

**Lee County Board Of County Commissioners
Agenda Item Summary**

Blue Sheet No. 20040876

1. REQUESTED MOTION:

ACTION REQUESTED: Approve Bid Waiver # W-040548 to waive the formal quotation procedure and allow Community Development to upgrade and enhance the Selectron Interactive Voice Response System from Selectron Technologies, Inc. A bid waiver has been requested because Selectron Technologies is the sole source provider of Selectron software and the accompanying hardware and support. It is also requested that the term of this waiver be for the life of the system (estimated at 5-10 years) and be for a not-to-exceed amount of \$325,000 over this time period. (This expense is 100% fee supported.) The requested amount of \$325,000 includes: 1) \$111,920 for current upgrade and module enhancements; 2) yearly proprietary software support of approximately \$14,692 for 10 years; 3) incidental hardware and future system modifications. (This waiver would supersede Waiver # W-990160 – please see below.)

WHY ACTION IS NECESSARY: Purchases exceeding \$50,000 require Board approval.

WHAT ACTION ACCOMPLISHES: Allows the system to handle the additional calls prompted by record-setting building growth; and provides enhanced customer services for the voice activated Inspections system. This is the first substantial upgrade in 5 years.

**2. DEPARTMENTAL CATEGORY:
COMMISSION DISTRICT #**

A4A

3. MEETING DATE:

07-27-2004

4. AGENDA:

- CONSENT ADMINISTRATIVE
- APPEALS
- PUBLIC WALK ON
- TIME REQUIRED:

**5. REQUIREMENT/PURPOSE:
(Specify)**

- STATUTE
- ORDINANCE
- ADMIN. CODE AC-4-1
- OTHER

6. REQUESTOR OF INFORMATION:

- A. COMMISSIONER
- B. DEPARTMENT Community Development
- C. DIVISION Mary Gibbs
- BY: Mary Gibbs, Director

BACKGROUND:

--BACKGROUND BEGINS ON PAGE TWO--

8. MANAGEMENT RECOMMENDATIONS:

9. RECOMMENDED APPROVAL:

A Department Director	B Purchasing or Contracts	C Human Resources	D Other	E County Attorney	F Budget Services				G County Manager
<i>Mary Gibbs</i>	<i>Janet Sheehan 7-6-04</i>			<i>Kurt</i>	<i>OA</i>	<i>OM</i>	<i>Risk</i>	<i>GC</i>	
				<i>7/7/04</i>	<i>7/9/04</i>	<i>7/11/04</i>	<i>7/13/04</i>	<i>7/19/04</i>	<i>7/19/04</i>

10. COMMISSION ACTION:

- APPROVED
- DENIED
- DEFERRED
- OTHER

Rec. by CoAtty
Date: *11/11/04*
Time: *12:00pm*
Forwarded To:
Adm 9/6/04

RECEIVED BY
COUNTY ADMIN: *TD*
7/27/04
4:40 pm
COUNTY ADMIN
FORWARDED TO: *PL*
7/27/04
12:30 pm

MS work

--BACKGROUND CONTINUED FROM PAGE ONE--

The existing system was installed 10 years ago, and upgraded for Y2K compliance at the 2/16/99 meeting via Waiver # W-990160. This current purchase is the first substantial upgrade and system enhancement in 5 years. The additional ports will enable the system to deal with the increased volume in calls; and the system enhancements will enable Community Development to provide customers with a current, user-friendly system. This is consistent with the Department's move to web-enabled "e-connect" access for Tidemark users. Lee County ITG has reviewed this concept and concurs that upgrading the present system is a cost effective alternative to going out for quote and purchasing a new system.

100% Fee Supported Funds are available: LC5241015501.503461

Please see attachments:

- (1) Department Request for a Bid Waiver
 - (2) Justification for Waiver Purchase
 - (3) Blue Sheet No. 990090 – 2/16/99 Approval of W-990160
 - (4) Sole Source Verification Letter from Selectron Technologies, Inc.
 - (5) Selectron Technologies' Quote for Upgrades and Enhancements
 - (6) ITG's Executive Summary of this Purchase
-

BOARD OF COUNTY COMMISSIONERS

Writer's Direct Dial Number: 479-8585

Bob Janes
District One

Douglas R. St. Cerny
District Two

To: Janet Sheehan

Ray Judah
District Three

Date: June 22, 2004

Andrew W. Coy
District Four

RE: Selectron Technologies Bluesheet/Bid Waiver

John E. Albion
District Five

Please prepare a Lee County Bluesheet/Bid Waiver for Community Development's purchase of upgrades and enhanced modules for their existing Selectron Voice Permits Interactive Voice Response (IVR) System.

