

Purchase Order Number 11031

This Number Must Appear on all Invoices, Packing Lists, and Packages

ADAMS COUNTY PURCHASE ORDER

Page 1 of 1
 Order Date: 09/24/13
 Requested Date: 09/24/13
 Cost Center: 1061

Vendor Address	Vendor and Shipping Information	Ship To Information
SELECTRON TECHNOLOGIES INC 7405 SW TECH CENTER DR SUITE 140 PORTLAND OR 97223	Phone: FAX: e-mail: Delivery: FOB DESTINATION	ADAMS COUNTY FINANCE DEPARTMENT 4430 SOUTH ADAMS COUNTY PARKWAY BRIGHTON CO 80601
VENDOR NUMBER: 49221		

Selectron pre-approved by BoCC, quote attached.

Ln	R	Description / Supplier Item	QTY	UOM	Unit Price	Extended Price	Account Number	Req. No.
1	0	IVR Hrdwr, Sftwr and Srvc		EA	0.0000	57,800.00	1059.9215 W 10591212	00003857

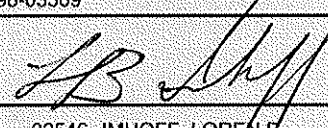
Original

Term Net 30 Days	Tax Rate *NA*	Sales Tax 0.00	Total Order 57,800.00
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ACCEPTANCE OF THIS ORDER IS SUBJECT TO THE TERMS AND CONDITIONS ABOVE AND ON THE REVERSE SIDE OF THIS DOCUMENT
 COLORADO TAX EXEMPT #98-03569

Invoice to:
 Adams County A/P
 4430 S. Adams County Pkwy.
 Suite C4000A
 Brighton, CO 80601-8212
 720-523-6050

Inquiries to:
 Adams County Purchasing Department
 4430 S. Adams County Parkway,
 Suite C4000A
 Brighton, CO 80601-8212
 720-523-6050



32546 IMHOFF, LOREN B
ADAMS COUNTY AUTHORIZED SIGNATURE

ADAMS COUNTY PURCHASE ORDER TERMS AND CONDITIONS

Quality: Vendor warrants that the goods delivered hereunder will conform to the description stated in this Order and that the goods will be merchantable, of good workmanship and materials, and free from defects. These warranties shall survive inspection, testing and/or acceptance of the goods. At County's option, and without prejudice to any other rights County may have, Vendor shall remedy any defective goods or reimburse County for its costs for remedying or replacing defective goods.

Packing Charges: No charges will be allowed for transportation, boxing, crating or other packaging unless set forth in writing in this Order.

Terms of Payment: Payment in full by County shall be made within thirty (30) days after receipt of invoice from Vendor.

Tax Exempt: County is a tax-exempt government entity, a body politic and corporate. No sales, use or excise taxes shall be included in or added to the prices of materials or goods on this Order. County's tax exempt number is 98-03569.

Appropriation Clause: The payment of County's obligation hereunder in fiscal years subsequent to the current year are contingent upon funds for this Order being appropriated and budgeted. If funds for this Order are not appropriated and budgeted in the year subsequent to the fiscal year of issuance of this Order, the County may terminate this Order. County's fiscal year is the calendar year. Termination under this provision shall not result in any penalty being imposed against County.

Cancellation for Cause: This Order is to be acknowledged properly, and the date of shipment shall be stated definitely in the acknowledgment by Vendor. In the event of Vendor's failure to deliver as and when specified, County reserves the right to cancel this Order, or any part thereof, without affect to its other rights, and Vendor agrees that County may return part or all of any shipment so made and may charge Vendor with any loss or expense sustained as a result of such failure to deliver.

Risk of Loss: If the risk of loss passes at the shipping point, and if Vendor fails to pack the goods in an appropriate manner or to ship them in the manner or route directed by County, Vendor shall reimburse County for any loss resulting from that failure.

Compliance: Vendor represents and warrants that it is in compliance with all applicable laws, rules and regulations that affect this Order.

