



June 13, 2016

Tiffany Allen, Assistant Director  
Chula Vista Development Services Department  
276 Fourth Ave.  
Chula Vista, CA91910

Dear Ms. Allen:

The Selectron **VoicePermits** IVR system is comprised of proprietary software specifically tailored to provide services for the City of Chula Vista's *Development Services* department. The supporting software code is part of Selectron's proprietary, intellectual property and is considered trade secret.

No other party is capable of performing product updates/upgrades, enhancements, modifications, application database integration changes and technical support as we would not release the source code to any non-Selectron organization. As the sole provider and manufacturer of the **VoicePermits** IVR system, Selectron is the only organization that can provide these services.

Additionally, no other party is authorized to provide additional capacity or hardware upgrades for our products in the United States.

Please feel free to contact us if there are any questions or concerns.

Sincerely,

A handwritten signature in blue ink, appearing to read "Todd Johnston", is written over a faint, circular watermark or background graphic.

Todd Johnston  
President & CEO  
Selectron Technologies, Inc.



June 7, 2016

Tiffany Allen, Assistant Director  
Chula Vista Development Services Department  
276 Fourth Ave.  
Chula Vista, CA 91910

Dear Ms. Allen,

Accela Software strives to build vendor relationships that provide our customers with the best possible solutions. The Accela Partner Program helps our customers identify trusted, compliant, third party products that extend the functionality of their Accela investment.

We recommend Selectron Technologies as preferred partner with an established interface for IVR. Our 11 year relationship with Selectron allows our two organizations to provide efficiencies of operations increasing project effectiveness and customer satisfaction.

Selectron has:

- Over 80 total Accela customers using Selectron IVR products
- An established, tested, and proven integration to Accela's Civic Platform through Construct API
- A focus on, and experience in, the business of local governments & municipalities
- A 3-tiered support approach that provides Accela Customers the highest level of service
- Offerings that extend or enhance Accela Software and are a natural fit for integration

We are committed to our customers success and consistently seek new ways to meet our customers needs through strategic alliance relationships that extend our offerings. We believe Selectron provides solutions that meet our high standards and those of our customers.

Sincerely,

A handwritten signature in black ink, appearing to read "Mitch Freitas", written over a white background.

Mitch Freitas

Accela Senior Channel Sales Manager