

City of Delray Beach

MANAGED SERVICES QUOTE

EE5442

5/25/2018

Quote is Valid for 90 Days

	TOTAL
SETUP FEES - Managed Service, Relay IVR & Web Upgrade for Permits & Utilities	\$40,000
HOST CONVERSION FEE - Accela for Permits	\$20,000
SelecTXT SETUP FEE	\$7,500
TOTAL ONE TIME SETUP FEE	\$67,500
ANNUAL HOSTING & MANAGED SERVICE FEE - IVR & Web for Permits & Utilities	\$34,000
SelecTXT ANNUAL PLATFORM FEE	\$5,000
SelecTXT SMS Annual Message Bundle 40,000	\$3,000
ANNUAL CALL FEES	\$18,000
Annual Calls Included	60,000
Cost Per Call Over Included	\$0.40

*Pricing above assumes a 3 year contract

Yearly Investment Rollup

	Year 1	Year 2	Year 3	Year 4	Year 5
System Setup Cost	\$67,500	-	-	-	-
Managed Service & Hosting Fee	\$34,000	\$35,700	\$37,485	\$39,355	\$41,320
Annual SelecTXT Platform Fee	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
SelecTXT Message Bundle 40,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000
Annual IVR Call Fees	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000
YEARLY TOTAL	\$127,500	\$61,700	\$63,485	\$65,355	\$67,320
Total Investment	\$385,360				

MANAGED SERVICES APPLICATION SCOPE & ASSUMPTIONS

- Channels:
 - IVR for Building & IVR for Utilities, Web for Building & Web for Utilities
- Functionality:
 - Schedule, Cancel, Reschedule Inspections, Account Balance, Due Date and Credit Card Payments for Utilities. Transition from premise based Superior to ASP and Host Conversion to Accela for Permitting.
- Application Database Integration: Superior
 - Integration to Superior BP & CX requires appropriate ports enabled within the Delray Beach network and VPN connectivity, as determined is necessary during the system implementation
- Number of IVR Ports: 8
- Payments/ Payment Processor: Payments is available if Relay is integrating to one of the following payment gateways. Payment gateway transaction fees and payment processor fees are not included in this quote and are assumed to be handled by the customer through their payment provider.
 - USA ePay (AMS)
 - PayFlowPro (PayPal)
 - Payments Gateway (Forte)
 - Invoice Cloud
 - Global Gateway e4 (First Data: Payeezy)
 - **PayPoint (First Data)**
 - Simple Order (CyberSource)
 - Authorize.net (CyberSource)
 - Bluefin (Accela CivicPay)
 - BridgePay
 - Converge (Virtual Merchant, owned by Elavon)
 - Kubra
 - NIC
 - TrustCommerce
 - Govolution (Velocity Payment Systems)
 - ACI (a.k.a. Official Payments)
 - Paymentus
- 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

- 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
- Customer must provide a certificate that Selectron can install on the web server, which allows us to provide a website that is on the Customer domain

SELECTRON MANAGED SERVICES 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.

SETUP FEE PAYMENT SCHEDULE

100% Invoiced at time of execution of contracts

ANNUAL MANAGED SERVICE FEE & CALL FEE PAYMENT SCHEDULE

100% Invoiced 45 days prior to beginning of next service year

* Per call overage fees are charged monthly after included call limit has been reached

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. All presented pricing is in US Dollars.

VENDOR INFORMATION

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