

PREPARED FOR: **The City of Delray Beach, FL**

VoicePermits™ / VoiceUtility™ IVR Upgrade & Virtualization

New Virtual Server for Production IVRs
 Host Server Virtualization Environment: Microsoft Hyper-V

Selectron’s Project Manager will provide information on the latest supported Windows Operating System version, hard drive, and RAM specifications during project kickoff. The City of Delray Beach will be responsible for installing the virtual server in the agreed upon supported environment.

The City of Delray Beach Accepts That:

- Selectron does not have any other customer running an IVR in a Hyper-V Virtual Environment, and cannot guarantee compatibility, including resolution for issues that may arise after go-live.
- Selectron will require support and resources from the City to assist Selectron’s Software Development and Support staff with any configuration &/or troubleshooting that may be necessary during the upgrade process and after go-live, as part of on-going support & maintenance for the IVR.
- If, during the implementation process, insurmountable obstacles are discovered that prevent implementation of the solution in the City’s Microsoft Hyper-V virtual environment, Selectron’s policy is to implement the IVRs solution on a physical server as a fallback alternative. This scenario may incur additional hardware, software and professional services costs and will be determined once it is mutually agreed that moving to the virtualized environment is not an option.

Professional Services Required for Virtual Server Setup & Configuration **\$5,500**

Hardware & Licensing for Eight (8) Production Voice Ports *(Analog Integration)* **\$2,000**

Fax Server Integration **\$2,100**

Analog faxing is not an option with virtualization. Selectron will provide the professional services needed to send Production **VoiceUtility** IVR fax requests to the City’s fax server.

Update VoicePermits™ Software to Latest Point Release **No Charge**

Update VoiceUtility™ Software to Latest Point Release **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/upgraded **VoicePermits™/ VoiceUtility™** IVR (with new key). Otherwise, standard costs for a new license key will apply.

WebPermits™ / WebUtility™ IWR Upgrade & Virtualization

New Virtual Server for Production IWRs
 Host Server Virtualization Environment: Microsoft Hyper-V

Selectron’s Project Manager will provide information on the latest supported Windows Operating System version, hard drive, and RAM specifications during project kickoff. The City of Delray Beach will be responsible for installing the virtual server in the agreed upon supported environment.

The City of Delray Beach Accepts That:

- Selectron does not have any other customer running an IVR in a Hyper-V Virtual Environment, and cannot guarantee compatibility, including resolution for issues that may arise after go-live.
- Selectron will require support and resources from the City to assist Selectron’s Software Development and Support staff with any configuration &/or troubleshooting that may be necessary during the upgrade process and after go-live, as part of on-going support & maintenance for the IVR.
- If, during the implementation process, insurmountable obstacles are discovered that prevent implementation of the solution in the City’s Microsoft Hyper-V virtual environment, Selectron’s policy is to implement the IVRs solution on a physical server as a fallback alternative. This scenario may incur additional hardware, software and professional services costs and will be determined once it is mutually agreed that moving to the virtualized environment is not an option.

Professional Services Required for Virtual Server Setup & Configuration	\$5,500
Update <i>WebPermits</i>™ Software to Latest Point Release	No Charge
Update <i>WebUtility</i>™ Software to Latest Point Release	No Charge

Total Investment \$15,100

Required Items Not Included In This Quote

- Phone Lines & Network Services Required to Support the Installation
- Virtual Host Server, OS License, and Virtualization Environment
- Fax Server
- Assumes no changes to the existing PayPal payment gateway

SELECTRON PRODUCT AND SERVICE PRICING & PAYMENT INFORMATION

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.

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

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