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February 20, 2024

Mr. Norman Cruse
Tupelo Water & Light Department
320 North Front Street
P.O. Box 588
Tupelo, MS 38802

Re: **Tupelo Water & Light Department Outage Management System**

Dear Mr. Cruse:

Two (2) separate Request for Qualification (RFQ) proposals were received for the above referenced project. One was from DataVoice International and one from Daupler, Inc.

Both proposals were evaluated upon the RFQ's Table of Conformance (TOC). Reviewed entries included the overall experience and qualifications, system in operation and/or under development, cost proposal summary, implementation plan, and financial ratings.

After careful consideration and evaluation, we recommend Tupelo Water & Light Department enter into negotiations with DataVoice International for the OMS project.

Please let me know if you have any questions or concerns.

Sincerely,
Allen & Hoshall

Scott Burleson, P.E.
Senior Vice-President
sburleson@allenhoshall.com



RFP Response for:
Outage Management System (OMS)
Interactive Voice Response (IVR)
Support Services

December 2023

Response from DataVoice International to:



Tupelo Water & Light
Bid #2023-046WL

1661 International Drive



Allen&Hoshall
Suite 100
Memphis, TN 38120



Procurement Department
City of Tupelo Water & Light Department
Tupelo, MS

Re: RFP #WL2023-046WL for Outage Management System (OMS) and
Interactive Voice Response (IVR)

We at DataVoice are pleased to provide this response to Tupelo's RFP
#WL2023-046WL, due on January 16, 2024

The attached proposal outlines an OMS and IVR that comprehensively covers
the requirements The City of Tupelo cites in the RFP. We also address the
additional requirements.

We have included the optional modules along with the Hosting for both the OMS
and the IVR at the DataVoice site.

We appreciate the opportunity to respond, and we are available to answer any
questions as TWL assesses the bid.

Sincerely,

Michael Hand

Michael Hand
Sales and Marketing Manager

1. Vendor Description

DataVoice has been around for 30 years. DataVoice started as an IVR company and shortly after expanded into OMS when we saw that there was a need for small to medium utilities to manage outages beyond pen and paper. DataVoice was purchased by Harris Utilities in 2017 and became part of the larger software company. This has provided DataVoice additional resources to pull from for expertise if needed. After the pandemic, Harris made the decision that employees could continue to work remote. DataVoice has employees from East to West coast, all able to travel to a customer when needed. However, DataVoice does maintain an office in Allen Texas.

The DataVoice OMS & IVR are designed specifically for the application Tupelo Water & Light in RFP #2023-046WL.

The combination of these tools enables small and medium size electric utilities such as Tupelo Water & Light to provide customers with the service they have come to expect even during large scale power interruptions. In fact, the combined systems make it possible to do this after-hours without a 24-hour dispatch center. The system itself notifies on-call personnel as soon as problems are reported, and it escalates the issue if the first crew called does not respond.

Several factors set DataVoice apart the DataVoice:

Unparalleled Customer Engagement. The DataVoice OMS excel at providing efficient mechanisms to communicate with customers -- and managers and crews, for that matter. The company's roots are in IVR, and DataVoice has extended that to many other communication channels including texting and access through a web portal.

Painless Implementation. Tupelo Water & Light should not expect a heavy load on its own staff during implementation; implementation is DataVoice's job. This is a difficult factor to quantify, but it can make a tremendous difference. Ask the references: our teams' service during implementation -- and after -- sets us apart.

Mobility Everywhere. We at DataVoice were one of the first to bring mobile crew products to municipalities and other medium-sized utilities. That commitment to mobile access extends to utility customers and managers as well.

24/7 Support. DataVoice offers support 24/7 with afterhours response time of 1 hour for phone and 3 hours for email.

The DataVoice suite of tools comes with room for the City of Tupelo to grow, especially in the way it communicates with customers. We would welcome the opportunity to discuss implementation further.

