving Notifications and Alerts ✓

When the Outbound Dialing module is configured, customers can be contacted, via automated phone calls, about emergency notifications, delinquency, community maintenance alerts, and work crew notifications.

Receiving Delinquency Notification ✓

When the Delinquency Notification module is configured, customers can be contacted, via automated phone calls, about delinquent accounts. The past due amount will be played.



Continuing in English or Spanish

After the initial greeting message is played, end-users can choose to hear the prompts in either Spanish or English. The end-user's menu options during the call are identical for each language. Additionally, all dates, numbers, ordinals, currencies, and letters are translated to the proper language.

Administrative Tasks

The following is a list of the tasks administrators can perform to configure and update the system for their jurisdiction.

Generating Reports

Administrators and operators can generate, view, save, and print system usage reports using Microsoft Internet Explorer® 5.0, Netscape Navigator® 6.0, or newer with access to the jurisdiction's intranet. The table below enumerates the reports with their respective definitions. Reports can be saved in PDF from the browser.

Report	Description
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
Action	Number of times a menu option was selected for selected date range
Payment	Payment type with date, time, utility account numbers, and Confirmation numbers

Setting Operator Transfer Extension

At certain points during a call, the end-user may request to be transferred to an operator. Setting the operator transfer extension tells VoiceUtility where to transfer the call. VoiceUtility can be set to transfer to different extensions during non-business hours. Once the transfer extensions have been set, VoiceUtility will transfer calls successfully.

Updating Office Hours

When an end-user requests to be transferred to an operator the system checks against the office hours of the jurisdiction to determine if a transfer can be made to a person. Updating Office Hours gives the system the correct guidelines to transfer end-users successfully.

Setting Office Holidays

When an end-user requests a transfer, VoiceUtility checks against the office holiday schedule to determine the correct action. With the office holidays set, VoiceUtility will transfer end-users appropriately.



Appending an Optional Greeting

Appending an Optional Greeting instructs the system to play an additional greeting message when end-users are addressed. The optional greeting can be used to inform end-users of changes in office hours or holidays in the future.

Controlling Administration Access to the IVR System

To control access to the operation of VoiceUtility, you can create and delete Administrator and Operator accounts, as well as edit account access levels and change the prompt recording access PIN. Access levels can be set to permit only reporting capabilities or to allow full access.

Adding New Streets

As new streets are added to the jurisdiction, it is important they are added to VoiceUtility as well. Adding new street names and words requires two steps: creating the file in the database, then recording the name or word using the telephone.

Recording Prompts and Responses

New street words, codes, or system prompts will need to be recorded into the system. Recording Prompts and Responses creates an audio file for use by VoiceUtility during a call. Each word or phrase has a unique identifying number that is used in recording. After a report is generated showing the numbers of unrecorded words, you can call the system to record the missing words.

Checking Current System Status

Using the IVR monitor, Administrators can view the status of the IVR system. All lines are displayed with their status and what (if any) actions are taking place during the call.

Setting Payment Processing Guidelines./

Setting Payment Processing Guidelines has two parts— updating the password VoiceUtility uses for the secure interface with the payment vendor and directing how VoiceUtility processes payments from end-users. From the Payment Processing manager, you can update the payment vendor password, change the credit card authorization options, and test the payment processing.

Providing Call List./

It is the responsibility of the jurisdiction to provide the calling list in a format for use by the Outbound Dialing modules. This can be done by using either a provided file loader or a stored procedure. The latter allows jurisdictions to write their own data loader. Using the calling list, the Outbound Dialing module will call customers and play a jurisdiction defined pre-recorded message.

Outbound Call Flow Design and Implementation./

Using the Outbound Dialing manager, the jurisdiction will design and record the script and prompts for the outbound call flow. Additional information such as dates, monetary amounts, numbers, and words can be included in the outbound call. The jurisdiction is responsible for extracting this information the utility database and including it in the call list.



Setting Outbound Dialing Process Guidelines ./

The Outbound Dialing Template Creator module can be configured to call between specific times of the day. Additionally, each call can be set to only be made on specific days of the week. Depending upon the application, the module can attempt to leave a message if it reaches voice mail or an answering machine, or it may require the customer to accept the call using their keypad when answering the phone. The number of attempts for a call is also adjustable.

Recording Outbound Dialing Message ./

After the customer has answered the outbound call from the IVR system, a pre-recorded message will be played. It is the responsibility of the jurisdiction to record the prompts played to customer.