Donald D. Stilwell
County Manager

Attached is a copy of the Sole Source letter from Selectron Technologies, the County Sole Source/Waiver form, the price quote from Selectron, and the bluesheet for the original Selectron purchase. In preparing the Waiver, please indicate this will supercede the previous Waiver.

James G. Yaeger
County Attorney

Diana M. Parker
County Hearing Examiner

In summary, for the bluesheet preparation:

Action requested: Approve Bid Waiver # _____ to waive the formal quotation procedure and allow Community Development to upgrade and enhance the Selectron Interactive Voice Response System from Selectron Technologies, Inc. A bid waiver has been requested because they are the sole source provider of Selectron software and the accompanying hardware and support. It is also requested that the term of this waiver be for a N-T-E amount of \$325,000 over the life of the system (estimated at 5-10 years.) This expense is 100% fee-supported. The requested amount of \$325,000 includes: 1) \$111,920 for current upgrade and module enhancements; 2) yearly proprietary software support of approx. \$14,692 for 10 years; 3) incidental hardware and future system modifications.

Why action is necessary: Purchases over \$50,000 require BOCC approval.

What it accomplishes: Allows the system to handle the additional calls prompted by record-setting building growth, and provides enhanced customer services for the voice activated Inspections system. This is the first substantial upgrade in 5 years.

Background: The existing system was installed 10 years ago and upgraded for Y2K compliance at the 2/16/99 BOCC meeting, via W-#990160. This current purchase is the first substantial upgrade and system enhancement in 5 years. The additional ports will enable the system to deal with the increased volume in calls, and the system enhancements will enable us to provide the customers with a current, user-friendly system. This is consistent with our move to our web-enabled "e-connect" access for Tidemark users.

100% Fee-supported funds will be available in: Account LC5241015501.503461 (Community Development/Development Services/Building Inspections/MSBU-Building Reserves/Data Processing)

Please call Peter Cloutier at 479-8512 if you have any questions.

CC: Peter Cloutier
Kara Stewart
Bob Stewart

04 JUN 23 PM 1:58

ATTACHMENT # 2

JUSTIFICATION FOR SOLE SOURCE AND/OR WAIVER PURCHASE

REQUISITION NUMBER N/A DATE 6/23/04

DEPARTMENT Community Develop. BUSINESS UNIT LC5241015501.503461

SUGGESTED VENDOR
Selection Technologies (V# 265909)

ITEM DESCRIPTION AND REASON FOR SOLE SOURCE AND/OR WAIVER:
(MAY ALSO BE ATTACHED AS A MEMO)

original purchase 2/16/99 (BOCC date). (see attached) of the Selection IVR System. (Interactive Voice Response). ITG has been involved with all upgrade discussions to date.

TECHNICAL CHARACTERISTICS:

Upgrade from version 3 to version 4, with new server, misc. hardware/software; add-on modules of additional custom requests.

REASON FOR REQUESTING SOLE SOURCE:

ITEM MUST MATCH EXISTING EQUIPMENT, WHICH IS:

compatibility with existing system

ITEM IS A REPAIR PART FOR EXISTING EQUIPMENT, WHICH IS:

ITEM IS TO BE ATTACHED TO EXISTING ITEM, WHICH IS:

Revision Date:

() TECHNICAL CHARACTERISTICS OF REQUESTED ITEM ARE ESSENTIAL TO OUR NEEDS
BECAUSE:

NO OTHER MANUFACTURER OF THIS TYPE OF PRODUCT EXISTS

() OTHER MANUFACTURERS OF THIS TYPE OF PRODUCT DO NOT MEET OUR MINIMUM
REQUIREMENTS:

MANUFACTURER'S NAME: _____

REASON: _____

MANUFACTURER'S NAME: _____

REASON: _____

MANUFACTURER'S NAME: _____

REASON: _____

() OTHER _____

MUST PERFORM PRICE OR COST ANALYSIS OR ATTACH NEGOTIATED PRICE QUOTE
FROM VENDOR; LETTER FROM MANUFACTURER STATING SOLE SOURCE.