Patents and Copyrights: Vendor shall indemnify, hold harmless, and defend County, its directors, officers, agents and employees for, from and against any suit, claim or demand alleging infringement of any patent or copyright or misappropriation of any confidential information or trade secret in the United States, in the country of source or country of destination, based on the manufacture, assembly, sale, lease or use of goods, machinery, equipment, apparatus, materials or processes supplied hereunder.

Indemnification: Vendor shall fully protect, indemnify, hold harmless and defend County, its directors, officers, agents and employees for, from and against any and all loss, cost, damage, injury, liability, claims, liens, demands, taxes, penalties, interest or causes of action of every nature whatsoever, including but not limited to those of Vendor's subcontractors, which in any manner arise out of, are incident to, or are in connection with Vendor's performance under this Order.

Jurisdiction and Venue: The laws of the State of Colorado shall govern the interpretation, validity and effect of this Order. Jurisdiction and venue for any disputes arising under this Order shall be with the District Court of Adams County, Colorado.

Assignment: This Order shall not be assigned in whole or in part without the prior written approval of County.

No Waiver of Rights: No actions or lack of action by County shall be deemed a waiver of any of the provisions, terms or conditions set forth herein. Any waiver by County must be in writing.

Entire Agreement: This Order, properly signed, constitutes the entire agreement between County and Vendor. Any alterations, changes, variations, or additional terms by Vendor are rejected unless expressly assented to in writing by County. Acceptance is expressly limited to the terms of this Order; any additional or different terms are of no force and effect and notification of objection to such additional terms is hereby given.

July 23, 2013

Brian Dobbins
Applications Manager
Adams County, CO
4430 S Adams County Pkwy
4th Floor
Brighton, CO 80601

Dear Mr. Dobbins,

This letter is intended to be a letter of understanding between the County and Selectron Technologies, Inc., regarding the Scope of Work and for the implementation of your *VoiceTax* system.

As accepted by the County 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 Selectron *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 5 of this letter
- Professional Services Agreement executed on May 27, 2009
- Software License executed on May 27, 2009
- Support and Maintenance Agreement executed on May 27, 2009

If you have any questions or concerns, please do not hesitate to contact us at your earliest convenience.

Sincerely,

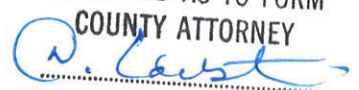
Todd A. Johnston
President and CEO

Accepted By:


Authorized Representative

Date Accepted:

9-9-13

APPROVED AS TO FORM
COUNTY ATTORNEY


VoiceTax™ (Treasurer) Interactive Voice Response Base Solution (No Ports Included) \$18,400

Included Functionality:

- Access by Parcel or Schedule
- Site Address Verification
- **VoiceTax** Reporting Module
- Payment Information
- Current Tax Balance
- Prior Year Taxes, Liens & Assessments
- Professional Voice Recording

Spanish Language Options

Initial Set-Up \$3,000

Professional Voice Recording

Translation and Professional Voice Recording of Base System Call Flow and Prompts \$2,500

VoiceTax™ (Assessor) Interactive Voice Response Base Solution (No Ports Included) \$28,900

Included Functionality:

- Look-up by Assessment, Parcel & Street
- Site Address/Owner Verification
- **VoiceTax** Reporting Module
- Payment Information
- Current Tax Balance
- Ownership Information
- Professional Voice Recording

VoiceTax Professional Services

Solution Design and Development	Included
Selectron Project Management	Included
On-Site Installation, Travel Expenses and Training	Included
12-Month Warranty on Selectron Technologies Provided Hardware and Software	Included
System Documentation	Included

Test Server Hardware and Software (Includes Set-Up and Configuration)

ProLiant DL380 2U – Enhanced Server \$5,000

- Intel Xeon Quad-Core 2 GHz Processor
- 4GB RAM
- Redundant Hot Plug Supply Power
- Microsoft Windows 2008 Server
- Three (3) 146GB SAS Hard Drives (RAID 5)
- Integrated Gigabit Network Adapter

Investment for VoiceTax \$57,800

Required Items Not Included in Selectron Technologies VoiceTax Base System:

- Phone Lines and Network Services Required to Support the Installation
- Required Host Interface (Please Contact Tyler Eagle for Pricing)
- Host Interface Components Must Be Installed and Functioning Prior to Development

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.

