



## Daupler Pilot License

Cheney, WA

November 13, 2020

### PREPARED FOR:

---

**Steve Marx**

Light Department Director

**Cheney, WA**

609 2<sup>nd</sup> Street

Cheney, WA

smarx@cityofcheney.org

(509) 498-9227

### PREPARED BY:

---

**Tim S. Haer**

Account Executive

**Daupler, Inc.**

1828 Walnut St., FL 3

Kansas City, MO 64108

tim@daupler.com

(913) 208-3286

## Executive Summary




Daupler is proposing our Incident Response Management System (IRMS), a web-based software system, to Cheney, WA (referenced herein as “Cheney”), to deliver a solution that meets Cheney’s needs for incident response and proves Daupler capabilities. This proposal outlines components, features, support, and pricing associated with the pilot IRMS. To deliver a comprehensive solution that meets Cheney’s needs for incident response handling, we propose:

- A system of Daupler software solutions to manage incoming calls and incidents
- A Project Team comprised of key Daupler and Cheney staff members working closely together to implement the Daupler pilot solution
- Daupler Support and Maintenance to sustain the pilot system implementation

For a successful implementation of the Daupler pilot system, it is critical that Daupler and Cheney staff work closely together throughout the implementation process. We have intimate knowledge of the Daupler software architecture, technology, and functionality; as well as the software’s capabilities regarding system administration and configuration. Cheney has intimate knowledge of its customer service objectives, emergency processes, technology environment, and capabilities. Working together is imperative to most effectively implement the Daupler software and allocate appropriate resources.

## Project Requirements and Features

Our understanding of your needs is outlined below:

 <p><b>INPUTS + TRIAGE</b></p> <p>Provide an interface for internal and external stakeholders to report an incident and triage the incident appropriately.</p>	 <p><b>DISPATCH</b></p> <p>Provide easy-to-use dispatch tools with incident creation interface and objective third-party documentation of emergency response activities.</p>	 <p><b>REPORTING</b></p> <p>Access detailed documentation, incident reports, and analytics for each incident response. adhering to Cheney guidelines.</p>
Call Profile and Call Tree management tools	Crew phone calls with customers	Review, Search, and Query for All Incidents
Crew arrival and departure timestamps	Photograph on-scene conditions	
Crew location validation	Daily incident distribution for resource allocation	
Resident information Documentation	Location validation and Response Timeline	
	Responding Crew Members Documentation	

## Pricing

Detailed pricing for the proposed pilot is provided in the table below. All pricing quoted herein is valid for 30 days from the date of this proposal.

ITEM	FEE
<b>DAUPLER SOFTWARE (PILOT LICENSE)</b> Daupler Subscription Fee, Paid Annually	<b>\$4,800</b>
<b>DAUPLER ANSWERING SERVICES</b> Daupler Call Answering Services, Annual Fee	INCLUDED
<b>DAUPLER SUPPORT AND MAINTENANCE</b> Unlimited technical support, maintenance, and software updates (included with Pilot License)	INCLUDED
<b>DAUPLER CONFIGURATION AND IMPLEMENTATION SERVICES</b> Includes 40 hours with dedicated Daupler software developer and training services including one (1) day on-site training, go-live support, and post go-live support. (This is a One-Time Fee.)	Waived

## Implementation Timeline





The following outlines our preliminary timeline for configuration and implementation of the OTS Daupler platform:

ACTION	DATE
<b>COMMENCEMENT</b>	December 8, 2020
<b>CONFIGURATION MEETING</b>	January 5, 2021
<b>LAUNCH AND TRAINING</b>	February 2, 2021

## Software

Daupler provides a suite of software solutions to fit the needs of utilities of all sizes. When a resident or customer reports an incident, Daupler processes the call and automatically creates an incident within our interface. The appropriate team is alerted, and Daupler IRMS enables responding crews to effortlessly document their response while providing managers and other stakeholders critical insight into response operations.




The following are important components for Cheney's Daupler implementation:

 <p><b>INDIVIDUAL INCIDENT PAGE</b></p>	<ul style="list-style-type: none"> <li>• Event and Audit log</li> <li>• Critical information for all customer calls</li> <li>• GPS record of arrival and departure</li> <li>• Automated response team formation</li> </ul>
 <p><b>TEAM FORMATION</b></p>	<ul style="list-style-type: none"> <li>• Capability to call out to groups of staff to form additional response team</li> <li>• Team formation to be enabled only for staff with Manager credentials</li> </ul>
 <p><b>DOCUMENTATION ABILITIES</b></p>	<ul style="list-style-type: none"> <li>• Take and upload images within the Daupler interface during response and site visits</li> <li>• Upload documentation and automatically associate with incident(s)</li> </ul>
 <p><b>DAUPLER ANSWERING SERVICES</b></p>	<ul style="list-style-type: none"> <li>• Call answering and documentation for residents reporting incidents</li> <li>• Three locations across United States</li> <li>• Public Works trained staff</li> </ul>

## Support and Maintenance

Daupler support and maintenance (DSM) keeps users up-to-date with our services without adding to their bill. We offer 24-hour help desk support, help guides and tutorials, less than 24-hour response times, and staff that are dedicated to your Daupler solution.

Essential components of the DSM are outlined below:

 <b>SOFTWARE UPGRADES</b>	<ul style="list-style-type: none"><li>• Real-time updates to Daupler software services</li><li>• Automatic upgrades to new Daupler tools</li></ul>
 Help Desk with Unlimited Access	<ul style="list-style-type: none"><li>• Online help desk offering 24/7 submission and support tracking</li><li>• Call center with dedicated support specialists</li><li>• Email support 24/7 at <a href="mailto:support@daupler.com">support@daupler.com</a></li></ul>
 <b>TRAINING SEMINARS</b>	<ul style="list-style-type: none"><li>• Provided at integration</li><li>• Annual web-based group training includes coverage of all new Daupler features</li><li>• One-on-one training available as needed</li></ul>

The undersigned agree to the following Terms and Conditions and agree to the execution of this proposal as of the date signed, the Effective Date: [Daupler Terms and Conditions](#)

**Daupler, Inc.**

Tim S. Haer

---

*Name**Account Executive*

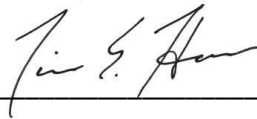
---

*Title**11/13/2020*

---

*Date*

---

*Signature***Cheney, WA**

---

*Name*

---

*Title*

---

*Date*

---

*Signature*