A) PRICE ANALYSIS PERFORMED

BASED ON:

① See attached Price Quote &
② sole source letter.

Revision Date:

B) COST ANALYSIS PERFORMED:

BASED ON:

Peter Cloutier - MGR, Internal Services Fiscal.

SIGNATURE AND TITLE OF REQUESTER

I, Robert D. Franceschini, AUTHORIZED BUYER,
CONCLUDE THE FOLLOWING:

SOLE SOURCE JUSTIFICATION IS ADEQUATE AND PURCHASE IS AUTHORIZED WITHOUT COMPETITIVE BIDDING.

SOLE SOURCE JUSTIFICATION IS INADEQUATE AND REQUISITION IS RETURNED TO DEPARTMENT.

DUE TO TIME RESTRAINTS PURCHASE IS AUTHORIZED WITHOUT COMPETITIVE BIDDING.

COMPETITIVE/NON-COMPETITIVE BID WAIVER APPROVED.

Robert D. Franceschini 7-6-04
BUYER

per ITC's recommendation
Janet Sheehan 7-6-04
PURCHASING DIRECTOR

**LEE COUNTY BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY**

BLUE SHEET NO: 990090

1. REQUESTED MOTION:

ACTION REQUESTED: Approve Bid Waiver # W-990160 to waive the formal quotation procedure and allow the Lee County Department of Community Development to purchase an upgraded Interactive Voice Response System from Selectron, Inc. A bid waiver has been requested because Selectron, Inc. is the sole source provider of Selectron software and the accompanying hardware and support (please see Attachments #2 and #3). It is also requested that the term of this waiver be open-ended, with no expiration date; and for a not-to-exceed amount of \$100,000.00 over the life of the system (estimated at five to ten years). The requested amount of \$100,000.00 includes: 1) a base system priced at \$35,320.00; 2) yearly proprietary software support fees of approximately \$5,000.00 per year for the life of the system; 3) incidental hardware – including a personal computer to support the system, additional port board(s) to handle increased number of calls, etc. Approve transfer from excess-fee Reserves ACCT# LC 5241015500.506410

WHY ACTION IS NECESSARY: According to Section 9 of the Lee County Purchasing & Payment Procedures Manual, approved by the Board on 11/16/98, purchases over \$50,000.00 must be approved by the Board.

WHAT ACTION ACCOMPLISHES: This upgrade to the Interactive Voice Response System is necessary for Y2K compliance, as well as compatibility with the new Tidemark Permitting System in Community Development.

**2. DEPARTMENTAL CATEGORY:
COMMISSION DISTRICT #:**

4a

3. MEETING DATE:

2-16-99

4. AGENDA

- CONSENT
- ADMINISTRATIVE
- APPEALS
- PUBLIC
- TIME REQUIRED

5. REQUIREMENT/PURPOSE

- (Specify)
- STATUTE _____
 - ORDINANCE _____
 - ADMIN. CODE AC-4-I
 - OTHER _____

6. REQUESTOR OF INFORMATION

- A. COMMISSIONER:
- B. DEPARTMENT: Community Development
- C. DIVISION:
BY: Mary Gibbs, Director

7. BACKGROUND:

On January 22, 1999, the Division of Purchasing Services received a request from the Department of Community Development (which was co-signed by the ITG director who concurs with this request) to prepare a bid waiver to purchase an upgraded Interactive Voice Response System from Selectron, Inc. A bid waiver has been requested because Selectron, Inc. is the sole source provider of Selectron software and the accompanying hardware and support (please see Attachments #2 and #3).

--BACKGROUND CONTINUED ON PAGE TWO--

8. MANAGEMENT RECOMMENDATIONS:

9. RECOMMENDED APPROVAL

DEPARTMENT DIRECTOR	Purchasing	Human Resources	County Administration				OTHER	COUNTY ATTORNEY	COUNTY MANAGER
			OA	OM	Risk	GC			
<i>Mary Gibbs</i>	<i>[Signature]</i>		<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>		<i>[Signature]</i>	<i>[Signature]</i>