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 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 Client testing at Client site.

Third Payment

Invoiced 30 days after the completion of the on-site installation. The Client is given thirty days to test functionality as defined by the contract and the agreed upon call flows. It is the Client'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

ADDITIONAL REMOTE ADMINISTRATOR LICENSING

System administrators may remotely define configurable setting in the system through the Administration Tool. The base system includes two licenses for the Administration Tool. One license will be pre-installed on the system server; the second license allows the jurisdiction to install the Administration Tool on a workstation with network access.

Additional Remote Administrator Licenses\$250

TIME-AND-MATERIALS BILLING RATES

Selectron will provide custom programming and non-warranty maintenance Client support on a time-and-materials basis.

Requested design, programming, testing, documentation, implementation work, and customer support will be performed at our then current, standard published billing rates. Selectron will issue a quote and scope of work to the Client. A purchase order must be issued before work can be scheduled or begin.

ADDITIONAL TRAINING AND ON-SITE SUPPORT

All travel and associated expenses for the on-site installation work during the initial setup are included in the base system price.

If the Client requests additional on-site work, travel and out-of-pocket expenses will be billed at \$1,750 per day (2 day minimum) with at least 14 day advance notice. If 8-14 days advance notice is provided the rate increases to \$2,000. per day; if the notice is less than 7 days the rate increases to \$2,500 per day.

If changes are made to a travel schedule after plans are confirmed, the Client is responsible for any change fees or price changes incurred for airfare, hotel or car rental.

ON-GOING SUPPORT

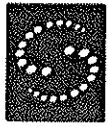
Selectron Technologies' PremierPro Support Plan includes full replacement of any failed Selectron provided hardware component, with overnight shipping as required, a toll-free support hotline, and dial-in technical support for all software provided with the solution, as well as a quarterly system review and support for host or backend database updates. The Client has the option of extending the PremierPro program upon expiration of the warranty which begins upon notice to proceed. Annual fees are due at the conclusion of the 12-month warranty period.

Future Service Fee Estimates (for Renewal Terms following the Initial Term of this Agreement):

Item	Dates covered	Amount	Payment Due Date
VoiceTax	September 1, 2013 to August 31, 2014	Included	Included
VoiceTax	September 1, 2014 to August 31, 2015	\$8,670.00	August 15, 2014
VoiceTax	September 1, 2015 to August 31, 2016	\$9,100.00	August 15, 2015
VoiceTax	September 1, 2016 to August 31, 2017	\$9,555.00	August 15, 2016
VoiceTax	September 1, 2017 to August 31, 2018	\$10,035.00	August 15, 2017
VoiceTax	September 1, 2018 to August 31, 2019	\$10,535.00	August 15, 2018

Notes:

- Contract Execution Date is defined as the earlier of the Customer document signature date or Customer Purchase Order date for purchased product. If no dates are identified by Customer, Company signature date will then be identified as the effective date.
- The above coverage dates will be adjusted to reflect actual Contract Execution Date.
- Future service fee amounts in the table above for Renewal Terms are estimates, which may be increased or decreased. The future service fee estimates do not include increases to reflect additional functionality purchased.
- Future service fee estimates for Renewal Terms are not a guarantee that Company will agree to automatic renewal of this Agreement, and future service fee estimates shall not affect Company's right to provide notice of non-renewal.



Selectron
TECHNOLOGIES, INC.

Microsoft Partner

Microsoft Independent Software Vendor (ISV)

Statement of Work

Adams County, CO

VoiceTax™

Professional Voice Recording (System Prompts, Spanish, Street Names)
Spanish Language

www.SelectronTechnologies.com

2.20.8

Selectron Technologies, the Selectron Technologies logo, and all Selectron Technologies product names contained herein are trademarks or registered trademarks of Selectron Technologies, Inc. in the USA and/or other countries. All other brand names are trademarks of their respective holders.