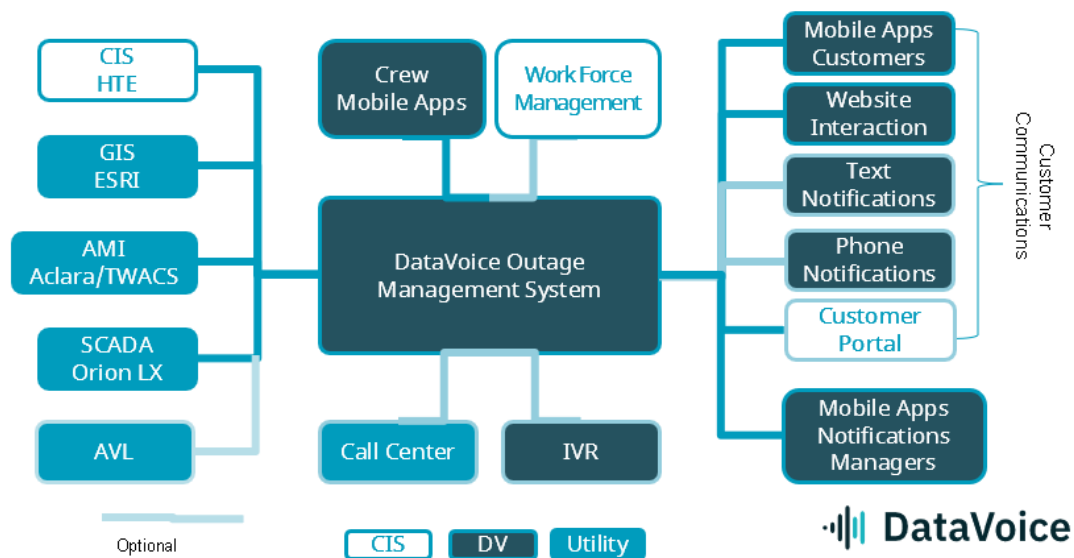
DataVoice proposes a system that addresses all of Tupelo's requirements and several of its desired features. At the heart of the system lies the DataVoice Outage Management System or OMS.

Along with the OMS, DataVoice provides numerous tools for communicating with Tupelo's customers, crews, and management. These tools are represented on the right side of the diagram below.

DataVoice can integrate with several existing systems at the City, including CIS, GIS, AMI and SCADA. These are represented on the left side of the diagram.

The DataVoice tools are completely web based and can be used in all major, modern browsers.

Solution Offering



The screen provides full details about ongoing outages, troubleshooting tips, access to outage history, and tools for notifying customers automatically when the problem is resolved. It even provides access to details from the metering system.

2. Project Understanding

DataVoice is proposing the installation of the basic OMS for the City of Tupelo Water & Light department.

Implementation usually takes place over a 3-4 month period. DataVoice will ask Tupelo to assign a project manager and identify key points of contact for things like GIS and IT.

The DataVoice project manager will set weekly status meetings to keep the Tupelo project manager informed of progress, but the bulk of the implementation falls on DataVoice. The implementation should not be a heavy burden for Tupelo's staff.

There are several milestones during the deployment:

- **Initial Kickoff Meeting** – Exchanging contact information and reviewing the first steps of the deployment plan.
- **Managers' Review** – Reviewing an initial deployment of the OMS with Tupelo's data but default DataVoice settings.
- **Final Testing and Review** – Assessing DataVoice adjustments based on Tupelo's input during and after the Manager's Review.
- **Training and Go-live** – Training can be on-site or remote.

3. Project Team and Resumes

All implementations are led by a project manager assigned by the DataVoice. The project manager has the team at their disposal but also has access to R&D resources if needed. Biographies for key team members:

Kelli Froman, Vice President. (MN) Kelli has been with DataVoice almost 15 years. An engineer, she is uniquely qualified to see the technical and user side of the industry. As prior Director of Operations, she led implementations for ten years now.

Matt Chandler, Professional Services Manager. (New Bern, NC) Matt started his journey with DataVoice in 2021. Matt is most active in managing product deployment projects, training customers, and supporting the DataVoice suite. Matt transitioned from the public utility space as a DataVoice power user; his experience includes utility control systems, operations and dispatch management, and the geospatial administration of electric distribution infrastructure. Matt holds a Bachelor of Science in Geographic Information Science & Technology from East Carolina University.