Setting Delinquency Notification Process Guidelines ./

The Delinquency Notification module can be configured to call between specific times of the day. Additionally, each call can be set to only be made on specific days of the week. Depending upon the application, the jurisdiction can choose for the module to attempt to leave a message if it reaches voicemail or an answering machine, or it may require the recipient to accept the call using their keypad when answering the phone. The number of attempts for a call is also adjustable.

Recording Delinquency Notification Message ./

After the call recipient has answered the call from the Delinquency Notification module, a pre-recorded message will be played. It is the responsibility of the jurisdiction to record the prompts played to callers.

Spanish Language Recording ./

Since end-users can choose to hear prompts in Spanish or English, all prompts must be recorded in Spanish in the same manner as they are in English.



IMPLEMENTATION PROCESS

This section gives a general overview of the implementation process. For a more detailed explanation of the implementation process see the Project Manager.

Project Management Implementation Assistance

Establish Implementation Timetable

The Project Manager will provide the jurisdiction with an implementation questionnaire. The questionnaire will be used to better understand the jurisdiction's functional needs as well as provide information for the drafting of an initial call flow diagram representing the IVR system menus and logic. As the call flow design progresses, the Project Manager will work with the jurisdiction to create an implementation timetable.

Provision of Customer Data

As the software is designed for your jurisdiction, certain pieces of information will be useful to create a precisely integrated fit. The jurisdiction will need to provide the files specified. See "The Credit Card Payment Processing module provides jurisdictions with the ability to utilize the payment processing services of a third-party vendor. The purchase of third-party payment processing software is required. Jurisdictions are encouraged to discuss different options with their Project Manager." on page 8.

Call Flow Development

The Project Manager will work with the jurisdiction to complete the call flow design. Software development cannot begin until the call flow design is completed and verified by the jurisdiction. During the call flow development phase, the jurisdiction will decide which vendors to use for the Credit Card payment processing.

Additionally, the Delinquency Notification and call parameters will be set during the call flow development. The jurisdiction will specify what criteria will be used to define who is called, if callers need to accept calls, and if the system will attempt to leave a message. The jurisdiction can specify whether or not the outbound applications can dial long-distance telephone numbers.

VoiceUtility Server Preparation

The VoiceUtility server will be delivered with the following software configured for your jurisdiction:

- Microsoft Windows 2003® Server
- Remote access software
- VoiceUtility application software
- Credit Card processing module software (if applicable)
- Scansoft® SpeechWorks® 6.5 Special Edition Software

In addition to the software listed above, the VoiceUtility base system includes two licenses for the Administration Tool. One license will be pre-installed on the VoiceUtility server; the second license allows the jurisdiction to install the Administration Tool on a workstation. With the Administration Tool, users can remotely define user-configurable settings in the IVR system.



Confirmation of Pre-Installation Tasks

The Project Manager will provide you with a pre-installation checklist. At the completion of the checklist, the Project Manager will schedule the on-site installation.

On-site Implementation

The Installation Specialist will provide two days of installation and training for the VoiceUtility IVR system.

System Installation

An Installation Specialist will install the VoiceUtility server. The Installation Specialist will perform any configuration required, and will test the system installation. The jurisdiction should have telephony and network staff on stand-by to assist the Installation Specialist if needed.

Training

Training for the administration of the IVR system will be provided by the Installation Specialist as planned in the Implementation Timetable. Voice prompt recording training will also be provided.

Documentation

An Administration Manual will be delivered with the on-site installation. Additionally, electronic versions of the Administration Manual can be sent for training purposes upon request.

Payment Testing

Test transactions will be run to verify the interface of the VoiceUtility Credit Card Payment Processing module with the vendor selected for payment processing.

30 Day System Acceptance Period

The jurisdiction will have 30 calendar days after an on-site installation to verify the functionality of the VoiceUtility system. After the 30-day system acceptance period the System Acceptance Sign-off form must be returned to the Project Manager.



CUSTOMER RESPONSIBILITIES

This section outlines the software, hardware, and tasks that are not included with the VoiceUtility IVR system, but must be acquired or performed for the implementation to be successful.

Prompts and Responses

To enable the jurisdiction control over the tone and style of prompts and responses, it is the responsibility of the jurisdiction to record all of the IVR's prompts and responses. Training will be provided during installation on how to record prompts and responses.

