

# SUNGARD® PUBLIC SECTOR

Village of Orland Park, IL (ORLA)

Investment Summary - Click2Gov

October 20, 2008

| Applications                           | License Fees | Installation Fees | Training Fees | Annual Maintenance Fees |
|----------------------------------------|--------------|-------------------|---------------|-------------------------|
| K2-Click2Gov-CX                        | \$ 14,500.00 | \$ 2,000.00       | \$ -          | \$ 2,900.00             |
| KL-One Point Core                      | \$ 3,350.00  | \$ 2,000.00       | \$ -          | \$ 670.00               |
| DC-Verisign Global Digital Certificate | \$ 1,200.00  | \$ -              | \$ -          | \$ -                    |
| Totals                                 | \$19,050.00  | \$4,000.00        | \$ -          | \$3,570.00              |
| License Fees                           | \$19,050.00  |                   |               |                         |
| Installation Fees:                     | \$4,000.00   |                   |               |                         |
| Training Fees:                         | \$ -         |                   |               |                         |
| Annual Maintenance Fees:               | \$3,570.00   |                   |               |                         |
| Hardware Appliance                     | TBD          |                   |               |                         |
| Total                                  | \$26,620.00  |                   |               |                         |

## Payment Terms:

1. License fees and Hardware are due at contract execution date, signed quote or receipt of purchase order.
2. Installation Fees are due upon completion.
3. Annual Maintenance will be due 120 days from execution of SunGard Public Sector quote.
4. Travel, out of pocket and living expenses are not included in above pricing and will be invoiced as incurred.

## Notes:

1. It shall be the responsibility of the Customer to provide a web server to run the applicable Licensed Programs herein.
2. Customer shall be responsible for obtaining a valid registered domain name and IP address from an appropriate ISP service.
3. Core Module includes Weblogic for up to 2 CPU's. Additional processor \$1,250 & \$250 to the annual maintenance costs.
4. VeriSign requires an annual renewal of its Digital Encryption Module.
5. Pricing is for the application as-is. Any modifications or conversions will incur additional costs.

6. There is no testing and acceptance period. The SunGard Public Sector application warranty period is 120 days after the delivery date. "Delivery Date" means for each Component System, the date on which SunGard Public Sector first ships the Component System to the Delivery Address F.O.B. SunGard Public Sector's place of shipment.

7. This quote constitutes a Supplement to the existing Software License and Services Agreement signed by SunGard Public Sector Inc. and Customer. Except as provided herein, all terms of the Agreement remain in full force and effect.

8. Licensed Programs may be used in machine-readable object code form only. Source Code is not provided.

9. Unless otherwise provided for herein, warranty, modification retrofit and maintenance offerings by SunGard Public Sector for its Licensed Program(s) do not apply to any third party hardware or third party software supplied under this Supplement. SunGard Public Sector does not make any warranties nor provide any source code for any non-SunGard Public Sector products unless otherwise provided herein. The return and refund policy of each individual third party hardware or third party software supplier shall prevail unless otherwise provided herein.

10. Scheduled Resource Changes: For training and on-site project management sessions which are cancelled at the request of Customer within fourteen (14) days of the scheduled start date, Customer is responsible for entire price of the training or on-site project management plus incurred expenses.

11. Additional hardware and/or third-party software may be required. For hardware specifications and information, please contact Shelly May at SPS VAR - smay@spsvar.com or (772) 871-9125.

12. Applicable taxes are not included in the above fees and if applicable, will be added to the amount in the payment invoices.

13. Please indicate that your purchase order is per the terms and conditions of this proposal dated **October 20, 2008**.

The pricing, terms and conditions in this quote will be honored provided this quote is fully executed by January 20, 2009.