David Beasley, GIS Analyst. (Dallas/Fort Worth area.) David began working with DataVoice in 2015. He graduated from the University of Texas at Dallas with his Bachelors in Geospatial Information Sciences (GIS). David provides direct consulting to customers who need GIS assistance, and he has extensive experience with numerous GIS integrations to DataVoice tools. His primary experience is using ESRI to solve a variety of geospatial problems, but he also has experience working with the geographic tools provided by the PostGIS extension to the PostgreSQL database.

Tom Dellinger, Director, R&D. (Dallas/Ft. Worth Area) Tom is one of the most experienced programmers at DataVoice with over 35 years in software development and management. While his earlier experience focused on IVR, he has transitioned to spending much of his time with OMS, where he has broad familiarity with numerous interfaces between OMS and other systems. Tom has a BS in Computer Science from UNT and an MS in telecommunications from SMU.

Kim Armstrong, Manager, Mobile Solutions. (Dallas/Ft. Worth Area) Kim joined the DataVoice team 8 years ago and plays a vital role in our mobile app development. She comes to us from Raytheon's Intelligence and Geospatial Systems division where she spent over 10 years in software development. Kim holds a BS in Computer Science from the University of Texas at Dallas.

4. References

DataVoice made a name for itself with Interactive Voice Response or IVR systems shortly after it was founded over thirty years ago. At an early date, though, DataVoice was asked to provide a ticketing system for a utility. That ticketing system quickly grew into a full outage management system or OMS, and the OMS is now the flagship product of DataVoice.

There are customers that have been using the DataVoice OMS for twenty years now, and there are customers that were just installed last year. Although the product has a long history, it has also been continuously updated. DataVoice was one of the first outage system in its class – if not the first -- to be fully web based.

The system is now deployed at over 65 utilities across North America and the Caribbean. These utilities range in size from 7,500 to 150,000 meters.

Our customers can best represent the skill DataVoice brings both to initial deployment and ongoing support. We provide three references here at cities of similar size to the City of Tupelo. Others are available on request.

Utility	Meter Count	Contact
Shelby, NC Project time <1 Year	13000	Sam Clark sam.clark@cityofshelby.com (704) 669-6581
Grand Haven, MI Project time <1 Year	14000	Rob Shelley rshelley@ghblp.org (616) 607-1263
Kaukauna, WI Project time <1 Year	15000	Dave Pahl dpahl@ku-wi.org (920) 462-0216

5. DataVoice Financial Statement

Harris Utilities Group and its parent company Constellation Software (CSI) have an expressed goal of acquiring good businesses and offering them a path to becoming great businesses. In 2017, Harris acquired DataVoice International.

As a subsidiary of a public company, SEC regulations prohibit us from providing separate financial information for Harris or the individual business units. However, statutory filings about the financial status of CSI are available online at:

<https://www.csisoftware.com/category/stat-filings>

We would be happy to assist in obtaining more detailed information if necessary.

6. System Pricing

The following two pages are a summary presentation of the cost proposal. There are several things Tupelo Water & Light should note while reviewing the proposal:

- Several items have been broken out as “optional” per the RFP request. This allows you to see the full description and pricing of those components.
- The RFP appears to be for OMS and IVR, therefore the IVR pricing and modules are listed after the OMS totals.
- If Tupelo would like training to be on-site, please budget an additional \$3,500 for the actual travel expenses of the trainers.
- DataVoice can offer financed pricing that spreads the initial non-recurring costs across a 3 or 5 year contract.

The full, detailed cost proposal is provided on the next page along with standard Terms and Conditions:

Statement of Work:

DataVoice will install and configure the product modules pursuant to the scope set forth in the Product Description section of the proposal. Products listed as Optional at the time of signing are not included in any installation and configuration until they are purchased by the customer. Any material changes or deviations from the standard configuration may, in DataVoice's sole discretion, result in additional fee(s). It is specifically understood that non-disclosed or misrepresented material facts and issues revealed during the discovery process may require additional fees.