Database Access

The VoiceUtility server must have access to the utility database and must be allowed access as a user on the database. The IVR server may require additional licenses in order to have full access to the utility database; these licenses are the jurisdiction's responsibility. In addition, the jurisdiction must purchase and implement the utility database vendor's application programming interface (API).

Network Access

The VoiceUtility server must have network access via a 10/100 connection and a fixed IP address or domain name.

Remote Access

Remote access to the VoiceUtility server must be provided to Selectron Technologies staff for development and technical support. There are multiple options for how to setup remote access—the Project Manager will help the jurisdiction choose a solution that best fits the situation.

Phone Lines

One phone line connection per IVR port must be provided and installed by the jurisdiction. Phone lines must be part of a Hunt group. The Hunt group ensures that incoming calls for a single number are quickly directed to the open phone lines within the group.

Payment Processing Modules

The Credit Card Payment Processing module provides jurisdictions with the ability to utilize the payment processing services of a third-party vendor. The purchase of third-party payment processing software is required. Jurisdictions are encouraged to discuss different options with their Project Manager.

Jurisdiction Specific Information

The following information is to be provided by the jurisdiction to create a precisely integrated product. For further clarification on the format and detail of the following data contact your Project Manager.

- Validations used for receiving payment on a bill
- Observed holidays
- Extensions used for the transfer function

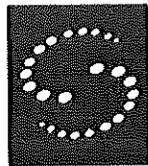


- Account numbering scheme
- Street names

Spanish Language

Translation and recording of prompts from English to Spanish is the responsibility of the customer. Dates, numbers, ordinals, currencies, letters, and numerals do not need to be translated or recorded by the customer.





Selectron

VOICE • WEB • MOBILE

WebUtility™ Interactive Web Response System

Statement of Work

Modules:

Credit Card Payment Processing

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OVERVIEW

This Statement of Work explains the components and services entailed in the WebUtility™ interactive web response (IWR) system with the Credit Card Payment Processing module. Outlined are the software, hardware, and implementation services provided with purchase of this system. Additionally, this document describes the jurisdiction's role in providing a suitable environment and facilitating a successful implementation of the WebUtility IWR.

DELIVERABLES

Selectron Technologies, Inc. delivers and installs a server with the WebUtility IWR system already configured to the jurisdiction's specifications. This turnkey product interfaces with the utility database to provide information and services via the web to utility customers. The system provides a website linked to a jurisdiction's pre-existing website for utility customers to review billing and payment history and pay their bill. With the Credit Card Payment Processing module, utility customers can pay their outstanding balance with a credit card.

