



**PURCHASING ITEM
FOR
COUNCIL AGENDA**

1. Agenda Item Number:

19

2. Council Meeting Date:
May 14, 2009

TO: **MAYOR & COUNCIL**

3. Date Prepared: April 28, 2009

THROUGH: **CITY MANAGER**

4. Requesting Department: Planning and Development

5. **SUBJECT:** Approval of a sole source agreement for an upgrade to the phone based inspection scheduling system from Selectron Technologies, Inc., in an amount not to exceed \$42,750.

6. **RECOMMENDATION:** Recommend approval of a sole source agreement for an upgrade to the phone based inspection scheduling system from Selectron Technologies, Inc. in an amount not to exceed \$42,750.

7. **HISTORICAL BACKGROUND/DISCUSSION:** The Planning and Development Department is in the process of upgrading their computer system to Accela Automation, a web based application, expanding functionality and use to include Code Enforcement, Public Works Engineering, and MUD Water meter Inspectors. With this upgrade and expansion of use, modifications to the current integrated phone based inspection scheduling system (Selectron) are required. These modifications include the programming of rules for the system to schedule new inspections, cancel inspections and obtain inspection results via the automated phone system. This request also includes the installation configuration and testing of one server for four voice ports. To continue providing the same customer service/functionality and the expansion of services to the citizens of Chandler, we are requesting the approval of this request.

8. **EVALUATION PROCESS:** Planning and Development implemented this system in 2001. This upgrade is proprietary to Selectron Technologies as they are the original developers of the Inspectrack and Voicepermits Systems.

9. **FINANCIAL IMPLICATIONS:** This project is funded through the Information Technology Oversight Committee (ITOC) – 101.1285.0000.5219.8IT038 / 101.1285.0000.5419.8IT038 \$42,750.

10. **PROPOSED MOTION:** Move to approve a sole source agreement for an upgrade to the phone based inspection scheduling system from Selectron Technologies, Inc., in an amount not to exceed \$42,750.

APPROVALS

11. Requesting Department

Dave Nakagawara, Assistant Planning and Development Director

12. Department Head

Jeff Kurtz, Acting Planning and Development Director

13. Procurement Officer

Carolee Stees, CPPB

14. City Manager

W. Mark Pentz

AMENDMENT
TO THE PROFESSIONAL SERVICES AGREEMENT BETWEEN THE CITY OF
CHANDLER
AND
SELECTRON TECHNOLOGIES, INC.

This Amendment to that certain Agreement Between the City Of Chandler (CITY) and Selectron Technologies, Inc. (CONSULTANT) for Professional Services dated March 4, 2003 and is entered into this day of April 2009.

NOW THEREFORE, the parties agree as follows:

1. This contract is amended to include the Scope of Work attached as Exhibit A.
2. The contract price is an amount not to exceed Forty-two Thousand Seven Hundred Fifty (\$42,750) which sum shall include all costs or expenses incurred by CONSULTANT payable as set forth in attached Exhibit B.
3. Attached "Consultant Immigration Warranty" documents shall be incorporated as attached Exhibit C. Agreement is amended to add the following language:

Pursuant to the provisions of A.R.S. § 41-4401, the Consultant hereby warrants to the City that the Consultant and each of its subcontractors ("Subcontractors") will comply with all Federal Immigration laws and regulations that relate to the immigration status of their employees and the requirement to use E-Verify set forth in A.R.S. §23-214(A) (hereinafter "Consultant Immigration Warranty").

A breach of the Consultant Immigration Warranty shall constitute a material breach of this Contract that is subject to penalties up to and including termination of the contract.

The City retains the legal right to inspect the papers of any Consultant or Subcontractor employee who works on this Contract to ensure that the Consultant or Subcontractor is complying with the Consultant Immigration Warranty. The Consultant agrees to assist the City in the conduct of any such inspections.

The City may, at its sole discretion, conduct random verifications of the employment records of the Consultant and any Subcontractors to ensure compliance with Consultants Immigration Warranty. The Consultant agrees to assist the City in performing any such random verifications.

The provisions of this Article must be included in any contract the Consultant enters into with any and all of its subcontractors who provide services under this Contract or any subcontract. "Services" are defined as furnishing labor, time or effort in the State of Arizona by a Consultant or subcontractor. Services include construction or maintenance of any structure, building or transportation facility or improvement to real property.

In accordance with A.R.S. §35-393.06, the Consultant hereby certifies that the offeror does not have scrutinized business operations in Iran.

In accordance with A.R.S. §35-391.06, the Consultant hereby certifies that the offeror does not have scrutinized business operations in Sudan.

