

**FIRST AMENDMENT TO
AGREEMENT TO MASTER SERVICES AND HOSTING AGREEMENT**

THIS AMENDMENT (“Amendment”), signed this ___ day of _____, 2021 is intended to amend the Master Services and Hosting Agreement (“Original Agreement”) entered into between Selectron Technologies, Inc., a Oregon corporation (“Contractor”), and the City of Missoula, a Montana political subdivision (“City”), on February 21, 2018.

RECITALS

Whereas, the Parties previously entered into the Original Agreement for the provision of certain technology services provided by Contractor; and

Whereas, the City desires to add additional services provided by Contractor to the scope of work contained in the Original Agreement, and Contractor desires to supply such additional services.

Now therefore, in consideration for the mutually acceptable consideration, the sufficiency of which is hereby acknowledged, pursuant to Section 12.15 of the Original Agreement the Parties agree to amend the Original Agreement by adding the following documents to memorialize the provision of Additional Services under the Original Agreement:

- Scope of Work - Attached as Amendment Exhibit 1
- Statement of Work - Attached as Amendment Exhibit 2

All other terms and conditions of the Original Agreement remain in full force and effect. In the event of a conflict between the attached Exhibits and any of the existing terms and conditions currently in effect, the order of precedence will be (1) Amendment Exhibit 1; (2) Amendment Exhibit 2; (3) Master Services and Hosting Agreement. This Amendment is effective upon execution by all of the parties.

IN WITNESS WHEREOF the parties have executed this Amendment on the date referenced beside each signature below.

**Selectron Technologies, Inc.
an Oregon Corporation**

By: Todd Johnson, President and CEO

City of Missoula

By: John Engen, Mayor

Attest: _____
City Clerk

Scope of Work

Setup Fees	Price	Total
Atlas Inspections Setup Fees		
Base Atlas Inspections Setup	\$20,000	\$20,000
Atlas Inspections Notice Setup (2)	\$2,000	\$4,000
Digital Attachments Setup	\$5,000	\$5,000
GIS Setup	\$5,000	\$5,000
Total of 24 Days of Professional Services**		
Atlas Insight Setup Fees		
Base Atlas Insight Setup and Integration	\$10,000	\$10,000
Inspector Time Entry	\$1,000	\$1,000
Setup Subtotal		\$44,000
Atlas Insight setup discount		(\$10,000)
Adjusted Total*		\$34,000
Annual Service Fees		Annual Fee
Atlas Inspections Annual Service Fee		
<i>Includes Atlas Inspections, 10 User Licenses, Integration to Accela Civic Platform, Digital Attachments, GIS, and Checklists</i>		\$20,000
Atlas Insight Annual Service Fee		
<i>Includes Atlas Insight, 10 User Licenses, Dashboard, Assignment Manager, GIS integration, and Review Center.</i>		\$12,500
Atlas Hosting Fee		\$2,500
Annual Service Fee Total*		\$35,000

**all pricing is based on a 36-month term, pre-paid annually*

*** The Professional Services included in Setup Fees are sufficient to implement, test, and deploy standard configurations of each module or licensed component. Additional out of scope configurations, significant design changes, report enhancements, or redeployment of previously approved modules will result in additional professional services fees not included in this pricing.*

Required Items Not Included

- Third-Party Integration APIs
- Actual Travel Expenses (Air, Hotel, Car, Per Diem)

Atlas Inspections Annual Service Fee

Atlas Inspections Additional User Licenses (3) \$1,800

Atlas Insight Annual Service Fee

Atlas Insight Additional User Licenses (3) \$1,350

Inspector Time Entry Licenses (3) \$180

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.

Setup Fee Payment Schedule

100% Invoiced upon execution of contracts

Annual Subscription Fee Schedule

100% Invoiced 45 days prior to start of subscription period

Setup Fee

Invoiced upon execution of contracts.

Annual Subscription Fee Payment

Invoiced 45 days prior to start of subscription period to ensure continued service through the renewal. For the first subscription year, this amount is invoiced upon execution of contracts.

Taxes

Sales Tax or any other applicable taxes are ***not included*** in any of the pricing in this agreement. All applicable taxes will be invoiced, collected and remitted in accordance with state and local tax laws.

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

Selectron Technologies, Inc.
12323 SW 66th Ave.
Portland, OR 97223
Ph: 503.443.1400 Fax: 503.443.2052



Statement of Work

Missoula, MT

Mobile

Atlas Inspections

Atlas Insight

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1. Overview

This Statement of Work (SOW) outlines the services provided by Selectron Technologies, Inc. (Selectron) to Missoula, MT (Missoula or Customer). The features, functionality, and services are provided through Selectron Technologies' Atlas solution.

1.1. Note Regarding Project Scope

This SOW describes the scope of Missoula's Atlas solution as understood prior to kickoff of the project. In order to provide optimal functionality, Selectron will perform an onsite needs analysis, which may result in some changes in scope. Any scope changes will be documented in a needs analysis document, as an amendment to this SOW.