The following integrations are part of the Quotation Cost Summary:

GIS -ESRI Online

CIS- CSA

Optional Integrations are:

SCADA- Survalent

AMI- Aclara RF

The utility is currently collecting data on the GIS model. 50-60% of the meters are on the map as of March, 2023. Primary lines and device information is not yet complete. During implementation we should anticipate:

- Geolocating missing service locations using the address from the CIS/billing system.
- Adding secondary lines to the model and providing that feature set back to the utility.
- Training the utility to use grouping where no primary line data is currently available.

The utility does have 24-hour dispatch, but based on the notifications they requested, both after-hours notifications and threshold notifications are being quoted as options.

Project Management fees for a 90-120 day project implementation have been included. If the project delays beyond that period, DataVoice reserves the right to submit a change order for additional project management fees as necessary.

QUOTATION COST SUMMARY

NON-RECURRING, INITIAL COSTS

IVR

License Fees:	\$52,170.00
Professional Services:	\$17,325.00
Subtotal:	\$69,495.00

OMS

License Fees:	\$47,200.00
Professional Services:	\$45,100.00
Subtotal:	\$92,300.00

Total non-recurring costs	\$161,795.00
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RECURRING FEES, ANNUAL COST

Maintenance

IVR:	\$12,392.50
OMS:	\$10,888.75

Subtotal:	\$23,931.25
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		Users	Units	Per Unit	Total
OMS SaaS and Subscription Fees					
Customer Facing Web	ANNUAL		1	\$3,470.00	\$3,470.00
Portal-7 - For Electric					
Real-time Managers Web	ANNUAL		1	\$3,210.00	\$3,210.00
App - Electric					
Subtotal:					\$6,680.00

Total annual cost of recurring fees	\$30,611.25
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Optional Modules:

The modules below are provided as optional add-ons but are not included in the above proposal

	License	PS	Annual Fees
Threshold Notification to Managers	\$6,475.00	\$1,100.00	\$1,618.75
After Hours Notification of Outages via email/SMS	\$10,005.00	\$825.00	\$2,501.25
OMS Daily Backup System	\$7,065.00	\$2,200.00	\$2,675.00
OMS Base System Hosted at DataVoice	\$2,945.00	\$6,600.00	\$6,420.00
Additional Service Types for Tracking Incidents - Water	\$6,475.00	\$1,100.00	\$1,618.75
SCADA Basic Interface	\$7,650.00	\$4,400.00	\$1,912.50
Text To Speech Per Port License English	\$2,600.00	\$275.00	\$650.00
Call Customers Verify Restoration (Other Svc)	\$2,355.00	\$825.00	\$588.75
Notification Customization	\$4,120.00	\$825.00	\$1,030.00
Call Delinquent Accounts	\$8,830.00	\$825.00	\$2,207.50
DataVoice Map Viewer (Other Services)	\$2,710.00	\$4,400.00	\$677.50
WorkPal App	\$10,700.00	\$8,250.00	\$5,885.00
WorkPal Enterprise User Fee for 1-25	\$0.00	\$0.00	\$6,000.00
Customer Facing Web Portal - For Water	\$1,860.00	\$1,375.00	\$1,605.00
Real-time Managers Web App - For Water	\$555.00	\$1,650.00	\$3,210.00
Text Message Outage Reporting	\$4,500.00	\$11,550.00	\$2,575.00
Outage Reporting and Notifications via Text - Water	\$1,180.00	\$2,200.00	\$295.00
Interface to ACLARA AMI	\$10,860.00	\$11,000.00	\$2,715.00

Product Descriptions

The IVR portion of the proposal includes the following modules:

Linux VoIP IVR Base System License Fee - Price: \$22,280.00 Qty: 1

Utility Supplied VoIP IVR Production Server - Linux Server - Price: \$1,650.00 Qty: 1

Specifications should match those provided in the IT Requirements Document from DataVoice. Please contact a DataVoice representative to verify you have the most recent specifications.