10. COMMISSION ACTION:

- APPROVED **AS AMENDED**
- DENIED
- DEFERRED
- OTHER

RECVD
BY CO. ADMIN.
2-2-99
10:32am

CO. ADMIN
FORWARDED
TO LEE CARES
2-5-99
10:35am

RECVD 2/29/99
by CO. ATTY.
9:53 Am
CO. ATTY.
FORWARDED TO:
Budget
2/29/99

--BACKGROUND CONTINUED FROM PAGE ONE--

It is also requested that the term of this waiver be open-ended, with no expiration date; and for a not-to-exceed amount of \$100,000.00 over the life of the system (estimated at five to ten years). The requested amount of \$100,000.00 includes: 1) a base system priced at \$35,320.00; 2) yearly proprietary software support fees of approximately \$5,000.00 per year for the life of the system; 3) incidental hardware - including a personal computer to support the system; additional port board(s) to handle increased number of calls, etc.

Funds are available in Account No.: LC5241015500.506410

Narrative: LC : Development Services
 52410 : Building Inspections
 155 : MSTU
 00 : N/A
 506410 : Furniture and Equipment

PLEASE SEE ATTACHMENTS:

- (1) Department Request for a Bid Waiver
- (2) Sole Source Verification Letter from Selectron, Inc.
- (3) Quote for Base System, Support, and Incidental Hardware from Selectron, Inc.

ATTACHMENT # 1



Selectron
technologies, inc.

June 23, 2004

Mr. Peter Cloutier
Lee County CD/PW
1500 Monroe St., 4th Floor
Fort Myers, FL 33901

Dear Peter,

Thank you for allowing Selectron Technologies, Inc. to once again serve your Interactive Voice Response requirements. Selectron is proposing a Version 4.0 upgrade to your existing system. Please see attached Quote R782B dated May 17, 2004. This upgrade will require new hardware to support the new version of **VoicePermits** and Selectron will configure the software to function properly with your Tidemark permitting software.

Selectron's **VoicePermits** is a proprietary system specifically designed by Selectron for city and county building departments. Our systems are designed, developed and supported only by Selectron personnel. **VoicePermits** is not distributed through any other distribution channels. It can only be purchased directly from Selectron.

If you have any other questions, please call me at your earliest convenience.

Best regards,

Todd Johnston
President & CEO

The information contained herein is proprietary and confidential and may not be disclosed, reproduced or distributed in whole or in part without prior written permission of an officer or Selectron Technologies, Inc.



VoicePermits™ Interactive Voice Response 12-Port System Upgrade **\$46,900****Workstation (Minimum Specifications Summary):**

Intel® Xeon™ Processor 2.40GHz/533MHz	Microsoft™ Windows® 2000 Server
768 MB RAM	Microsoft SQL Server
Two (2) 80 GB hard drive (RAID 1 mirroring)	Remote Access Software
CD ROM, 56K Modem, Network Card	12-Port Voice Card

Basic Modules (including):

Schedule an Inspection	Speak Site Address
Cancel an Inspection	Permit Based Messaging
Obtain Inspection Results	VP Reporting Module
Post Inspection Results	

Additional Functionality

Plan Review Status (Spoken & Fax)	6,000
SmartFAX (Required when fax functionality is purchased)	3,500
Zoning Status (Fax)	3,500

Solution Design and Development	Included
On-Site Installation and Training	Included
Full System Documentation	Included

Subtotal **\$59,900**

20% Existing Customer Discount	(11,980)
Requires that the Customer keep an Annual Maintenance Agreement current to receive the Existing User Discount.	

Total Upgrade Cost **\$47,920****Additional Functionality-Standard Offerings**

Automatic Results Notification	8,500
Dynamic Information System	
Up to 100 Messages and fax documents combined	2,000
On-site Consulting	
2 Days Recommended for Design & Setup of Dynamic Information System	3,000
Inspection Results & History (Fax)	3,000