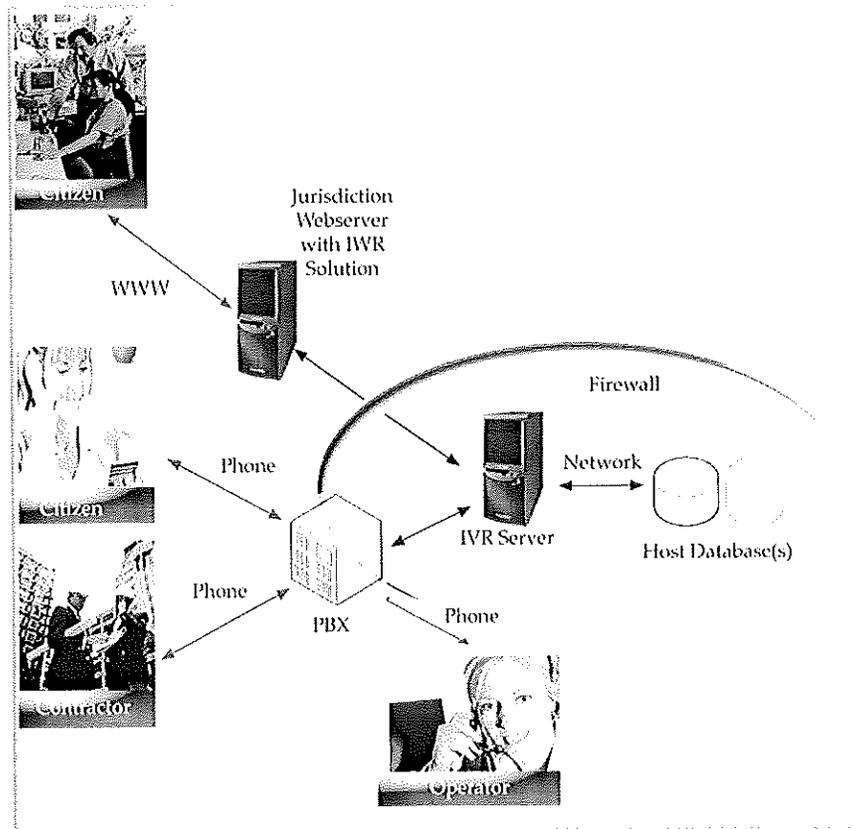


Diagram of WebUtility IWR System



FUNCTIONALITY

Functionality explains all of the end-user and administrator tasks, as well as the general navigation of the website. Functionality is directly dependent upon the support of the utility database. Tasks marked by a ✓ are part of an add-on module.

End User Tasks

The following is a list of tasks end-users can perform using the WebUtility IWR system.

Logging In

Before any action can be performed end-users must login to the WebUtility site. The information used for login is defined by the jurisdiction, but must be readily available in the permitting database. Most jurisdictions require account number and telephone number for login.

Viewing Current Account Status

Using WebUtility, end-users can view their current account status. Current account status includes the customer's address, current or delinquent balance, and due date.

Viewing Payment and Billing History

After the user logs in to the system, the user can view payment and billing history via links on a sidebar to display a table of the previous bill and payment.

Submitting a Stop Service Request

Using WebUtility the end-user can discontinue their utility service. After selecting the date to stop service, users can enter their forwarding address.

WebUtility will accept stop service requests, if the API supports it, and pass the request to the API to be processed into the host system.

Paying Bill with Credit Card ✓

From the Current Balance Due page, the user can choose to pay their current bill. When taking a payment, the Credit Card Payment software verifies the credit card number and expiration date. For more security, the jurisdiction can choose to verify the card holder's zip code and security code.

WebUtility will provide a report for manual posting, or, if an API supports it, pass payment information to the API to be processed into the host system.

Administrator Tasks

Many of the administrator tasks for WebUtility are indirectly taken care of by proper maintenance of the IVR system. The IWR server uses many of the IVR system settings, and in many cases, changes made on the IVR side will automatically be reflected on WebUtility. Administrator Tasks that are specific to the IWR system are detailed below.



Generating Reports

Administrators and Operators can generate, view, save, and print system usage reports using Internet Explorer™ 5.0, Netscape Navigator™ 6.0, or newer with access to the jurisdiction's intranet. The table below enumerates the reports with their respective definitions. A Report can be saved as a PDF file.

Report	Description
System Usage	Sessions by day for selected date range
Payment	All payments with confirmation numbers
System Usage by hour	Sessions received by hour for selected date range
Action	Number of times a menu option was selected for selected date range

Navigation

The following diagram gives a visual representation of navigation within the WebUtility IWR system.

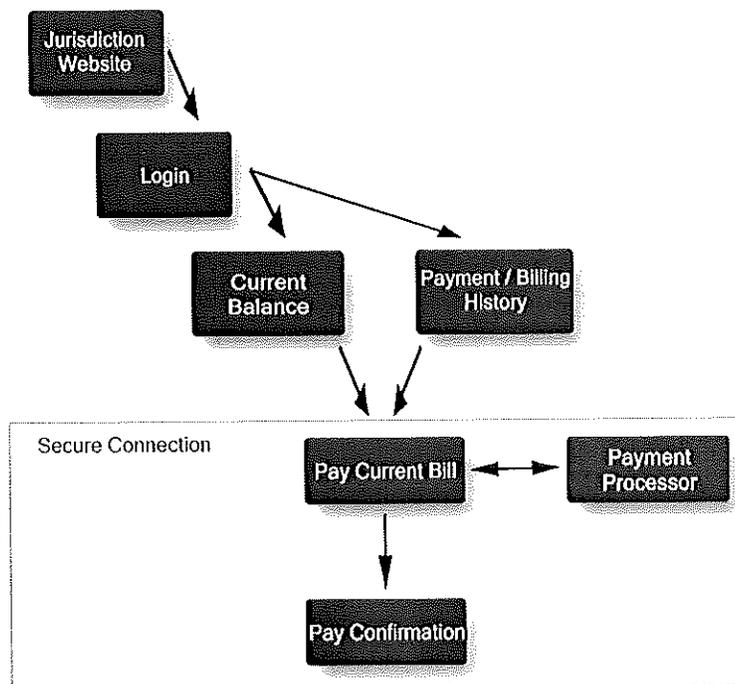


Diagram of WebUtility Navigation



IMPLEMENTATION PROCESS

This section gives a general overview of the implementation process. For a more detailed explanation of the implementation process contact the Project Manager.