Village of Orland Park  
14700 Ravinia Ave  
Orland Park, IL 60462

Authorized Signature

Date

Printed Name

Source PB 092508

# Account Auto-Enablement

- Internet user can obtain PIN without having to contact the agency

The screenshot shows a web form titled "SUNGARD Customer Information Systems" with "HTE INC." below the logo. On the left is a navigation menu with links: Home, Sign On, Forgot PIN?, Create PIN (highlighted with a blue arrow), and Email Us. The main form area contains the instruction "Fill in the fields directly from your Utility bill." followed by several input fields: "Account ID:" (with an asterisk), "Bill Date:" (with "eg. MMDDYY" example), "Due Date:" (with "eg. MMDDYY" example), "Total Amount Due:" (with an asterisk), "Cycle and Route Number:" (with a hyphen separator and an asterisk), "Previous Balance:", and "Last Payment Amount:". At the bottom are "Submit" and "Clear" buttons. A footnote at the bottom states: "\* Account ID must be entered exactly as it appears on your monthly statement (configurable). Cycle and Route in on the upper left-hand corner of your bill".

Each agency can select what data is needed to validate the citizen (mostly)

# Account Inquiry

The screenshot displays the SUNGARD Customer Information Systems interface. On the left is a vertical navigation menu with options: Home, Account Information (highlighted with a blue arrow), Payment History, Make Payments, Consumption, Billing History, Service Summary, Edit Account, Master Account Maintenance, Select Account, Email Us, and Log Off. The main content area shows account details for Account Number 000115370-000115580, Customer TEST, NAME 40, and Location Address 462 DIVISION AVE, ORMOND BEACH FL. The Phone Number is (800) 727-8088. Below this, the Account Status is ACTIVE with the text 'Payments are allowed' in blue. The Account Balance is \$47.17 and the Amount Past Due is \$0.00. A paragraph states: 'Your Last Bill was sent on 12/15/2003 in the amount of \$47.17 due on 01/04/2004. Your last payment was received on 12/11/2003 in the amount of \$-56.88.' A footnote reads: '\* Transactions that have been authorized but not yet posted may be included.' At the bottom, there is a placeholder for configurable text/html options. Two callout boxes with arrows point to specific parts of the page: one points to the 'Payments are allowed' text, and the other points to the bottom placeholder text.

**SUNGARD**<sup>®</sup>  
HTE INC.

*Customer Information Systems*

Home  
Account Information  
Payment History  
Make Payments  
Consumption  
Billing History  
Service Summary  
Edit Account  
Master Account Maintenance  
Select Account  
Email Us  
Log Off

**Account Number:** 000115370-000115580  
**Customer:** TEST, NAME 40  
**Location Address:** 462 DIVISION AVE ,  
ORMOND BEACH FL  
**Phone Number:** (800) 727-8088

---

**Account Status:** ACTIVE **Payments are allowed**  
**Account Balance:** \$47.17 \*  
**Amount Past Due:** \$0.00  
Your Last Bill was sent on 12/15/2003 in the amount of \$47.17 due on 01/04/2004.  
Your last payment was received on 12/11/2003 in the amount of \$-56.88.

\* Transactions that have been authorized but not yet posted may be included.

[Configurable text/html options here (bottom)]

Configurable description text by status

Configurable Text

# Payment History



**SUNGARD**<sup>®</sup>  
HTE INC.

*Customer Information Systems*

- Home
- Account Information
- Payment History
- Make Payments
- Consumption
- Billing History
- Service Summary
- Edit Account
- Master Account Maintenance
- Select Account
- Email Us
- Log Off

**Account Number:** 000158480-000259590  
**Customer:** NAME, TEST 10  
**Location Address:** 261 TROPICAL LN ,  
ORMOND BEACH FL  
**Phone Number:** (386) 671-9404

---

**Account Balance:** \$37.19  
**Amount Past Due:** \$0.00  
Your [Last Bill](#) was sent on 12/17/2003 in the amount of \$37.19 due on 01/06/2004.