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1.0 Overview

This Statement of Work (SOW) outlines the software, hardware, and implementation services included with the purchase of an interactive solution from Selectron Technologies. Additionally, this document describes the Customer's responsibilities in providing a suitable environment and facilitating a successful implementation of the Selectron Technologies' interactive solution.

1.1 Revision History

Version #	Details	Date
1.0	Initial Release	7/23/2013

2.0 Functionality

This section details the functionality of each application included in the implementation of this interactive solution. All functions and features are dependent upon required taxing database availability. The interactive solution must be able to retrieve data from the taxing database either through direct access or through an indirect interface provided by the Customer and/or database vendor. In addition, the interactive solution is required to post data back to the taxing database. Normally, an indirect interface is provided to ensure system integrity for posted data.

The exact data required for retrieval and posting by the interactive solution is determined by final product definition including agreed upon call flow, business rules, and work process. Additionally, the call flow, business rules, and work process may be limited by the availability and access to data.

2.1 VoiceTax

The VoiceTax application interacts with the Customer's taxing database to deliver information and services over the phone to callers. This implementation includes design and deployment of a Treasurer call flow and a separate Assessor call flow.

2.1.1 Standard Feature Set

This section details the standard features included in the VoiceTax application.

2.1.1.1 Account Access

VoiceTax allows callers to hear tax account information. Prior to accessing information, callers accessing the Treasurer line must enter their parcel or schedule number. Callers accessing the Assessor line must enter either their assessment, parcel, or street number. When entering a parcel number (consisting of section, block, and lot numbers), VoiceTax speaks back the site address for confirmation.

On the Treasurer line, callers can access payment information, current tax balance, and historical data including taxes, liens, and assessments from the previous year.



On the Assessor line, callers can access payment information, current tax balance, and ownership information. VoiceTax spells back the owner and/or co-owner's name, market value, and assessed value.

2.1.2 Additional Features

This section details the optional, add-on modules and features included with this implementation of the VoiceTax application.

2.1.2.1 Professional Voice Recording

All system prompts (including call flow) and street names are professionally recorded prior to installation. The following non-system prompt and message types are not included, and requires Customer recording:

- Optional Greeting ([section 3.1.4](#), **Append an Optional Greeting**)

For more information regarding non-system prompt recording, refer to [section 3.1.7](#), **Record Prompts and Responses**.

The Customer must sign-off on all Professional Voice Recording scripts prior to prompt recording. All prompt change requests after recording has been completed may incur additional charges on a Time and Materials basis (street names will be updated on a quarterly basis as described in [section 3.1.6](#), **Add New Streets**).

2.1.2.2 Spanish Language

The Spanish Language module enables VoiceTax to play back system prompts in both English and Spanish. Additionally, all dates, numbers, ordinals, currencies, and letters are translated to the proper language. All other prompts must be recorded and translated by the Customer ([section 3.1.7](#), **Record Prompts and Responses**).

When Professional Voice Recording has been implemented in conjunction with the Spanish Language module, all system prompts are recorded in Spanish prior to installation. Non-system prompt and message types are not included and require Customer translation and recording. Refer to [section 2.1.2.1](#), **Professional Voice Recording**, for a list of non-system prompts and messages.

The professionally-recorded Spanish prompts use a vocabulary and dialect predetermined by Selectron. Additions and changes to the prompts to account for regional differences are subject to time and materials billing.

3.0 Administrative Tasks

This section details tasks that the Customer's system administrator can perform while maintaining and operating the interactive solution.

3.1 VoiceTax

The tasks listed below apply to the VoiceTax application.



3.1.1 Run System Reports

System administrators can generate, view, save, and print system usage reports using Internet Explorer® 7.0 or newer, with access to the Customer's intranet. Reports can be saved as PDF files from the browser.

System administrators can also configure reports for automatic delivery to designated e-mail addresses. Auto-delivery frequency options include monthly, weekly, and daily.