Project Manager Implementation Assistance

Establish Implementation Timetable

The Project Manager will provide the jurisdiction with an implementation questionnaire. The questionnaire will be used to better understand the jurisdiction's functional needs.

Provision of Customer Data

The jurisdiction will need to provide the files specified in the Appearance section (see "Appearance" on page 6) to design the site's appearance and for the optional links.

Web Flow Development

The Project Manager will work with the jurisdiction to complete the web flow design. Software development cannot begin until the web flow design is completed and verified by the jurisdiction. Since each jurisdiction may have unique rules for fee payment, during the web flow development the jurisdiction must provide the points at which WebUtility should check for fees and what, if any, actions should be prevented from being performed by the end-user if there are fees owed.

During the call flow development phase, the jurisdiction will decide which vendors to use for Credit Card payment processing.

WebUtility Server Preparation

The WebUtility server will be delivered with the following software configured for the jurisdiction:

- Windows 2003® Server
- Microsoft Internet Information Services (IIS)
- The remote access software
- WebUtility application software
- Credit Card Payment Processing software (if applicable)

WebUtility Administration

The WebUtility IWR server is administered using the Administration Tool on the IVR system. The IVR base system includes two licenses for the Administration Tool. One license will be pre-installed on the VoiceUtility server; the second license allows the jurisdiction to install the Administration Tool on a workstation. With the Administration Tool, users can remotely define user-configurable settings in the IVR and IWR systems. Additional Administration Tool licenses can be purchased.

Confirmation of Pre-Install Tasks

The Project Manager will provide the jurisdiction with a pre-installation checklist. At the completion of checklist, the Project Manager will schedule the on-site implementation.



On-site Implementation

The following gives a general overview of the implementation process. For a more detailed explanation of the implementation process see the Project Manager.

System Installation

An Installation Specialist will install the WebUtility server. The Installation Specialist will perform any configuration required, and will test the system installation.

Training

Training for the Administrator will be provided by the Installation Specialist as planned in the Implementation Timetable.

Documentation

An Administration Manual will be delivered with the on-site installation. Additionally, an electronic version of the Administration Manual will be sent to the jurisdiction.

Payment Testing

Test transactions will be run to verify the interface of the WebUtility Credit Card Payment Processing module with the vendor selected for payment processing.

30-day System Acceptance Period

The jurisdiction will have 30 calendar days after on-site installation to verify the functionality of the WebUtility system. Within the 30-day system acceptance period the System Acceptance Sign-off form must be sent to the Project Manager.



CUSTOMER RESPONSIBILITIES

This section outlines the software, hardware, and tasks that are not included with the WebUtility IWR system, but must be acquired or performed for the system to work.

Network Access

The WebUtility server must have access to the network and must be allowed access as a user on the network.

Database Access

The WebUtility server must have access to the utility database and must be allowed access as a user on the database. The IWR server may require additional licenses in order to have full access to the utility database; these licenses are the jurisdiction's responsibility. In addition, the jurisdiction must purchase and implement the utility database vendor's application programming interface (API).

Website Access

The point of entry to the website must be provided by the jurisdiction. This can be set at the jurisdiction's current homepage and/or any other useful points.

Domain Name

The jurisdiction must ensure the Fully Qualified Domain Name (FQDN) so the WebUtility server can be accessed. The FQDN is a name that uniquely identifies a host in the jurisdiction's DNS hierarchy. For example, a system called utility1 in the Selectron domain would have an FQDN of utility1.selectron.com.

Jurisdiction Defined Links

Up to four links will be provided for the jurisdiction's use. They could be for privacy policy, terms of service, and/or contact information. Whatever the jurisdiction chooses, the links for these pages will be provided to Selectron Technologies, Inc. in accordance with the implementation process.

Remote Access

Remote access to the IWR server should be provided to Selectron Technologies, Inc. staff for development and technical support. There are multiple options for how to setup remote access—the Project Manager will help the jurisdiction choose a solution that best fits the situation.