---

| Payment Date | Amount  | Payment Type | Status  |
|--------------|---------|--------------|---------|
| 12/04/2003   | \$37.19 | Payment      | Applied |

Status changes upon settlement

"Last Bill" is link to summary of charges

# Consumption



## Customer Information Systems

- Home
- Account Information
- Payment History
- Make Payments
- Consumption
- Billing History
- Service Summary
- Edit Account
- Master Account Maintenance
- Select Account
- Email Us
- Log Off

**Account Number:** 000158480-000259590

**Customer:** NAME, TEST 10

**Location Address:** 261 TROPICAL LN ,  
ORMOND BEACH FL

**Phone Number:** (386) 671-9404

---

[Configurable text/html options here (T)]

Select meter to view Consumption Report:

| Service Description  | Meter Number    |
|----------------------|-----------------|
| REFUSE PICKUP CHARGE | non-metered     |
| RECYCLING PROGRAM    | non-metered     |
| STORMWATER DRAINAGE  | non-metered     |
| SEWER SERVICE CHARGE | non-metered     |
| WATER SERVICE CHARGE | <u>93057757</u> |

Metered services  
are links to  
additional  
information

# Consumption Graphs

**Account Number:** 000158480-000259590

**Customer:** NAME, TEST 10

**Location Address:** 261 TROPICAL LN ,  
ORMOND BEACH FL

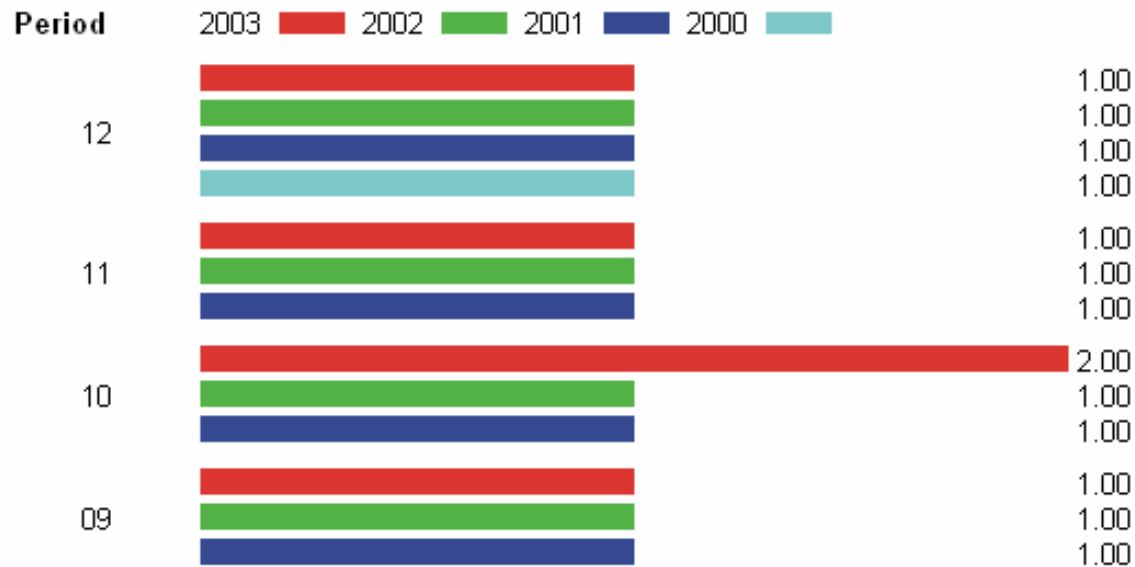
**Phone Number:** (386) 671-9404

**View Graph By:** [Year \(Row View\)](#) [Year \(Column View\)](#)

**Service Description:** WATER SERVICE CHARGE

**Meter Number:** 93057757

Links provide  
different graphed  
views of data



# Billing History



**SUNGARD**<sup>®</sup>  
HTE INC.

*Customer Information Systems*

- Home
- Account Information
- Payment History
- Make Payments
- Consumption
- Billing History
- Service Summary
- Edit Account
- Master Account Maintenance
- Select Account
- Email Us
- Log Off

**Account Number:** 000158480-000259590  
**Customer:** NAME, TEST 10  
**Location Address:** 261 TROPICAL LN ,  
ORMOND BEACH FL  
**Phone Number:** (386) 671-9404