Table 1 lists the reports available with this implementation.

Table 1 System Reports

Report	Definition
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
System Statistics	Displays consolidated usage information, including time in use and call time information
Action Report	Number of times the application functions were selected for selected date range

3.1.2 Set Operator Transfer Extension

By setting the operator transfer extension, system administrators can determine where VoiceTax transfers calls. Calls can be transferred to different extensions depending on the time of day and what type of information the caller is requesting. Operator transfer settings are managed using the Administration Tool ([section 4.2, Software](#)).

3.1.3 Set Office Hours and Holidays

When office hours and holidays have been set, the system checks against the office hours and holiday schedule to determine the correct action when transferring calls.

3.1.4 Append an Optional Greeting

Appending an optional greeting instructs the system to play an additional greeting message when callers access VoiceTax. The optional greeting can be used to inform callers of changes in office hours or upcoming holidays. System administrators are responsible for recording the optional greeting. Training on how to record prompts and responses is provided during system installation ([section 4.3.2, Provide Administrative Training](#)).

3.1.5 Control Administrative Access

The system administrator is responsible for creating and deleting administrative accounts, editing account access levels, and changing the prompt recording access



PIN for the interactive solution. Access levels can be set to only allow reporting capabilities or to allow full administrative access. Administrative access can be set using the Administration Tool ([section 4.2, Software](#)).

3.1.6 Add New Streets

As new streets are added to the Customer's jurisdiction, the system administrator should add them to VoiceTax; this ensures that appropriate responses are played to caller inquiries. Adding new street names and words requires two steps: creating the file in the Administration Tool ([section 4.2, Software](#)) and then recording the name or word using the telephone.

When Professional Voice Recording has been implemented, street name prompts are recorded prior to system delivery. Any new or updated prompts can be recorded for the Customer on a quarterly basis; prompts needing immediate recording, between quarterly updates, are the Customer's responsibility ([section 3.1.7, Record Prompts and Responses](#)). Note that, in order for Selectron Technologies to identify new streets, they must exist in the VoiceTax database. Access to quarterly voice updates is contingent upon an active Support and Maintenance plan; refer to the Contract for more details.

3.1.7 Record Prompts and Responses

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

When purchasing Professional Voice Recording, all system prompts (including call flow) and street names are recorded prior to system delivery. However, non-system prompt types and messages must be recorded by the Customer; refer to [section 2.1.2.1, Professional Voice Recording](#), for a list of non-system prompts. Training on how to record prompts and responses are provided during system installation ([section 4.3.2, Provide Administrative Training](#)).

When the Spanish Language module is implemented, recording and translation of prompts from English to Spanish is the Customer's responsibility. Dates, numbers, ordinals, currencies, and letters are already translated to the proper language. When Professional Voice Recording has been implemented in conjunction with the Spanish Language module, all system prompts (including call flow) are translated and recorded in Spanish prior to installation. Street names and non-system prompt and message types are not included and require Customer translation and recording. Refer to [section 2.1.2.1, Professional Voice Recording](#), for a list of non-system prompts and messages.

Using the system monitor, the Customer's system administrator can view the status of the VoiceTax application. The status of each line is displayed, complete with the actions (if any) that are currently taking place.

4.0 Deliverables

This section details the hardware, software, and services included in system implementation.



4.1 Hardware

Refer to Appendix A, **Hardware Specifications**, for details regarding hardware provided with the interactive solution.

4.2 Software

4.2.1 Selectron Technologies Software

The interactive solution's server (Appendix A, [section B.1, Server](#)) has the following Selectron Technologies' software installed:

- VoiceTax application software

In addition to the software listed above, the base system includes two licenses for the Administration Tool. The Customer uses this software to remotely define user-configurable settings in the interactive solution. One license is pre-installed on the server (Appendix A, [section B.1, Server](#)); the second license allows the Customer to install the Administration Tool on a workstation. Additional Administration Tool licenses can be purchased.

