WWW.TEXTMYGOV.COM

PROPOSAL

DATE: 02/12/2024

PREPARED FOR:
Hilshire Village
8301 Westview Drive, Houston, TX 77055

PREPARED BY:
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TextMyGov

INTRODUCTION TO TEXTMYGOV

TextMyGov was developed to open lines of communication with local government agencies and citizens. The system works 24 hours a day and easily connects with your website and other communication methods.

Using the regular messaging app on any smartphone, the smart texting technology allows the citizen to ask questions and get immediate responses, find links to information on the agency's website, address problems, report any issues and upload photos.

According to the Pew Research Center, 97% of smartphone owners text regularly. The technology analysts at Compuware reported that 80 to 90% of all downloaded apps are only used once and then eventually deleted by users.

TEXTMYGOV SOLUTION

Summary for: Hilshire Village

Feature	Solution
Find Information	• TextMyGov allows citizens to find information using our smart texting solutions. Citizens can ask questions via text messaging and TextMyGov will look for key words to send back answers or links. • *Water and sewer information, routing citizens to information posted on the website* • *Your project manager can help create these later when there is more of a need.*
Report Issues	• Citizens can report issues, such as potholes, stray animals or water leaks by simply texting from their personal phone. From there TextMyGov will automatically engage with the citizen to gather more information and send it to the correct department.
Send Alerts/Notifications	• Send alerts/notifications from emergencies to events. Municipalities using TextMyGov can send their citizens alerts or notifications with a few clicks. • *Water outages, billing reminders, street/road issues, general information, council meeting information/agenda, and more.*
Demo Recording	• [Intro to TextMyGov	Hilshire Village, TX](#)

COST BREAKDOWN

This quote represents a subscription to TextMyGov with an initial TERM of Three-Year. The agreement is set to be automatically renewed after the initial TERM. Support and services fees may increase in subsequent years but will increase no more than 5% per year. See below for the package price and other details.

Terms and conditions can be printed and attached as Exhibit A or viewed at www.TextMyGov.com/terms HYPERLINK http://www.textmygov.com/terms

Package Details	Price	Billing
TextMyGov: • *TextMyGov web-based software* • *Local phone number* • *Short code number (outgoing messages)* • *Database of local numbers* • *Unlimited users & departments* • *Unlimited support for every user* • *10 GB manage online data storage* • *25,000 Text messages per year*	$1,500.00	Annual
Implementation/Setup Fee	$500.00	One Time
First year total	$2,000.00	Year one
Total recurring	$1,500.00	Annual

TERMS

- This is a Three-Year term.
- After the initial Three-Year, the agreement will revert to year-to-year
- Cancellation requires a 60-day written notice
- Customer is required to put TextMyGov widget on agency's website
- This proposal is valid for 30-days
- **Customer is required to provide a copy of W-9**

TEXTMYGOV PROPOSAL

ADDITIONAL SERVICES

Additional Services	Price	Billing
Enhanced Media & Care Package • Marketing material and expert implementation to promote and optimize TextMyGov, see us here for additional information: Enhance Media Package	Price is based on population- See Account Executive for details.	Annual
Additional Storage • 100 GB of additional storage.	$250 per unit	Annual
Additional Text Messages • 25,000 • 50,000 • 100,000	$300 $550 $750	Annual
Database • Database of your local residence to improve citizen engagement • Database might have been quoted in the original quote. See your package breakdown for details	Price is based on population. See Account Executive for details.	

IMPLEMENTATION

GETTING STARTED
After the execution of the basic service agreement, a project manager will be assigned to assist the client through implementation. A local phone number will be obtained for use with TextMyGov.

CONFIGURATION
The project manager will work with the client to customize interactive responses, create automation flows, and keyword lists. Training will be provided on how to quickly create and edit data.

MEDIA KIT
Advertising materials will be provided to the client, including an infographic for the website and downloadable flyer for social media and other communication methods used by the agency.

Unlimited Training and Support
After initial implementation and training, unlimited on-going support is included. Our experts are available M-F 6am5pm MST.

AGREEMENT CONFIRMATION

We need two contacts for implementation. A cell phone is required for implementation. We also need the best contact for installing the widget on your agency's website

Implementation Contact 1

Name

Title

Email

Office Phone

Cell Phone

Implementation Contact 2

Name

Title

Email

Office Phone

Cell Phone

Billing Contact

Name

Title

Email

Office Phone

Address

W-9   **Please attach W-9 in a separate email.**

Agreement Signature

Name

Title

Date

Signature

Widget Contact

Name

Title

Email

Office Phone

*This person is responsible for placing the TextMyGov widget (see options- TextMyGov | Widget Link) on the agency's website within 60 days of the agreement signature. The TextMyGov widget will remain on the agency's website for the duration of the agreement. If the widget is not placed on the City/County website within 60 days, the Agency agrees to pay an additional $1,000 towards setup costs (this is to cover TextMyGov's time.

TWILIO CONTACT

Twilio Authorized Contact 1

Name

Title

Email

Office Phone

Business Title:

Twilio Authorized Contact 1

Name

Title

Email

Office Phone

Business Title:

I confirm that my nominated authorized representatives agree to be contacted by Twilio. ☐

**Twilio contact can be the same as the implementation contact. Twilio requires us to have two authorized contacts. They rarely reach out, but if there are any support questions, they require these contacts. **