Subtotal (Standard Offerings) **\$16,500**



Additional Functionality-Custom Options

Redundant Server	11,500
Intel® Xeon™ Processor 2.40GHz/533MHz 768 MB RAM Two (2) 80 GB hard drive (RAID I mirroring) CD ROM, 56K Modem, Network Card	Microsoft™ Windows® 2000 Server Microsoft SQL Server Remote Access Software 12-Port Voice Card
Credit Card Payment Processing	15,000
<p>This module will check fees owed, play the amount to the caller and allow callers to submit payment using a major credit card. The module utilizes Verisign Payflow Pro to validate credit cards and transfer funds to the jurisdictions merchant bank. The IVR will produce a daily transactions report. (The County is responsible for defining a process for transaction entry into the Advantage System.)</p>	
Certificate of Occupancy	6,000
<p>Module will check for approved status, and when approved, will retrieve the PDF of the original Certificate of Occupancy stored in Advantage and fax to the permit-holder's fax. (Fax number must be available in the Advantage permit record.) In addition add an additional prompt in the call flow that would allow the caller to request a Certificate of Occupancy. This option would request the caller to enter a fax number for the certificate to sent to.</p>	
Sub-Contractor PIN for License Validation	9,000
<p>Module will prompt sub-contractors to enter a PIN upon scheduling an inspection. Upon entry, the module will validate the PIN against the contractor license list in Advantage and if a valid license is on file, will insert the license number into the permit record and then allow the sub-contractor to schedule the inspection.</p>	
Fire Inspection Ticket Distribution	6,000
<p>Module will search Advantage for scheduled fire inspections for that date and will forward inspection tickets via Email to the appropriate district fire station. (Permit record must contain a fire district identifier.) This module includes the SmartEmail Utility to set up the email functionality.</p>	

Subtotal (Custom Offerings)	\$47,500
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Pricing Summary:

Total Upgrade Cost	\$47,920
Additional Functionality Subtotal - Standard Offerings	\$16,500
Additional Functionality Subtotal - Custom Options	\$47,500
<hr/>	
Total Solution Cost	\$111,920

Required Items Not Included in Selectron Technologies Offering

Phone lines and network service required to support the installation

Required Host Interface

Host Interface components must be installed and functioning prior to on-site installation



PAYMENT INFORMATION

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 at completion of contract negotiations and 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 customer testing at customer site. The Warranty also begins on this date.

Third Payment

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

SelectronTechnologies, Inc.
7405 SW Tech Center Drive, Suite 140
Portland, OR 97223
Ph: 503.443.1400 Fax: 503.443.2052



ADDITIONAL INFORMATION

ADDITIONAL VOICE PORTS HARDWARE

4-Port Voice Board and software licenses.....	\$ 6,000.
8-Port Voice Board and software licenses.....	\$12,000.
12-Port Voice Board and software licenses.....	\$18,000.

Price includes 12-month parts and labor warranty.

TIME-AND-MATERIALS BILLING RATES

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

Requested design, programming, testing, documentation, implementation work, and customer support will be performed, at a rate of \$150.00 per hour. Selectron will issue a quote and scope of work to the customer. 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 customer requests additional on-site work, travel and out-of-pocket expenses will be billed at \$1,500 per day (minimum of 2 days) with at least 15-day notice. If 8-14 days advance notice is provided the rate increases to \$2,000.00 per day; if the notice is less than 7 days the rate increases to \$2,500.00 per day.

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

ON-GOING SUPPORT

The Customer has the option of extending the Support and Maintenance program upon expiration of the warranty. Annual Support and Maintenance fees are due at the conclusion of the 12-month warranty period. Based upon the configuration within this quote, please budget \$11,192 for Premier Support or \$14,692 for PremierPro Support.



ADDITIONAL FUNCTIONALITY

AUTOMATIC RESULTS NOTIFICATION

This module allows the *VoicePermits* system to make outbound calls to contractors as soon as the inspection results have been posted to the permitting database. The contractor hears the permit number and inspection type, and whether the inspection passed or failed, and any messages left by the inspector through the IVR system. If the Inspection Failure Codes module is in use, the reason for a failure will be provided.

Automatic Results Notification \$8,500.

CERTIFICATE OF OCCUPANCY (ON-DEMAND AND/OR AUTOMATIC)

(SmartFAX required) Enables jurisdiction to have Certificate of Occupancy documents automatically faxed. The IVR system creates the document as defined by the jurisdiction and faxes it to the fax destination number contained in the host database. This can be done per call or as a batch fax at a time determined by the jurisdiction.

Certificate of Occupancy \$5,000.

COMPLAINT/CODE ENFORCEMENT

Callers wishing to check the status of a complaint or code violation can automatically retrieve this information by calling into the Interactive Voice Response system. Upon caller request, the status code of the complaint is translated into a descriptive voice recording and played to the caller. The caller learns the status without interrupting departmental staff. This feature requires that permit software support complaints.