1.2. Revision History

Version #	Details	Date
1.0	Initial Release	7/14/2021

2. Functionality

This section details the functionality of Selectron's Atlas products. All functions and features are dependent upon the accessibility of Missoula's Accela Civic Platform application database to provide the given data to Selectron.

2.1. Atlas Inspections

Atlas Inspections is the mobile inspection system that allows inspectors to post inspection results from the field. It is designed to work in conjunction with existing land-management systems. Atlas Inspections uses data synchronization technology to provide updated and accurate information for inspections in the field. The mobile application is installed on field devices and is what inspectors use on a daily basis to view their work list, find inspection/permit information, and result inspections.

The following section details the functionality that will be implemented for Missoula.

2.1.1. Licensing

Missoula's solution is licensed for:

- TEN (10) Atlas Inspections user licenses

2.1.2. Features

All inspection/permit information is made available through an API to the Accela Civic Platform application database. For any of the features detailed below to function as described, data must be available in this database to be presented to users.

Missoula's Atlas Inspections solution will include two standard notices. Selectron will work with Missoula during implementation to determine the precise content and nature of the available notices.

2.1.3. Mobile Device Management

In order to run Atlas Inspections on field devices, Missoula will need to have a Mobile Device Management (MDM) solution. An MDM solution allows the customer to customize the deployment, enrollment, security and application availability of field devices. Selectron will make the Atlas Inspections application available through the MDM, which can be used to manage global preferences and security settings.

2.2. Atlas Insight

Atlas Insight is a web-based location services and assignment management tool designed for supervisors and managers in the back office. With Atlas Insight, you can

view inspector locations, manage workforce efficiency, make instant assignment changes, and review work done in the field.

The following sections detail the functionality that will be implemented for Missoula. Additional features and integrations that are not specified in this SOW are not included, but may be able to be added to the system under a supplemental statement of work. Please contact your Selectron representative for more details for additional functionality.

2.2.1. Licensing

Missoula's solution is licensed for:

- TEN (10) Atlas Insight inspector licenses

2.2.2. Features

Atlas Insight is split into several views, each providing specific workforce efficiency features. These pages are described below.

All inspection/permit information is made available through an API to the Accela Civic Platform application database. For any of the features detailed below to function as described, data must be available in this database to be presented to users.

2.2.2.1. Assign Page

The Assign page is used for workload management, allowing users to assign, reassign, and unassign inspections; and auto-assign inspections based on skill sets, areas, or other parameters.

Assignment parameters, inspection and inspector data, and other assign center details will be determined during the implementation process.

2.2.2.2. Review Page

The Review page provides real-time reporting through several tabbed tables with inspector and inspection data. All data can be filtered by a date range as well as sorted through column headers. Users can view the following information via this center:

- Results
- Attachments
- Notices
- Exceptions (conditional only if they purchase Inspections)

2.2.2.3. Manage Page

The Manage page is where administrators can configure the Atlas Insight application as well as create, edit, and delete new users. Atlas Insight features user-based permissions, allowing Missoula administrators to define access to the various Atlas Insight features at the user level. Selectron will work with the Customer during the implementation process to create administrative users. Administrators will be trained on creating and configuring additional users and managing permissions.

Additionally, the Manage Center allows administrators to configure Atlas Insight. Atlas Insight configuration tasks can be found in [Section 5 Administrative Tasks](#).

3. System Integration

Depending on the implemented features, the Atlas applications require varying levels of integration with other Missoula components. These are described in the following sections.

3.1. Application Database Interfaces

It is anticipated that Selectron will be integrating with Missoula's Accela Civic Platform application database. All data-based interactivity on the solution is reliant upon data being available via the application vendor APIs.

During the implementation phase, if data elements are identified as necessary but are not available via the included APIs, the project will be impacted. This may affect the implementation timeframe and will result in additional professional services fees.

3.2. GIS

It is anticipated that Selectron will be integrating with Esri in order to present mapping for the Atlas Insight and Atlas Inspections applications. The standard topographical mapping layer will be available on the Atlas products, along with one additional layer to be determined during implementation.

4. Deployment Model

This implementation of Atlas Insight will be deployed in Selectron's single-tenant hosted environment. Selectron's hosting facility is a co-located data center featuring keyed entry and individual server locks for security. With a hosted solution, Selectron owns all hardware and is responsible for security, ongoing maintenance, and proactive support. As such, Selectron will be providing the necessary hardware and software.

Selectron will work with Missoula to build a secure VPN tunnel for real-time read/write functionality between the hosted Atlas Insight server and the application database. Secure connection options may include client-level TLS or a persistent IPSec VPN. Each option requires specific ports to be opened for communication. Depending on the application database integration, these ports vary.

The mobile server stores inspection results and then transfers inspection information to the permitting database. Communication between the field application and the server occurs whenever the device is connected to the internet.

For virtual or physical servers, Atlas Inspections requires these minimum specifications:

- Quad-Core Intel Processor
- 16gb RAM
- MS Windows 2016
- ESXi v6.5 (or newer) or Hyper-V Gen 1

SQL

- Selectron can provide SQL or Missoula can provide an existing instance of Microsoft SQL Express or SQL Server 2012 (or newer).