4. All other terms and conditions of the above referenced Agreement shall remain unchanged and in full force and effect. All terms and conditions in the original Agreement not specifically amended herein shall be incorporated by reference in its entirety and shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have hereunto subscribed their names this _____ day of April 2009.

CITY OF CHANDLER:

By: _____
Mayor

CONSULTANT:

By: _____
Title: President

APPROVED AS TO FORM:

City Attorney

ATTEST: (If corporation)

ATTEST:

City Clerk

Secretary

WITNESS: (If individual or Partnership)

[SEAL]

EXHIBIT A SCOPE OF WORK

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.

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 data availability. The interactive solution must be able to retrieve data from the 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 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 VoicePermits

The VoicePermits application interacts with the Customer's permitting database to deliver information and services over the phone to callers.

2.1.1 Standard Feature Set

This section details the standard features included with the VoicePermits application.

2.1.1.1 Inspection Scheduling

VoicePermits allows callers to schedule, reschedule, and cancel inspections. Additionally, callers can leave messages for inspectors; messages are stored on the interactive solution's server for 90 days. Once the caller has scheduled, rescheduled, or cancelled an inspection, they will receive a confirmation number. To access scheduling functionality, callers must enter a valid permit number.

2.1.1.2 Posting Inspection Results

Inspectors can use VoicePermits to post inspection results, hear messages left by the permit holder, and leave a message for the permit holder. To ensure security, inspectors must enter a PIN prior to recording results. The PIN can be determined by the Customer, but must be validated by the permitting database.

2.1.1.3 Obtain Inspection Results

Permit holders can call VoicePermits to listen to the results of their scheduled inspection and listen to any messages left by the inspector; messages are stored on the interactive solution's server for 90 days. To access inspection results, callers must enter a valid permit number.

2.1.2 Additional Features

This section details the optional, add-on modules included with the VoicePermits application.

2.1.2.1 Spanish Language

The Spanish Language module enables VoicePermits 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).

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 VoicePermits

The tasks listed below apply to the VoicePermits application.

3.1.1 Run System Reports

System administrators can generate, view, save, and print system usage reports using Microsoft Internet Explorer® 5.0, Netscape Navigator® 6.0, Mozilla Firefox 1.0, or newer, with access to the Customer's intranet. Reports can be saved as PDF files from the browser. Table 1 lists the reports available with this implementation.

Table 1 System Reports

Report	Definition
Daily System Usage	Calls received by day for selected date range
System Line Usage	Calls received by line for selected date range
Hourly System Usage	Calls received by hour for selected date range
Action	Number of times a menu option was selected for selected date range

3.1.2 Set Operator Transfer Extension

By setting the operator transfer extension, system administrators can determine where VoicePermits 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 VoicePermits. 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 VoicePermits; 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.

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 VoicePermits 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, you can call the system to record the missing prompts.

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.

3.1.8 Monitor System Status

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

3.1.9 Set Maximum Message Length

The VoicePermits application allows callers to leave messages for inspectors. By setting the maximum message length, the system administrator can determine a specific amount of time for messages. While messages can be any length, Selectron Technologies recommends that they be no longer than the automatic default of five minutes.

3.1.10 Define Schedule Days

The VoicePermits application offers callers a specific number of days ahead for inspection scheduling. The system administrator can set the number of available days using the Administration Tool (section 4.2, Software). The Customer's business rules determine how many days forward VoicePermits will offer callers.

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, Server) has the following

Selectron Technologies' software installed:

- VoicePermits 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, 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 Professional Voice Recording Sample

Selectron Technologies believes that professionally recorded voice prompts can ease the implementation process while enhancing the IVR experience for callers. As a result, the interactive solution identified in this Statement of Work shall include sample voice recordings for the Customer's evaluation. During the implementation process, the Customer shall have an evaluation period to choose whether or not to purchase the professional voice recording component. Should the Customer opt to record its own voice prompts, the professionally recorded prompts will be removed.

4.2.3 Third-Party Software

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

- Microsoft® SQL® Server 2005 Express Edition with Advanced Services SP1 (embedded, run-time edition; not for use with any other product)
- Symantec® pcAnywhere® remote access software
- Microsoft Visual C#®
- Microsoft SDK 5.1 for Windows®

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.

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 permitting 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 Permitting 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.

5.1.1.6 Provide Marketing Materials

Selectron Technologies provides marketing collateral that the Customer can use to promote the interactive solution to citizens. Marketing collateral includes a poster, tri-fold brochure, and business card; standard templates for each item are used. Collateral is developed using Adobe® InDesign® CS2 and is provided to the Customer in PDF format (original InDesign files are provided upon request).

