

ATTACHMENT B
Quote #WE6649H

City of Victorville, CA

Upgrade to Relay IVR – Utility Application and Relay Outbound and Move to Managed

GSA Contract # GS-35F-0315X

GSA						
<i>5-Year Contract</i>	Year 1	Year 2	Year 3	Year 4	Year 5	TOTAL
SIN 54151S, Part # PS-WSSLS (432 Hours for Upgrade)	\$72,364.32					\$72,364.32
SIN 54151S, Part # PS-WSSLS (86 Hours for Hosting Services)	\$14,405.86	\$14,405.86	\$14,405.86	\$14,405.86	\$14,405.86	\$72,029.30
SIN 511210, Part # PP-SM	\$22,850.00	\$23,535.00	\$24,240.00	\$24,970.00	\$25,715.00	\$121,310.00
GSA Total	\$109,620.18	\$37,940.86	\$38,645.86	\$39,375.86	\$40,120.86	\$265,703.62

Non-GSA						
<i>5-Year Contract</i>	Year 1	Year 2	Year 3	Year 4	Year 5	TOTAL
Universal Message Bundle for Relay Channels (250,000)	\$0.00	\$47,000.00	\$47,000.00	\$47,000.00	\$47,000.00	\$188,000.00
Non-GSA Total	\$0.00	\$47,000.00	\$47,000.00	\$47,000.00	\$47,000.00	\$188,000.00

GSA & Non-GSA Combined						
<i>5-Year Contract</i>	Year 1	Year 2	Year 3	Year 4	Year 5	TOTAL
GSA	\$109,620.18	\$37,940.86	\$38,645.86	\$39,375.86	\$40,120.86	\$265,703.62
Non-GSA	\$0.00	\$47,000.00	\$47,000.00	\$47,000.00	\$47,000.00	\$188,000.00
GSA & Non-GSA Total	\$109,620.18	\$84,940.86	\$85,645.86	\$86,375.86	\$87,120.86	\$453,703.62
2.5% GSA Volume Discount	-\$2,740.50					
GSA & Non-GSA Total	\$106,879.68	\$84,940.86	\$85,645.86	\$86,375.86	\$87,120.86	\$450,963.12

MANAGED SERVICES APPLICATION SCOPE AND ASSUMPTIONS

Application Database Integration:

Integration to Tyler Munis requires appropriate ports enabled within the customer's network and VPN connectivity, as determined is necessary during the system implementation.

IVR Utilities:

Interactive Voice Response (IVR) system for Utilities. Self-service options for:

- Accessing account information
- Taking credit/debit and/or e-check payments over the phone
- Billing history
- Convenience fee for credit card payments
- Block e-Check payments for accounts marked as "Cash Only" in Tyler Munis

Builder: This platform enables administrators to create and record their own call tree as part of their IVR within Relay Portal. Builder utilizes legacy text-to-speech technology and can include English or Spanish.

Payments: This payment module allows callers to pay their utility bills with credit/debit cards or e-checks via the IVR.

Spanish Language: A cognitive text-to-speech translation engine that supports multi-language IVR functionality with human-like recordings. The prompts include all words, dates, numbers, ordinals, currencies, and letters in the appropriate language.

Outbound:

Multi-channel outbound communication platform capable of sending SMS, voice, or email notifications. Customer-centric notifications includes event-triggered, automated and user-generated campaigns enabled with or without dynamic data.

Smart Transfers to IVR: Allows a call recipient to request a transfer to the agency's hosted Selectron IVR in order to make a payment. Data is carried over with this transfer, allowing the user to make a payment without having to re-enter their account information.

Relay Portal:

The proposed solution is managed through a single, web-accessible online administrative site called Relay Portal. Relay Portal provides users with access to several 'centers', each providing key administrative functionality, including running reports and analytics, administrative controls, and support requests.

Managed Services:

Relay Managed services is a hosted application environment, purpose-built in our secure environment, and adheres to Payment Card Industry compliance standards. Includes our premier 24/7 support, ongoing vulnerability scanning and penetration testing, and full-stack security updates.

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.

PROFESSIONAL SERVICES PAYMENT SCHEDULE

45% Invoiced at time of execution of contracts
55% Invoiced upon system available for initial user acceptance testing

ANNUAL FEES, BUNDLES, AND SUPPORT

100% Invoiced at time of execution of contracts. Recurring fees are invoiced 45 days prior to renewal.

Service Year Start Date: Year 1 starts when system is available for initial user acceptance testing

In the event the customer terminates agreement prior to the end of the commitment term, 100% of all remaining unpaid fees for the term become immediately due.

CHANGE ORDERS INCLUDING TIME AND MATERIAL RATES

- All service work and/or deliverables not listed, defined, or provided as optional deliverables in this document are considered outside of the scope of this project effort. Out of scope services will be invoiced at Selectron's then current rate.
- If the out of scope services require a formal change order, the Company and Customer will mutually agree in writing, which will include a scope of work, timeline for delivery, Company and Customer responsibilities and the price terms and conditions. Upon acceptance by Customer and issuance of required purchasing documentation, all Change Orders shall be governed by the terms and conditions of this Agreement, no other terms or conditions shall apply. Customer acknowledges that such Change Orders may affect the implementation schedule and dates otherwise established as part of the project plan.

TAXES

Sales Tax or any other applicable taxes are **not included** in any of the pricing in this agreement. All applicable taxes will be invoiced, collected and remitted in accordance with state and local tax laws.

PAYMENT TERMS

Terms are net 45 days 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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