[Configurable text/html options here (T)]

| Bill Date                  | Due Date   | Balance Forward | Current Charges | Total Amount Due |
|----------------------------|------------|-----------------|-----------------|------------------|
| <a href="#">12/17/2003</a> | 01/06/2004 | \$0.00          | \$37.19         | \$37.19          |
| <a href="#">11/20/2003</a> | 12/10/2003 | \$0.00          | \$37.19         | \$37.19          |
| <a href="#">10/16/2003</a> | 11/05/2003 | \$0.00          | \$37.19         | \$37.19          |
| <a href="#">09/19/2003</a> | 10/09/2003 | \$0.00          | \$37.19         | \$36.07          |
| <a href="#">08/24/2003</a> | 09/13/2003 | \$0.00          | \$37.19         | \$37.19          |
| <a href="#">07/19/2003</a> | 08/08/2003 | \$0.00          | \$37.19         | \$37.19          |

System shows 36 months of billing history

User selects link to see summary of charges

# Electronic Billfold/Digital Wallet

**SUNGARD<sup>®</sup>**  
HTE INC.

Customer Information Systems

**Account Number:** 000115370-000115580  
**Customer:** TEST, NAME 40  
**Location Address:** 462 DIVISION AVE ,  
ORMOND BEACH FL  
**Phone Number:** (800) 727-8088

**Notification Options:**  
☐ Notify me by email on change.  
☐ Notify me by email when a transaction is posted.  

Save Options

**Billfold**

| Account Type | Account Number |     |      |        |
|--------------|----------------|-----|------|--------|
| Visa         | *****7434      | Pay | Edit | Remove |
| Visa         | *****0000      | Pay | Edit | Remove |

Select a payment type to add ▼ Add

Return

- Information is saved for future use
- Can receive email notification upon use
- Can receive email notification upon changes

# Entered

## Customer Information Systems

Please fill in the fields below with your card information. Please remember that the cardholder name must appear exactly as it does on your credit card. Also, be sure to use the billing address of the credit card which may be different from your home address.

### Account Information

#### Card Type

Select a card type ▾ \*

#### Payment Amount

\$7375.45

#### Card Number (No dashes or spaces)

\*

#### Expiration

Select month ▾ 2005 ▾ \*

#### Card Security Code

\*

#### Cardholder Name

##### First Name

\*

##### MI

##### Last Name

\*

#### Credit Card Billing Street Address

\*

#### City

\*

#### State or Province

Select a state ▾ \*

#### Postal Code: (no dashes)

\*

☐ Save this card information in my billfold.

\* indicates required information

Complete payment form and submit to process. May also store for future use

# Auto-Pay Account Add

**SUNGARD**  
HTE INC.

Customer Information Systems

- Home
- Account Information
- Enroll
- Email Us
- Log Off

Your account is Currently Not Enrolled.  
To enroll click on *Enroll* from the menu.

Cancel

**SUNGARD**  
HTE INC.

Customer Information Systems

- Home
- Account Information
- Email Us
- Log Off

\* Terminating account can not set up auto pay

We are sorry!! Your account is ineligible for enrollment at this time.

Cancel

If account can not be enrolled due to process cycle or account status

# Choose Auto-Pay Method



## Customer Information Systems

[Home](#)  
[Account Information](#)  
[Email Us](#)  
[Log Off](#)

Please choose an item from your billfold or press the 'Other ACH' or 'Other CC' button to enter new tender for AutoPay

**Billfold**

|                                        |       |
|----------------------------------------|-------|
| <input type="radio"/> Visa             | *1111 |
| <input type="radio"/> Visa             | *0000 |
| <input type="radio"/> Electronic Check | *6789 |

# Auto-Pay Enrollment Agreement

**SUNGARD®**  
HTE INC.

Customer Information Systems

[Home](#)  
[Account Information](#)  
[Email Us](#)  
[Log Off](#)

Print

"I agree to the terms and conditions outlined herein. I hereby authorize [City/Agency name] to charge the indicated credit card for services provided. I agree that this is a Periodic charge that will be made according to my billing cycle, and in order to terminate the recurring billing process I must either terminate the account or submit in writing my request to terminate recurring credit card authorizations.

I agree not to dispute [City/Agency name] recurring billing with my credit card issuer as long as the amount in question was for services rendered.

I guarantee and warrant that I am legal card holder for this credit card, and that I am legally authorized to enter into this recurring billing agreement with [City/Agency name]"

☐ Accept

OKCancel