Marketing collateral is adapted to the Customer's jurisdiction. Selectron Technologies' Project Manager assists the Customer in gathering the correct information to be displayed on the marketing collateral. Information displayed includes the following:

- Interactive solution's phone number
- Jurisdiction logo (preferably in EPS format)
- Jurisdiction address
- Name of the interactive solution, if Selectron branding is not utilized
- Included modules and functionality
- Additional contact/informational phone numbers
- Inspection codes

The templates are adapted to fit the Customer's jurisdiction using the information from the above list. The Customer is able to review the material to ensure information accuracy. If errors exist, the marketing materials are emended to display the correct information. Any changes to the collateral that do not include the items listed above (e.g., design changes to the template) are billed on a time and materials basis. Any changes to the marketing materials after final delivery are also billed on a time and materials basis.

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

Prior to system implementation, Selectron Technologies' Project Manager assists the Customer in determining how the interactive solution will be implemented— whether the system connects using standard, analog phone lines, a T1 line, ISDN (Integrated Digital Services Network), or VoIP (Voice over Internet Protocol). Once determined, and hardware has been purchased, changes to the connection configuration shall incur additional charges.

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
- Inspection result codes and descriptions
- Permit status codes and types
- Inspection types and descriptions
- Validations used for scheduling an inspection
- Permit numbering scheme

5.2.1.4 Define Permitting System and API Specifications

Selectron Technologies configures the interactive solution according to the Customer's completely defined permitting system and API (application programming interface) specifications. If the permitting system and API are being developed in conjunction with the interactive solution, Selectron Technologies works with the Customer and permitting 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 Permitting Database

In order to fully test the interactive solution, Selectron Technologies requires access to the permitting 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 permitting 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 Permitting Database Access

The interactive solution's server must have access to the permitting 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 permitting database; these licenses are the Customer's responsibility. In addition, the Customer must purchase and implement the permitting database's API.

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 setup remote access—Selectron Technologies' Project Manager helps the Customer choose a solution that best fits the situation.

5.2.2.5 Install Phone Lines

For a traditional, analog implementation of the interactive solution, one phone line per port must be provided and installed by the Customer. Phone lines must be part of a hunt group; Selectron Technologies strongly suggests that the Customer configure a terminal hunt group, which helps determine line usage.

If a T1 line is installed, a station-side line is required to connect the interactive solution's server to the PBX (Private Branch eXchange).

When implementing the interactive solution with an ISDN (Integrated Digital Services Network) system, full functionality may be dependent upon the feature set supported by the ISDN circuit provider.

When implementing the interactive solution with a VoIP (Voice over Internet Protocol) system, full functionality may not be available. VoIP is a developing technology in which standards, protocols, and integration methods are not yet mature. To ensure full functionality, analog lines are often 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).

To implement a completely digital VoIP solution, a second Network Interface Card (NIC) is required to interface with the Customer's VoIP switch. The second NIC is provided with the interactive solution (Appendix A, Hardware Specifications). If the Customer is providing an alternate server, they are responsible for providing the NIC; Selectron Technologies recommends a 1GB card to maximize data traffic flow.

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.

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.

5.2.2.7 Server Exchange

Pricing provided in the quote includes applied credit for the return of the Customer's existing server. In order to receive credit, the existing sever should be returned to Selectron Technologies within 30 days of the go-live date of the upgraded interactive solution.

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
- Permitting database accounts and passwords for the interactive solution
- Permitting system accounts and passwords for the interactive solution

- pcAnywhere account and password (or other third-party remote access software)
- IP address of the permitting 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.

**EXHIBIT B
FEE SCHEDULE**

CITY shall pay CONSULTANT for all work completed in a total amount not to exceed \$42,750 per the following schedule:

UPGRADE PROJECT Payment Schedule	
Milestone	Payment (% of Total)
Phase I	25
<ul style="list-style-type: none"> • Execution of the contract 	
Phase II	50
<ul style="list-style-type: none"> • Completion of on-site installation • Completion of training phase of implementation • System is available for Client testing at Client site • Warranty period begins 	
Phase III	20
<ul style="list-style-type: none"> • Completion of Client testing of functionality 	
Phase IV	5
<ul style="list-style-type: none"> • Client final testing completed and Final Acceptance 	
TOTAL	100%

Total amount of \$42,750 shall include:

- Software Licensing for 8 Voice Ports
- Server per attached Appendix A (Proliant ML 350 G5)
- Server set up, software installation, configuration and testing
- Labor to procure, assemble, configure and test server hardware and software
- On-site installation, travel expenses and training
- System documentation
- Selectron project management required to upgrade to VoicePermits 4.0
- Solution design and development to include the following functionality:
 - Schedule inspections
 - Cancel inspections
 - Obtain inspection results
 - Post inspection results
 - Speak site address
 - Permit based messaging
 - VoicePermits reporting module
 - Remote access software
- Spanish
- On-going Annual Support
- Port reduction and server exchange (Existing server must be returned within 30 days of go-live)

EXHIBIT C

**Consultant Immigration Warranty
To Be Completed by Consultant Prior to Execution of Contract**

A.R.S. § 41-4401 requires as a condition of your contract verification of compliance by the Consultant and subcontractors with the Federal Immigration and Nationality Act (FINA), all other Federal immigration laws and regulations, and A.R.S. § 23-214 related to the immigration status of its employees.

By completing and signing this form the Consultant shall attest that it and all subcontractors performing work under the cited contract meet all conditions contained herein.

Contract Number (if applicable): Selectron Upgrade		
Name (as listed in the contract):		
Street Name and Number: 7405 SW Tech Center Drive #140		
City: Portland	State: OR	Zip Code: 97223

I hereby attest that:

1. The Consultant complies with the Federal Immigration and Nationality Act (FINA), all other Federal immigration laws and regulations, and A.R.S. § 23-214 related to the immigration status of those employees performing work under this contract;
2. All subcontractors performing work under this contract comply with the Federal Immigration and Nationality Act (FINA), all other Federal immigration laws and regulations, and A.R.S. § 23-214 related to the immigration status of their employees.

Signature of Consultant (Employer) or Authorized Designee:



Printed Name: Todd A. Schmidt

Title: President

Date (month/day/year): 5/1/09

Appendix A

Hardware Specifications

Selectron Technologies Provided Server

The hardware delivered for this implementation is an HP ML350. This is a base-level rackmountable server with RAID 1, two (2) GB RAM, and SATA drives. A KVM (keyboard, video, mouse) switch can be requested, if required by the Customer. Selectron Technologies reserves the right to select a different server at any point prior to system installation, provided that it is also optimized for the interactive solution.

Return of Hardware

In the event that replacement hardware is required, the original hardware must be returned to Selectron Technologies. Situations when replacement hardware must be returned include, but are not limited to: hardware upgrades, server exchanges, and installation of a shared application server (replacing the original). The Customer may incur additional charges if the original hardware is not returned. Shipping costs for the return of the hardware are the responsibility of Selectron Technologies.

Customer Provided Server

If the Customer requires another server, other than the one provided with the interactive solution (Selectron Technologies Provided Server), Selectron Technologies must be notified immediately during the initial phase of project implementation. It is the Customer's responsibility to provide an adequate replacement that meets Selectron Technologies' Customer Provided Server Policy requirements. If a dual-processor server is provided by the Customer, additional license fees are required due to third-party licensing agreements. A dual-processor server is not required for the system.

Voice Board

The interactive solution includes eight (8) licensed ports. Selectron Technologies may install a voice board with a larger port capacity, but all additional ports require a purchased license for use.

The voice board will be replaced with a 100/1000 Ethernet NIC when the interactive solution is implemented with a VoIP system, but the number of licensed ports remains the same. This card is in addition to the network card provided for access to the Customer's data network (Selectron Technologies Provided Server). Additionally, with a VoIP solution the server's memory is increased to 4 GB.

SELECTRON TECHNOLOGIES, INC.

ACTION OF DIRECTORS WITHOUT MEETING

August 10, 2005

The undersigned, being all of the directors of Selectron Technologies, Inc., an Oregon corporation, acting without meeting in accordance with the provisions of ORS 60.341, hereby take the following actions:

RESOLVED, that each of the following individuals is authorized to enter into agreements on behalf of the company, and to execute documents and instruments which bind the company; provided, however, that this authority shall not extend to transactions which are not in the ordinary course of the company's business operations:

Joan A. Stoner

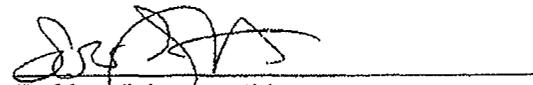
David A. Stoner

Todd A. Johnston

Mike Hanegan


Joan A. Stoner, Director


David A. Stoner, Director


Todd A. Johnston, Director



Re: 
Linda Hedstrom to: Nanette Kahl
Cc: Erica Barba

05/07/2009 08:06 AM

Yeah, we're playing again!

Erica, if you have a spare minute on Friday, would you please fax the numbers to 480.883.7103

Thanks.