4.2.2 Third-Party Software

The interactive solution's server has the following third-party software installed:

- Microsoft® SQL® Server 2008
- Microsoft Visual C#®

4.3 Installation and Training

Selectron Technologies provides two days of on-site installation, testing, and training for the interactive solution.

4.3.1 Test and Install System Server

On the first on-site day, an Installation Specialist installs the interactive solution's server and performs any necessary configuration. Once installed, the Installation Specialist tests the interactive solution to ensure all included applications are functioning properly (refer to [section 2.0, Functionality](#), for a list of all included applications).

4.3.2 Provide Administrative Training

Training for the system administrator occurs on the second day of the Installation Specialist's visit. Training also includes guidance on how system administrators can train additional staff.

Training for non-system prompt recording is also provided (refer to [section 2.1.2.1, Professional Voice Recording](#) for a list of non-system, VoiceTax prompts).

4.3.3 Interface Upgrades

After the initial implementation of the interactive solution, the application database vendor may release new updates to their application or its interface that enable previ-



ously unavailable standard functionality described in this document. Implementing these features in a completed interactive solution with an upgraded application or interface will normally require professional services outside the scope of this document.

4.4 Documentation

A hard copy of the Administration Manual for each included application is delivered with the server. Additionally, an electronic version of each manual is provided in PDF format (refer to [section 2.0, Functionality](#), for a list of included applications).

4.5 Support

Selectron Technologies' interactive solution has been thoroughly tested to ensure that the performance and functionality described in this document is accurate. The solution's software and hardware components are dependent on many services and applications within the Customer's operating environment that can impact system performance. While the interactive solution is designed to minimize performance interruptions, from time to time they will occur. Once notified of an interruption, Selectron's Customer Support Service begins troubleshooting the issue, with the objective of returning the system to full functionality as quickly as possible.

Refer to your Service Agreement, or [section 5.1.3, On-going System Maintenance](#), of this document, for more information regarding services provided with the interactive solution.

5.0 Responsibilities and Requirements

5.1 Selectron Technologies, Inc.

This section outlines Selectron Technologies' responsibilities regarding system implementation and maintenance.

5.1.1 Pre-Installation

5.1.1.1 Provide Project Management

Selectron Technologies assigns a Project Manager to the system implementation. The Project Manager is the Customer's primary contact at Selectron Technologies and coordinates all necessary communication and resources.

5.1.1.2 Provide Documentation

The Project Manager provides the Customer with the following documents to help facilitate the implementation process:

- Implementation Questionnaire- identifies the Customer's functional needs and is used to create an implementation timetable. Each application included with this implementation has its own questionnaire (refer to [section 2.0, Functionality](#), for a list of included applications).
- Remote Access Questionnaire- details information needed by Selectron Technologies to remotely access the Customer's network and taxing database, prior to system delivery and installation, to allow for complete



system testing. Refer to [section 5.2.1.6, Provide Remote Network Access to Taxing Database](#), for more information.

- Implementation Timetable- details project schedule and details all project milestones.
- Pre-Install Checklist- prepares the Customer's staff for system installation. Once the checklist is completed and returned, the Project Manager schedules the on-site installation.
- Quality Assurance Test Plan- assists the Customer in determining that the interactive solution is functioning as specified in the Contract.
- System Acceptance Sign-off Form- indicates that the Customer has verified service functionality.

5.1.1.3 Develop Call Flow

The Project Manager works with the Customer to develop and complete the call flow design. Software development cannot begin until the call flow design is completed and approved by the Customer.

5.1.1.4 Provide Configuration Assistance

The Project Manager assists the Customer with the configuration of user-defined options.

5.1.1.5 Perform Quality Assurance Testing

Selectron Technologies thoroughly tests all applications and hardware prior to delivery, ensuring system functionality.

5.1.2 Installation

Selectron Technologies provides two days of on-site installation, testing, and training for the interactive solution. Refer to [section 4.3, Installation and Training](#), for additional information.