Complaint/Code Enforcement \$4,000.



DYNAMIC INFORMATION SYSTEM

(SmartFAX required). This module enables callers to request spoken informational messages and faxed copies of documents stored in a designated database ("library"). Callers can access the voice information boxes to retrieve recorded messages on procedures and policy, where to seek help, governmental meetings, minutes, schedule of events, etc. All items are in voice form and may be easily updated. The faxing portion of this module is perfect for distributing many kinds of documents: blank forms, job descriptions, annual reports, schedules, marketing materials, technical literature, etc. A numeric code is used to designate each document. Each library will include a Document Catalog that explains how to use the system and lists all available documents. Callers will be prompted to request the Catalog or, if they're already familiar with the system, to enter the code that corresponds to the document they require. Then, the system will prompt the caller to enter the destination fax number, where they will receive the fax.

- Up to 100 Messages and fax documents combined..... \$2,000.**
- Up to 200 Messages and fax documents combined..... \$3,500.**
- Unlimited number of Messages and fax documents..... \$5,500.**
- Multi-Departmental Use..... \$7,500.**

ESCROW ACCOUNT STATUS

Callers wishing to check the status of their Escrow Account can call the IVR system to obtain the Account information.

- Escrow Account Status..... \$3,500.**

INSPECTION RESULTS AND HISTORY (FAX/E-MAIL)

(SmartFAX/SmartE-mail required). Callers requesting results have the option to request the last inspection result and/or a complete history to be faxed or e-mailed to a requested destination.

- Inspection Results & History (fax) \$3,000.**
- Inspection Results & History (fax & e-mail) \$4,500.**

INSPECTION FAILURE CODES

Allows inspectors to leave detailed inspection failure information when posting results to the database through the IVR system. When a contractor calls into the IVR system for results of an inspection, the IVR system will retrieve the codes input by the inspector and play the corresponding failure message.

- Inspection Failure Codes..... \$3,000.**



PAYMENT PROCESSING

This module includes the ability to set up this functionality with your merchant account. The setup cost will only need to be purchased once, regardless of the number of applications utilizing credit card payments (i.e. Utility Bill Payments, Parking Citations, Building & Planning, Tax, etc...). Selectron will provide software on the IVR system to capture credit card information, initiate the contact with the merchant account for immediate authorization and report the authorization and payment information into the host database. This module does not include any set up or processing fees from your merchant.

Module Initial Setup (required once per system) \$9,500.

- Initial Application Setup
- Interface to City merchant Account

Credit Card Processing Module \$5,500.

E-Check Processing Module \$5,500.

PERMIT VERIFICATION

Inspectors and other authorized staff can check the active permit status of a building or construction site via the telephone and the IVR system. This is used to assist inspectors in locating construction activity that has not obtained the necessary permits.

Permit Verification \$4,000.

PLAN REVIEW STATUS

(SmartFAX/SmartE-mail required). Allows caller to enter their permit number and fax number and have three categories of information delivered via fax:

- Site Info (Permit Number, Site Address, Record, etc.).
- Departments and Review Status (ex. Plan Review-Pending, Utilities-Approved, etc.).

Plan Review Status (spoken & fax) \$6,000.

Plan Review Status: (spoken, fax & e-mail) \$7,500.



SMARTE-MAIL

This is the software required to enable an e-mail application to function on the IVR system. It is required only once regardless of how many of the e-mail applications are utilized. This module assumes the use of the jurisdiction's existing e-mail server. The e-mail system installed at the jurisdiction must be accessible through a SMTP compatible interface.

Smart E-mail..... \$1,500.

SMARTFAX

This is the hardware and software required to enable a fax application to function on the IVR system. It is required only once regardless of how many of the Selectron fax applications are utilized.

SmartFAX \$3,500.

SPANISH LANGUAGE

A Spanish version can be added to the Standard English version on your IVR system. This module includes the necessary call flows, dictionary menus, and programming, needed to support the additional language.

Spanish Language \$3,000.

SPEECH RECOGNITION

This is the licensing and software required to support Speech Recognition in the system. As the jurisdiction incorporates this technology into the Call Flow there may be additional costs. Pricing is calculated for each port installed.

