Tele-Works, Incorporated
QUOTATION

Contact: Courtney Violette
Agency: Palm Coast
State: FL
Description: Parks and Recreation TVR Application

THE FUTURE OF E-GOVERNMENT IS NOW — eVISION EV

Account Manager:	Evan Hicks	
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Date:	8/2/2007	
Quotation Number:	Q6348	

Quoted/Information	Solution Set	Unit Price	Qty	Extended Price
	Tele-Works Voice Response (TVR)			
	TVR Software License and Configuration for Phone and Web (Class)	$ 35,000.00	1	$ 35,000.00
	(Phone Includes 100 Professionally Recorded TVR Prompts [English])	Included		
	Tele-Works Credit	$ (2,200.00)	1	$ (2,200.00)
	Subtotal			**$ 32,800.00**
	Installation/Training			
	Remote Software Installation	$ 500.00	1	$ 500.00
	Total			**$ 33,300.00**
	One Year Warranty			Included
	Product Support and Maintenance Agreement (PSMA): 15%			

Issuance of a Purchase Order/Notice to Proceed based on this quotation represents agreement to the disclosures listed below.

Quoted/Information	eVISION SOLUTION SET
	Scope Language for Parks and Recreation TVR Application

+ Class Registration

- User login: Allows the user to login to their existing account using their Member ID; The user will also be required to provide additional input which will be validated against records within the Recware system.

- Class Registration: Upon successful login, members will be allowed to register themselves or members of their household in the activities of their choosing by directly entering activity numbers or through the Online Catalog. Any restrictions on members based on factors such as unpaid fees or age restrictions can be observed. A user must be registered within Recware to enroll in classes through Tele-Works' application.

- Waiting Lists: If an activity is full, the user will be allowed to enroll in an active waiting list. If spots become available the City will be responsible for contacting those on the waiting list to fill any openings.

- Payment: Users will be allowed to pay for their classes using a credit card or check. Successful payments will be posted back to the Safari system using the corresponding API function provided by Recware.

+ Online Catalog

(Web Interface Only) The Online Catalog provides information on currently available activities along with real-time details such as availability, age requirements, and class location and times. Users can select classes directly from the catalog once they are logged in.

+ Household Registration

(Web Interface Only) Allows users to provide personal information required to register with the parks and recreation department and receive a member ID. Any information or processes needed to qualify the user (e.g. proof of residency or age, liability waiver signatures, etc.) during this registration may require additional scoping efforts to determine the feasibility and practicality of automation.

+ Miscellaneous

The API for Recware Safari is currently in a stage that Tele-Works considers to be 'Beta', meaning that it is not tested or proven. Tele-Works will conduct a preliminary testing period to work with that API and confirm all functionality. As a result of the testing, portions of the above stated parks and recreation functionality may be deemed unfeasible or impractical. Also, the City's use of the Safari system must conform to Recware standards to guarantee that the standard programming interface references the appropriate data. The City understands that this may require data scrubbing and normalizing efforts from City staff to ensure application performance and provide for the best end-user experience. Functions to support facility reservations and league schedules and scores are not currently offered by Recware.

Tele-Works Voice Response (TVR) Software License

A TVR Software License is required to run a TVR application. If multiple applications are installed, a corresponding number of TVR Software Licenses are required.

Tele-Works Voice Response (TVR) Software Configuration

TVR Applications are configured based on business logic, application requirements and design documents developed cooperatively between Tele-Works and client Project Management. Configuration costs mirror application and integration complexity. Pricing for any TVR Application is to be considered an estimate until a Request for Quote is submitted and a firm quote provided. Should the database ever change, depending on severity of change, new application development fees may be incurred.

Development is subject to the functional limitations and the contractual terms and conditions associated with database functionality, integration procedure, and/or use of any application programming interface (API) from Customer's data vendor. Customer is responsible for supplying the integration procedures to Tele-Works and for ongoing maintenance and associated costs of the interface if obtained from a third-party or internally developed. Application Development will not commence until a Project Manager designated by Customer approves call flows and final application diagrams. Customer Project Manager is expected to adhere to the attached Timeline and Task List in order to avoid delays in design and implementation.

Phone Interface
System users will access TVR Application(s) by a touchtone telephone. Customer may provide either a local and/or long distance phone number for users to dial.

Web Interface
System users will access TVR Application(s) via standard Web Browsers (IE recommended).

Professionally Recorded TVR Prompts
The following is pricing for TVR prompts in excess of the initial 100 recordings provided at no charge: $10 per prompt in 25-word increments. Minimum orders are $150 for English and $200 for Spanish. A $100 setup fee applies for repeat orders.