5.1.3 On-going System Maintenance

Selectron Technologies' support plan includes repair or replacement of any failed hardware or software component, a toll-free support line, and dial-in technical support for the solution. Refer to the Contract for more information.

5.2 Customer

This section outlines the Customer's system implementation and maintenance requirements.

5.2.1 Pre-Installation

5.2.1.1 Return Implementation Questionnaire

Selectron Technologies' Project Manager provides the Customer with an implementation questionnaire ([section 5.1.1.2, Provide Documentation](#)). The implementation questionnaire must be returned prior to developing the call flow design and the implementation timetable. Each application included in the interactive solution has a separate implementation questionnaire. Refer to [section 2.0, Functionality](#), for a list of all included applications.



5.2.1.2 Determine System Connection

Selectron implements using VoIP (Voice over Internet Protocol) by default if the Customer is set up for it. If the Customer is using analog lines, a T1 line, or ISDN (Integrated Digital Services Network), a Digital Media Gateway will be implemented. At times, these methods may incur differing costs (including such items as hardware, telephony professional services, or special installation services). The Project Manager will detail such special considerations as part of choosing the connection method. Once determined, and hardware has been purchased, changes to the connection configuration shall incur additional charges.

- **VoIP** Because VoIP is highly configurable, every VoIP deployment is unique. Even though SIP is growing to be the industry standard, it continues to evolve and different vendors can interpret said standards in different ways. Selectron has successfully implemented multiple IVR solutions in a variety of VoIP environments.

The Customer is responsible for ensuring that the VoIP system is configured correctly to allow full functionality of the interactive solution. Full functionality may require additional third-party hardware and services, which are the responsibility of the Customer. Additional integration services are provided by Selectron Technologies' Project Manager and development team as part of the implementation process.

If the Customer is upgrading a Selectron interactive solution to a VoIP environment, an additional license fee is required to upgrade to the latest version of the Syntellect CT ADE toolkit.

- **Media Gateway** A media gateway allows the interactive solution to run on VoIP, even if the Customer has t1 or analog lines. Depending on the type of line, an analog or T1 media gateway (or, in rare cases, multiple gateways) will be implemented. Typically, Selectron uses Dialogic media gateways, but may implement an alternative gateway device if the alternative is better suited to the Customer's environment and the interactive solution feature set.

To ensure full functionality, analog lines are sometimes used to connect the interactive solution to the Customer's VoIP switch via a gateway device (which is not included with the interactive solution). This gateway device must support all necessary functions required of the switch (such as transfers).

The IVR and Analog or T1 lines are plugged into the media gateway. Using a media gateway allows Selectron to configure the IVR as VoIP, meaning there is no need for voice boards on the IVR, and server HMP licenses are installed on the IVR.

Having a media gateway minimizes the downtime necessary for switching to VoIP, if the Customer should choose to convert to VoIP in the future.

5.2.1.3 Provide Customer Specific Information

The following information should be supplied to Selectron Technologies, in conjunction with the Implementation Questionnaire, to help create a precisely



integrated product. For further clarification on the format and detail of the following data, refer to the Implementation Questionnaire or contact your Selectron Technologies' Project Manager.

- Street names
- Observed holidays
- Extensions used for transfer functions
- Tax account numbering scheme
- Validations used for receiving payment on a tax bill

5.2.1.4 Define Taxing System and Interface Specifications

Selectron Technologies configures the interactive solution according to the Customer's completely defined taxing system and interface specifications. If the taxing system and interface are being developed in conjunction with the interactive solution, Selectron Technologies works with the Customer and taxing system vendor to define system specifications. The specifications must be completely defined prior to starting development on the interactive solution. Any subsequent changes to the defined specifications during development are billable on a time and materials basis.

5.2.1.5 Approve Call Flow

The Customer is responsible for approving the call flow design developed by Selectron Technologies' Project Manager. Once the call flow design has been approved, software development begins.

5.2.1.6 Provide Remote Network Access to Taxing Database

In order to fully test the interactive solution, Selectron Technologies requires access to the taxing database prior to installation. Selectron Technologies' Project Manager provides a Remote Access Questionnaire to help the Customer identify the necessary requirements ([section 5.1.1.2](#), **Provide Documentation**). If remote access is not granted, the Customer should inform the Project Manager immediately.