Browsers

- Atlas Insight supports the most recent versions of major browser applications; primarily Chrome and Internet Explorer. When using Internet Explorer, “Compatibility Mode” is not supported.

Geographic Information System

- ESRI 9.3+ (and others supported by Leaflet)

5. Administrative Tasks

This section details administrative tasks that can be performed in order to manage the Mobile applications.

5.1. Atlas Inspections

This section details administrative tasks that the County’s staff can perform while maintaining and operating the Atlas Inspections system.

When users log in, Atlas Inspections automatically syncs their worklist with the Atlas Server. Users can also check for updates from the work list. When new assignments are made, they are automatically added to the user’s worklist. Users are notified of new assignments through a pop-up notification.

5.1.1. Manage Local Configuration

Through the login page's settings button, Administrators can configure important back office communication and connectivity components of the Atlas Inspections application.

5.2. Atlas Insight

All system administration for Atlas Insight is handled through the Manage page. An administrator from Missoula will be provided with user credentials for Atlas Insight application during the implementation process. Additional users can be created by the administrator as needed. Permissions can be assigned on a per-user basis; permissions govern the functionality available to a given user.

5.2.1. Manage Atlas Insight User Profiles

Using the Manage Center, administrators can create, edit, delete and manage user accounts for each inspector. Each inspector will be assigned a user ID, assignment configuration, and permissions. The administrator can also assign a specific supervisor to each inspector.

5.2.2. Group Management

Administrators can manage the composition of assigned groups through the Group Management tab. New groups can be created, edited, and deleted. Group members can also be assigned and reassigned to new groups.

5.2.3. Configure Atlas Insight

Administrators can manage configurations and settings, including automatic assignment for areas, skill sets, and other parameters; and the cap on the total number of inspections allowed for one inspector in a day.

5.2.3.1. Manage Auto-assign Rules

Missoula administrators will be able to run system reports via the Relay portal. Reports that can be run by the administrator include: payments, call statistics, call activity, and call detail.

5.2.3.2. Inspector Soft Cap (most inspections allowed before warning)

The soft cap determines the maximum number of inspections that will automatically be assigned to inspectors when using Auto Assign. Inspectors can be manually assigned more inspections above their soft cap, if needed. Administrators can change the global default soft cap, as well as set a different soft cap for each inspector if desired.

5.2.3.3. Administrator Contact Details

A link on the login page is provided for users who have forgotten their password. The link generates a popup with administrator contact details for the user. Administrators can configure the content of this popup.

6. Responsibilities

6.1. Selectron Technologies, Inc.

This section outlines Selectron Technologies' responsibilities regarding service initiation and operation.

6.1.1. Provide Project Management

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

6.1.2. Provide Documentation

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

- Configuration Questionnaire- gathers critical information needed to setup and initiate the service.
- Remote Access Questionnaire- details information needed by Selectron Technologies to remotely access the Customer's network and application database, prior to system initiation, to allow for complete system testing.
- Architecture Diagram- defines server resources and network traffic for the solution.
- Implementation Timetable- details project schedule and all project milestones.
- Design Documentation- captures layout and data specifications to develop the application.
- Quality Assurance Test Plan- assists the Customer in determining that the interactive solution is functioning as specified in the Contract.
- Service Acceptance Sign-off Form- indicates that the Customer has verified service functionality.

6.1.3. Perform Quality Assurance Testing

Selectron Technologies thoroughly tests all applications and integration points prior to initiation, ensuring system functionality. This includes data read from and written to the

application database and the general ability for a customer to successfully access live data and complete a transaction.

6.1.4. Provide Installation and Administrative Training

For managed solutions, all installation is handled by Selectron technical staff at our remote hosting facility. Administrative and other staff training will be provided remotely.

6.1.5. Interface Upgrades

After service initiation, Missoula's Accela Civic Platform database application may release new updates to their application or its interface. Upgrading Atlas Insight interface to be compatible with any Missoula application database (or other application database software) may require professional services outside the scope of this service.

6.2. Missoula, MT

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

6.2.1. Return Questionnaires and Information

Selectron Technologies' Project Manager provides Missoula with a configuration worksheet. The configuration worksheet must be returned prior to developing the implementation timetable.

6.2.2. Provide Remote Network Access to Application Database(s)

In order to fully test the interactive solution, Selectron Technologies requires access to Missoula's application database(s) prior to installation. Selectron Technologies' Project Manager provides a Remote Access Questionnaire to help Missoula identify the necessary requirements. The Customer will help facilitate communication between Selectron and the database vendor.

6.2.3. Provide System Access

Selectron Technologies requires access 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 accounts for the Application Database or network are modified. Missoula is responsible for providing Selectron with appropriate application database and network access as defined in the System Integration section.

6.2.4. Confirm Service Functionality

Missoula, MT has 30 calendar days after service initiation to verify the functionality of the interactive solutions. Within the 30-day system acceptance period the Customer should test system functionality using the provided Quality Assurance Test Plan. Additionally, the System Acceptance Sign-off form must be sent to Selectron Technologies' Project Manager within this period.

6.2.5. 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.