INSTALLATION REQUIREMENTS AND PRODUCT TRAINING

Tele-Works installation engineers will cooperatively arrange delivery and training with designated Customer personnel in coordination with the milestones on the Timeline and Task List. Installation will include testing of Platform Hardware and Licensed Software. Tele-Works will provide a comprehensive list of Installation Prerequisites upon project launch so customer can prepare their site. Prerequisites include, but are not limited to, phone line availability, system security and network environment. Customer must cancel any installation arrangement with Tele-Works thirty (30) days prior to the scheduled date to avoid incurring the standard installation charges.

Platform training explains physical attributes of the hardware, system maintenance requirements and system administration. eVision training covers web-based administration features and functions. TVR training includes the functionality of TVR Applications and ePayment, such as application settings, ePayment logs and system usage statistics. Installation of TVR Applications may be either onsite or remote, based on Customer requirements.

PLATFORM AND NETWORK ENVIRONMENT

Platform will operate in a normal office environment, use standard telephone and network connections and be configured as a stand-alone rack mountable or desktop chassis. eVision will reside on the 5.x Platform and eVision or TVR Web Applications may reside on the 5.x Platform or on a Customer-provided IIS web server. The 5.x Platform and any TVR web server will be maintained within a secure network environment provided by Customer.

Customer is responsible for all standard maintenance and licensing for the 5.x Platform and web server including, but not limited to, data archival and backup, service packs, security patches and updates and domain registration. Customer will license and install anti-virus software and periodically update virus definitions to assure that Tele-Works products are protected from viruses that could be contracted from any source including, but not limited to, the local network, the Internet, email, physical disk or data exchange.

TVR PROJECT ACCEPTANCE

Customer Acceptance Testing (CAT) is a thirty (30) calendar day period. Product CAT commences once Tele-Works has completed installation, or in the case of a TVR Application or ePayment Module installation, once Tele-Works has completed final change orders corresponding to call flows and/or application diagrams approved by Customer. CAT is suspended for any period of time required for Tele-Works to correct a product failure reported by Customer. CAT resumes immediately upon Customer-acknowledged resolution of the product failure. If Customer does not provide Tele-Works with notice of product failure within the CAT period, the Application will be considered accepted by Customer and subject to final payment. At the conclusion of the CAT period, Tele-Works will send a Project Close Letter as notification of the inception of the One Year Warranty period and verification that the Application has transitioned from development and test mode to production and support mode.

WARRANTY

Tele-Works warrants the product to be free of defects and is responsible for correcting problems at no cost to the customer for a period of One Year from installation date. The warranty can be extended by entering into and renewing an annual Tele-Works Product Support and Maintenance Agreement (PSMA).

PRODUCT SUPPORT AND MAINTENANCE AGREEMENT (PSMA)

Description – Tele-Works Product Support is provided free of charge for One Year following installation of any given product. Following this term, the customer may enter into an annual Product Support and Maintenance Agreement (PSMA) for ongoing support services. Tele-Works will support the core eVision Platform and associated Tele-Works applications for 5 annual PSMA terms.

PSMA Percentage Rate/Fee – The rate of PSMA is 15 percent. The annual PSMA fee is computed by multiplying the annual percentage rate by the actual list price total of the products purchased. Professional services and installation and training are not included in the PSMA computation.

Upgrades – Before the end of the fifth year of the PSMA cycle, customers are required to upgrade the core eVision Platform. All contract terms and pricing are subject to change at the time of upgrade.

CUSTOMER RESPONSIBILITIES

Customer is expected to accept certain fundamental responsibilities to assist in timely project completion. The Timeline and Task List specifically documents project responsibilities of Customer and Tele-Works. Customer responsibilities include, but are not limited to:

Customer Project Management Responsibilities
Identify reporting lines of communication and approval to Tele-Works
Assign responsive internal project manager
Facilitate communications with any third parties not directly contracted with Tele-Works
Pay invoices promptly and according to terms
Specify and provide feedback on design, content, phrase lists
Respond to business practice inquiries
Approve and sign off on application flows and diagrams
Schedule installation infrastructure including phone lines
Schedule and assure attendance of applicable personnel at training sessions
Conduct Customer Acceptance Testing (CAT)
Accept delivery of Products

Customer Technical Responsibilities
Provide Application Programming Interface (API)
Obtain SSL Certificate
Obtain domain name/DNS registration for web server
Arrange network and phone vendor support
Provide secure network environment
Establish test and production environments

Customer ePayment Module Responsibilities
Secure a payment processor
Secure an Internet Merchant Account and Internet Gateway
Provide ACH specifications from bank for eCheck