While system installation can be successful without prior access to the taxing database, additional, post-installation development and testing time will be necessary, delaying system activation by 1-2 weeks.

5.2.1.7 Confirm Pre-Install Tasks

Selectron Technologies' Project Manager provides the Customer with a pre-installation checklist (refer to [section 5.1.1.2](#), **Provide Documentation**). Once the checklist is completed and returned, the Project Manager schedules the on-site installation.

5.2.2 Installation

5.2.2.1 Provide Installation Assistance

The Customer must ensure that telephony and network staff are available, or on stand-by, to assist with Selectron Technologies' Installation Specialist, if needed.



5.2.2.2 Provide Taxing Database Access

The interactive solution's server must have access to the taxing database and must be allowed access as a user on the database. The server may require additional licenses in order to have full access to the taxing database; these licenses are the Customer's responsibility. In addition, the Customer must purchase and implement the taxing database's interface.

5.2.2.3 Provide Network Access

The interactive solution's server must have network access via a 10/100 connection and a fixed IP address.

5.2.2.4 Provide Remote Access

Remote access to the interactive solution's server should be provided to Selectron Technologies' staff for development and technical support. There are multiple options for how to set up remote access—Selectron Technologies' Project Manager helps the Customer choose a solution that best fits the situation.

5.2.2.5 Install Phone Lines

Depending upon the telephony environment the Customer chooses, the process for connecting the interactive solution varies ([section 5.2.1.2, Determine System Connection](#)). The Customer (and, if necessary, the Customer's phone system provider) ensures that all necessary lines and/or components are installed and configured to allow integration with Selectron's interactive solution.

5.2.2.6 Confirm Service Functionality

The Customer has 30 calendar days after on-site installation to verify the functionality of the interactive solution. Within the 30-day system acceptance period the Customer should test system functionality using the provided Quality Assurance Test Plan ([section 5.1.1.2, Provide Documentation](#)). Additionally, the System Acceptance Sign-off form ([section 5.1.1.2, Provide Documentation](#)) must be sent to Selectron Technologies' Project Manager within this period.

5.2.3 On-going System Responsibilities and Requirements

5.2.3.1 Provide Remote Access

Remote access to the interactive solution's server must be provided to Selectron Technologies staff for development and technical support. Remote access can be set up using a VPN (Virtual Private Network) or IP (Internet Protocol) pinhole— Selectron Technologies' Project Manager assists the Customer in choosing a solution that best fits the situation.

Additionally, Selectron Technologies requires a variety of access accounts to the Customer's network and database/system. Changing or deleting access accounts could lead to disruption in service for the interactive solution and/or Selectron Technologies' ability to provide timely support. Please notify Selectron Technologies immediately if the following accounts are modified:



- VPN account and password (if applicable)
- Network account and password for the interactive solution
- Taxing database accounts and passwords for the interactive solution
- Taxing system accounts and passwords for the interactive solution
- IP address of the taxing database server
- Group user account and password (Cisco® users only)

5.2.3.2 Perform Regular System Backups

The Customer is responsible for including the interactive solution's server in regular system backup procedures.

5.2.3.3 Maintain Server Environment

The interactive solution's server should reside in an environment that meets acceptable, industry-standard hardware maintenance protocols. If adequate conditions are not maintained and/or the server sustains physical damage due to misuse, the Customer is responsible for server replacement.

5.2.3.4 Provide Security

The interactive solution is designed to operate within the Customer's secure network environment. Specifically, the software relies on the Customer's security measures; no further security infrastructure or anti-virus software is implemented.

5.2.3.5 Contact Customer Support

Anytime the Customer requests a significant change to their Selectron interactive solution, an authorized contact from the agency must provide acknowledgement to Selectron's Customer Support Department. A significant change is a modification that will A) change system behavior, B) allow users to change the system, or C) allow access to protected data.