Appearance

To create a website that complements the current jurisdiction's site, colors for the background, buttons, and font can be chosen. The colors should be submitted in an RGB format. Additionally, space will be provided for the jurisdiction's logo, header, and footer. The logo, header, and footer must be provided to Selectron Technologies, Inc. in either a GIF or JPEG format. The logo should be no larger than 2.5" wide and 2" high. The header and footer should be no larger than 7" wide and 2" high.



Security

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

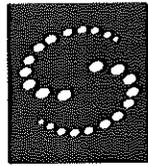
Payment Processing Modules

The credit card payment processing module provides jurisdictions with the ability to utilize the payment processing services of a third-party vendor. The purchase of third-party payment processing software is required. Jurisdictions are encouraged to discuss different options with their Project Manager.

Security Certificate

When payment processing modules are implemented, the jurisdiction must purchase and install a security certificate. The security certificate is as an encryption key and secures transactions between your customers and the IWR server. Depending on the third-party vendor that is selected for payment processing, you may be required to use a certificate that offers a 128-bit SSL ID. This certificate must be installed after the IWR server is on-site, and before WebUtility goes live.





Selectron

TECHNOLOGIES, INC

WebPermits™ Interactive Web Response System

Statement of Work

modules:
Plan Review Status

Overview	1
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Implementation Process	5
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OVERVIEW

This Statement of Work explains the components and services entailed in the WebPermits™ interactive web response (IWR) system with the Plan Review Status module. Outlined are the software, hardware, and implementation services provided with purchase of this system. Additionally, this document describes the jurisdiction's role in providing a suitable environment and facilitating a successful implementation of the WebPermits IWR.

DELIVERABLES

Selectron Technologies, Inc. delivers and installs a server with the WebPermits IWR system already configured to the jurisdiction's specifications. This turn-key product interfaces with the permitting database to provide information and services via the web to building and planning customers. The system provides a website linked to a jurisdiction's pre-existing website for customers to schedule inspections, cancel and reschedule inspections, and obtain inspection results. The Plan Review Status module retrieves the status of a permit and displays the status to end-users.

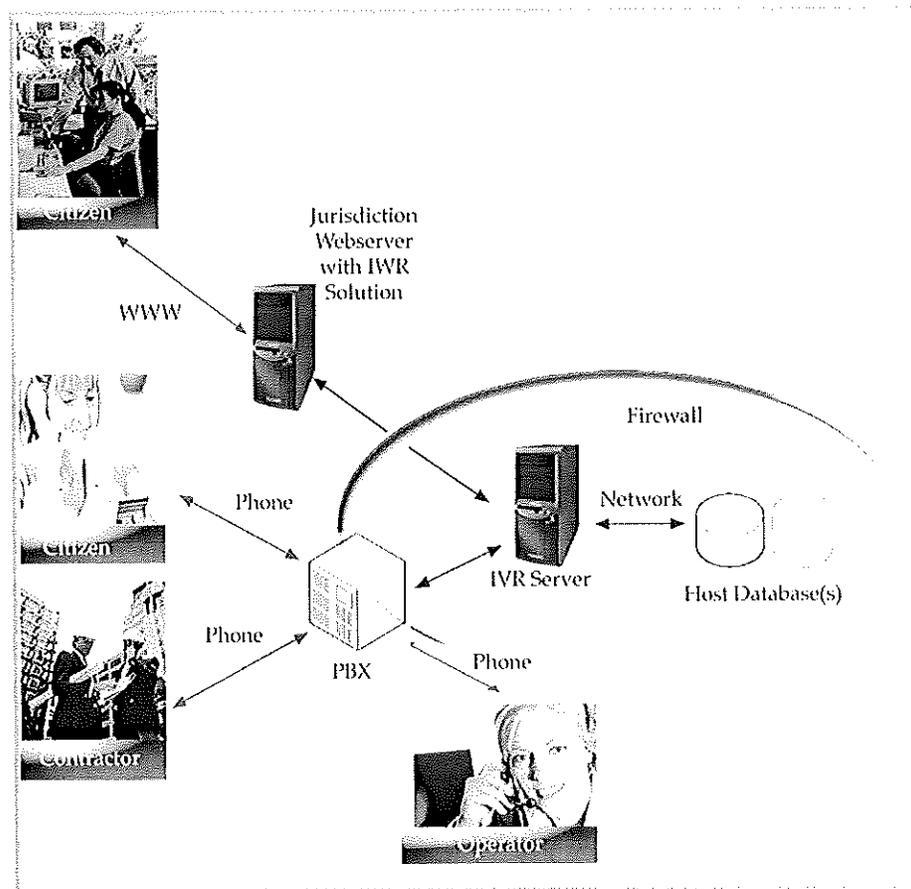


Diagram of WebPermits IWR System



FUNCTIONALITY

Functionality explains all of the end-user and administrator tasks. Features are dependent upon the support of the permitting database and any interface. Tasks marked by a ✓ are part of an add-on module.

