



Rochelle Municipal Utilities, IL

TERM: 02/14/2024 – 02/13/2025

TO

Blake Toliver
Superintendent of Electric Operations

CONTACT

815-562-4155
btoliver@rmu.net
333 Lincoln Highway
PO BOX 456
Rochelle, IL 61068

DATE

01/23/2024

PREPARED BY

Gracie Schweinfurth
Account Executive
Daupler, Inc.

CONTACT

913-999-7903
gracie@daupler.com

Daupler, Inc.

ADDRESS

8024 Conser St.
Overland Park, KS 66204

PHONE

+1-888-201-5652

WEB

DAUPLER.COM
info@daupler.com

PRODUCTS & SERVICES

Item & Description	Quantity	Price	Total
Daupler Answering Call Answering – After hours, weekend, and holiday usage – flat fee; no variable rate or upcharge for high volume months.	1	\$25,500 For 1 year, paid annually	\$25,500
Response Management & Callout Module Call Escalation Functionality, Team formation Functionality, Problem Response Form Automation, Arrival/Departure Documentation, All Customer Interaction Documentation, Customer Communication Functionality, AI/classifier technology. Event Detection: Daupler’s AI technology allows for identification of major outages happening within RMU, kicking off the response process and allowing for citizen engagement. Analytics: Department performance, individual user performance, incident report distributions, upgraded heatmap functionality, upgraded crew responsiveness analysis, upgraded performance analysis.		\$11,850 For 1 year, paid annually	\$11,850
Daupler Daytime Spill Over Daytime call answering spill over for call overflow, support, or temporary 24/7 answering service.	1	\$5,000 For 1 year, paid annually	\$5,000
Mass Notification Module Sends and receives up to 250K notifications annually to the entire district or to a specific area, manage customer replies with preprogrammed, automated responses.	1	\$9,800 For 1 year, paid annually	\$9,800
Integrations VueWorks - Includes one (1) integration with CMMS/Work Order Platform. Daupler will generate service requests, map and auto-populate key response fields. DataVoice - Establish and maintain Multispeak integration with DataVoice for cohesive communication and documentation.	1	Waived	Waived
Platform Users Up to <u>sixty-five (65) internal users</u> with access to the Daupler Platform, including supervisory and callout staff.	Up to 65 users	Waived	Waived
Annual Total			\$52,150

**Annual recurring costs are subject to an 7% technology uplift.*



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.	Rochelle Municipal Utilities, IL
Name	Name
_____	_____
Title	Title
_____	_____
Date	Date
_____	_____
Signature	Signature
_____	_____

Daupler, Inc.

ADDRESS

1828 WALNUT ST, FL 3
KANSAS CITY, MO 64108

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