

Clearwater, FL

MANAGED SERVICES QUOTE

EE5812E

2/3/2021

Quote is Valid for 90 Days

	TOTAL
SYSTEM SETUP COSTS - Managed IVR	Waived
SelectTXT SETUP FEE	\$7,500
ANNUAL MANAGED SERVICE FEE - IVR *	\$11,440
Relay Outbound Setup Fee	\$7,500
Relay Outbound Annual Platform Fee	\$5,000
Relay Outbound Annual Message Bundle - 60K	\$8,750
ANNUAL SelectTXT Platform FEE**	\$8,000
ANNUAL CALL FEES	\$9,000
Annual Calls Included	20,000
Cost Per Call Over Included	\$0.55

*Fee paid through 11/30/2021

Pricing above assumes a 3 or 5 year contract

(for 5 year agreement IVR Managed Service fee will remain \$11,440 for all 5 years)

Yearly Investment Rollup

	Year 1	Year 2	Year 3	Year 4	Year 5
System Setup Cost - Managed IVR	Waived	-	-	-	-
SelectTXT Setup Fee	\$7,500				
Relay Outbound Setup Fee	\$7,500				
Managed Service Fee - IVR	\$11,440	\$12,010	\$12,610	\$13,240	\$13,900
Annual SelectTXT Platform Fee**	\$8,000	\$8,000	\$8,000	\$8,000	\$8,000
Relay Outbound Annual Platform Fee	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
Relay Outbound Annual Message Bundle - 60K	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750
Annual Call Fees	\$9,000	\$9,000	\$9,000	\$9,000	\$9,000
YEARLY TOTAL	\$57,190	\$42,760	\$43,360	\$43,990	\$44,650
Total Investment					\$231,950

** Includes 40,000 Annual Text Messages

MANAGED SERVICES APPLICATION SCOPE & ASSUMPTIONS

- Channels:
 - Managed IVR, SelecTXT, Relay Outbound
- Functionality:

IVR

- 4 Ports
- Inspection Results
- Permit Based Messaging
- Schedule and Cancel Inspections
- Post Inspection Results
- Speak Site Address

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.

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.

SelecTXT

- Allows contractors/users to manage their inspection requests/results from a mobile device
- Schedule, Reschedule and Cancel inspection dates via an interactive text message conversation
- View inspection results
- Provides both simple step-by-step menu-driven and “power user” entries
- Scheduling, rescheduling and cancelling inspections requires a text message “conversation” back and forth between the application and the mobile user, where the application requests specific permit-related information and the mobile user provides responses. A conversation consists of multiple text messages for each inspection request process.
- Text messages are purchased in annual message bundles. SMS Inspection Scheduling bundles will be priced separately from other types of text messages, including Outbound SMS bundles. Messages, as defined by the agreement, which are not used will rollover to the next qualifying renewal. The rollover messages from one period may only be used to offset overages in the next immediate period. If there are no overages from one period, the rollover messages from the prior period expire. A qualifying renewal is one that is equal to or greater than the previous period. If customer chooses to reduce their annual plan renewal, rollover messages do not apply.

Relay Outbound

- English Notifications for Dynamic Notifications
- Static Notification: General Information/ non-account specific messages that are configured and recorded by the Customer.
- Dynamic Notifications: Account-specific message created by Selectron that utilizes account specific information that is accessed through a real-time interface OR a flat file provided by **City of Clearwater, FL**. Dynamic Notifications to be created for **City of Clearwater, FL** include:

- **Automatic Results Notification**
- **Automatic Assigned Inspector Option with Time Arrival - requires Atlas Insight**

- Flat file information, consisting of call lists and account information, can be uploaded directly on the Relay Outbound website or automatically placed and uploaded via an FTP site.
- Relay Outbound has a web-based interface to configure and send messages as campaigns. Campaigns are initiated by the Customer; however some Target Notifications are automated based on system data.
- A transfer is treated as an additional message in terms of the total bundle of messages purchased by the Customer, and are charged on a per-call basis. A “call” is defined as any valid telephone connection (does not include telephony errors and no answers). A single call is up to 4 minutes in length; each subsequent period up to 4 minutes is considered an additional call.
- Outbound messages are purchased in annual message bundles. Messages, as defined by the agreement, that are not used rollover to the next qualifying renewal. The rollover messages from one period may only be used to offset overages in the next immediate period. If there are no overages from one period, the rollover messages from the prior period expire. A qualifying renewal is one that is equal to or greater than the previous period. If customer chooses to reduce their annual plan renewal, rollover messages do not apply.
- Application Database Integration: Accela Civic Platform
 - Integration to Accela requires appropriate ports enabled within the Clearwater network and VPN connectivity, as determined is necessary during the system implementation
- Number of IVR Ports: 4
- 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

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

45%	Invoiced at time of execution of contracts
55%	Invoiced at delivery of project for UAT

ANNUAL MANAGED SERVICE FEE, PLATFORM FEE, MESSAGE BUNDLES & CALL FEES PAYMENT SCHEDULE

100%	Invoiced 45 days prior to delivery of project for UAT & beginning of next service year
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* 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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