End-User Tasks

The following is a list of tasks end-users can perform using the WebPermits IWR system.

Logging In

Before any action can be performed, end-users must login to the WebPermits site. The information used for login is defined by the jurisdiction, but must be readily available in the permitting database. Depending upon the permitting database, the following options can be available:

- No Login capability.
- Login with no permit restrictions. The user must provide a valid user name and password, but once authenticated has access to any permit.

Locating Permit

Before performing any actions, such as scheduling an inspection, the user must locate their permit either by entering the permit number or searching using criteria provided by the permitting database, such as a site address or permit number.

Scheduling Inspections

After users have been issued a permit, they can navigate to the WebPermits site to schedule an inspection. Once the permit is located, users select the inspection type, the day for the inspection, and a time preference of AM or PM. After the user schedules the inspection they are given a confirmation number. If the permitting database does not provide a confirmation number, WebPermits will generate one.

Canceling and Rescheduling Inspections

When an inspection needs to be cancelled, the user can navigate to the WebPermits site and locate their permit as described above, and cancel any scheduled inspection that does not fall within a jurisdiction defined cancellation black-out period. After cancellation, the user is given the option to reschedule the inspection.

Obtaining Inspection Results

After an inspection, users can navigate to the WebPermits site, locate their permit, and see if the inspection result is a pass or a fail. If the inspection result is a fail, then the user can reschedule for an additional inspection. Also, users will be able to see their inspection history.

Check Plan Review Status ✓

End-users who have begun the plan review process can logon to WebPermits and enter their permit number and site address to access the status of their plan. End-users will see what steps in the plan review process have been completed successfully and those that have not.



Administrator Tasks

Many of the administrator tasks for WebPermits are indirectly taken care of by proper maintenance of the IVR system. The IWR server uses many of the IVR system settings, and in many cases, changes made on the IVR side will automatically be reflected on WebPermits. Administrator tasks that are specific to the IWR system are detailed below.

Generating Reports

Administrators and Operators can generate, view, save, and print system usage reports using Microsoft Internet Explorer® 5.0, Netscape Navigator® 6.0, or newer with access to the jurisdiction's intranet. The table below enumerates the reports with their respective definitions. Reports can be saved as PDF files.

System Usage	Sessions by day for selected date range
System Usage by hour	Sessions by hour for selected date range
Action	Number of times a page was selected for specified date range



Navigation

The following diagram gives a visual representation of navigation within the WebPermits IWR system.