AlphaNumeric String, Continuous Digits, Item List, VoiceMenu, Yes/No, Date, Credit Card Number, Credit Card Expiration Date, Currency, Item List, Natural Numbers, Social Security Number, Spelling, Time of Day, US Telephone Number, US Zip Code

Initial Set-up (required) \$7,500.

Per Port Price \$1,500.



STAFF DIRECTORY

Enables jurisdictions that have an existing voice mail system to use the IVR system to direct callers to the staff voice mailboxes. This is a menu option that request that the caller either input an extension number if known, or spell out a portion of the desired staff's name. The system can enable the caller to be transferred to the staff's telephone extension or voice mailbox.

Staff Directory \$2,000.

TEXT-TO-SPEECH

With this module, the IVR system can convert text into audible speech and generate the audio file for system responses and prompts. Responses like street names are generated dynamically, as they are read directly from the host database, while menu prompts are defined and stored during the call flow design

Initial Set-up (required) \$2,500.

Per Port Price \$750.

UTILITY NOTIFICATION (FAX/E-MAIL)

(SmartFAX or SmartE-mail required). With this module, the IVR can automatically fax a Request for Activation document to the utility when final inspection is completed for gas or electric service. These fax documents can either be sent as the inspection information is posted by the inspector or batch-faxed at the end of the workday.

Utility Notification (fax) \$2,500.

Utility Notification (fax & e-mail)..... \$4,000.

ZONING STATUS (FAX/E-MAIL)

(SmartFAX/SmartE-mail required). Allows callers to receive zoning information for a specific piece of property over the phone 24 hours a day, 7 days a week. This module also provides the caller the ability to receive a spoken or faxed version of the regulations for a specific zone classification.

Zoning Status (fax) \$3,500.

Zoning Status (fax and e-mail) \$5,000.

SUPPORT AND MAINTENANCE OPTIONS

PREMIER SUPPORT PLAN

Premier Support under warranty or under an extended maintenance contract includes:

- Telephone Support for installation and general use questions during normal business hours (6:00 a.m. to 5:00 p.m. PT, Monday through Friday).
- 24 Hours, 7 days per week, 365 days per year support for emergency (system down or inoperable) calls
- On-Line technical diagnostic support
- Software correction upgrades
- Use of Company's Toll Free Number
- Time and Material programming available at \$150.00 per hour
- 1 business day relief goal

PREMIERPRO SUPPORT PLAN

PremierPro support under warranty or under an extended maintenance contract includes:

- All items included in the Premier Support Plan
- Development work necessary to support standard upgrades to your Host database (i.e. land management software, utility billing software, etc..) and back-end database. This requires two (2) weeks notice prior to planned system upgrade in order to accommodate scheduling of resources. Please contact support@STIgov.com to schedule.
- Quarterly Proactive System Review. Selectron will perform the following system diagnostics, create a history file, and notify the designated client contact with the results of these actions:
 - a. Assess the current machine resources including memory, processor, and disk-space utilization
 - b. Examine log files, including error logs, to identify any anomalous entries
 - c. Apply current validated software updates to the operating system, device drivers, and database server software.

The Customer Service Specialist (CSS) will create a report to be sent to the Client with a copy maintained in the Client file. Any items that are determined to need further attention will be discussed with the Client and Project Coordinator to create an action plan.

- 'Out-of-cycle' critical updates. These updates are to resolve failures that may cause hardware damage, system unavailability, data corruption, or severe data vulnerability.

ATTACHMENT #6

From: Dalton Moraes
To: Franceschini, Robert; Stewart, Kara
Date: 7/6/04 9:12AM
Subject: Backup information for Selectron Bluesheet

Bob,

ITG reviewed the request for upgrading Selectron and the quote provided from Selectron to DCD.

The recommendation from ITG is to move forward with the upgrade of the current existing system. The system provided by Selectron does have pre-built interfaces to the Tidemark system (for permits). To move to another IVR (interactive voice response) system it would be necessary to : recreate all interfaces to the Tidemark database, re-program all business rules from DCD in the new system, and give training to the staff in the new software.

Accella, the vendor of Tidemark, does have an IVR solution on their one. This solution is being installed in the City of Fort Myers and it is not meeting the business requirements for permits and inspections. This solution was analyzed and it does not meet our business needs.

Again, the technical recommendation from ITG is to move forward with the upgrade of the current solution, Selectron.

My best regards,

Dalton Moraes Jr

Lee County ITG / Atos Origin

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