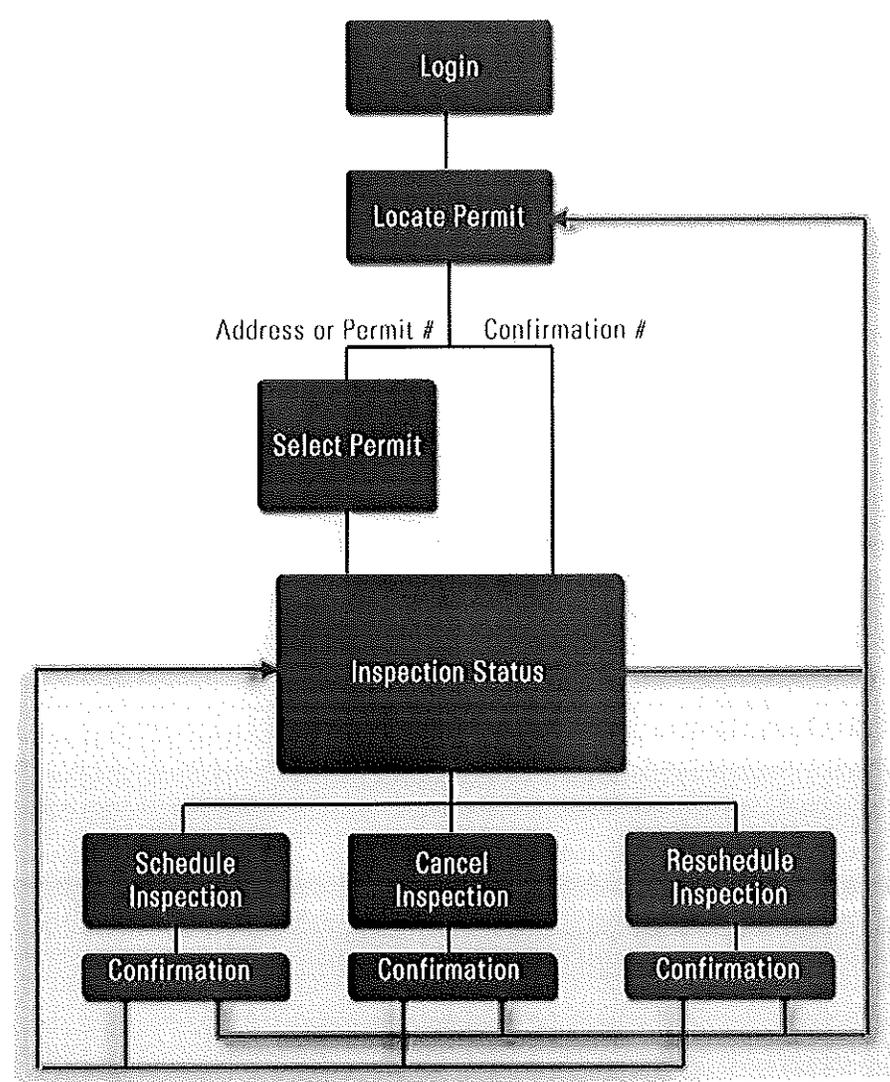


Diagram of WebPermits Navigation



IMPLEMENTATION PROCESS

This section gives a general overview of the implementation process. For a more detailed explanation of the implementation process contact the Project Manager.

Project Manager Implementation Assistance

Establish Implementation Timetable

The Project Manager will provide the jurisdiction with an implementation questionnaire. The questionnaire will be used to better understand the jurisdiction's functional needs.

Provision of Customer Data

The jurisdiction will need to provide the files specified in the Appearance section (see "Appearance" on page 7) to design the site's appearance and for the optional links.

Web Flow Development

The Project Manager will work with the jurisdiction to complete the web flow design. Software development cannot begin until the web flow design is completed and verified by the jurisdiction.

WebPermits Server Preparation

The server will be delivered with the following software configured for the jurisdiction:

- Microsoft® Windows® 2003 server
- Microsoft® Internet Information Services (IIS)
- The remote access software
- WebPermits application Software

WebPermits Administration

The WebPermits IWR server is administered using the Administration Tool on the IVR system. The IVR base system include two licenses for the Administration Tool. One license will be pre-installed on the VoicePermits server; the second license allows the jurisdiction to install the Administration Tool on a workstation. With Administration Tool, users can remotely define user-configurable settings in the IVR and IWR systems. Additional Administration Tool licenses can be purchased.

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System Installation

An Installation Specialist will install the WebPermits server. The Installation Specialist will perform any configuration required, and will test the system installation.



Training

Training for the Administrator will be provided by the Installation Specialist as planned in the implementation timetable.

Documentation

One copy of the Administration Manual will be delivered at the time of the on-site installation. Additionally, an electronic version will be sent to the jurisdiction.

30-day System Acceptance Period

The jurisdiction will have 30 calendar days after on-site installation to verify the functionality of the WebPermits system. After the 30-day system acceptance period the System Acceptance Sign-off form must be sent to the Project Manager.



CUSTOMER RESPONSIBILITIES

This section outlines the software, hardware, and tasks that are not included with WebPermits, but must be acquired or performed for the system to work.

Network Access

The WebPermits server must have access to the network and must be allowed access as a user on the network.

Database Access

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Website Access

The point of entry to the website must be provided by the jurisdiction. This can be set at the jurisdiction's current homepage and/or any other useful points.

Domain Name

The jurisdiction must ensure the Fully Qualified Domain Name (FQDN) can be resolved, so the WebPermits server can be accessed. The FQDN is a name that uniquely identifies a host in the jurisdiction's DNS hierarchy. For example, a system called permits1 in the Selectron domain would have an FQDN of permits1.selectron.com.

Jurisdiction Defined Links

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Security

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