IVR Training & Prep - Price: \$1,100.00 Qty: 4

IVR Training

Text To Speech Per Port License English - Price: \$2,875.00 Qty: 4

Provides engine and licenses to turn text data into speech, this would allow the system to verify caller locations or provide detailed outage information.

Inbound Per Port License - Price: \$10,940.00 Qty: 16

The base IVR solution includes licensing for a specified number of inbound lines. Users can monitor the reports, graphs and charts to view current and historical usage. If more lines are needed, they can be activated for additional licensing fee.

Text To Speech Per Port License English - Price: \$2,875.00 Qty: 4

Provides engine and licenses to turn text data into speech, this would allow the system to verify caller locations or provide detailed outage information.

Outage Entry Module - Electric - Price: \$9,380.00 Qty: 1

Allows customers to use the automated system to report their outages. It will allow the customer to enter identifying information, verify the customer's location using text to speech and speak any outage information returned by the OMS, or allow the customer to report an outage at their location. The system also allows the callers to leave a voice mail attached to the ticket if they have further information on the cause of the outage.

Call Customers Verify Restoration (Other Svc) - Price: \$3,180.00 Qty: 1

Automatically places a call to customers who requested a notification when their service is restored. It plays a friendly message letting the customers know that we believe their service has been restored, and if it has not, allows them to press a key to automatically re-enter the issue into the OMS.

The OPTIONAL IVR portion of the proposal includes the following modules:

Outage Entry Module - Other Services - Price: \$14,560.00 Qty: 1

Notification Customization - Price: \$4,945.00 Qty: 1
Customized outbound notifications

Call Delinquent Accounts - Price: \$9,655.00 Qty: 1

Politely informs customers payments are past due. No more overtime for agents making evening calls. Always pleasant, never frustrated, the automated collection system calls during hours you specify.

IVR Hosted Solution - Price: \$9,545.00 Qty: 1
IVR System Hosted By DataVoice

The OMS portion of the proposal includes the following modules:

OMS Server provided by utility - Price: \$1,650.00 Qty: 1
Specifications for OMS server much match those supplied in the IT Requirements Document provided by DataVoice

OMS Product Foundation - Price: \$46,805.00 Qty: 1
OMS Product Foundation includes back office features for entering, managing, dispatching and closing service interruption tickets.

OMS Initial Training - Price: \$11,000.00 Qty: 1
Travel time and Prep time included: Outage Management Basics Class - This class will review the basic functionality of the outage management system including log in access and instructions on entering outages in the system. Outage Management Operations and Dispatch Class - This class will review the crew assembly, dispatching and outage analysis portions of the solution. We will review the Map Viewer and procedures for grouping outages and other service trouble reports. System Administration - This class will review the administration of employee log in and contact management, as well as the modification of system variables within the application. Travel expenses will be billed after the event.

GIS Integration Software - Price: \$22,050.00 Qty: 1
The GIS Publisher allows you to generate browser based maps through a direct integration with your GIS Solution.

Customer Facing Web Portal-7 - For Electric - Price: \$8,590.00

Qty: 1

The Customer Facing Outage Web Portal allows customers/members to view real-time outage information via interactive maps, and provides an overview of outages by substation and county. From this application, customers/members can also report outages and view the current outage status for their location.

Real-time Managers Web App - Electric - Price: \$2,205.00

Qty: 1

The DataVoice Real Time Managers Application provides managers real time outage information and statistics via smart devices. The outage map includes a Google Map background and allows users to pan, zoom and use Google Street View to better identify outage locations. Once the signed work order is received the utility will be provided a Configuration Worksheet to specify configurations for the web application including layers, details in pop up dialogs, etc.

The OPTIONAL OMS portion of the proposal includes the following modules:

Threshold Notification to Managers - Price: \$7,575.00

Qty: 1

This module allows utility representatives to set up pertinent thresholds and then set up employees for notifications. Thresholds include (but are not limited to) minimum incidents entered, number of customers affected, number of device outages, etc.

After Hours Notification of Outages via email/SMS - Price: \$10,830.00

Qty: 1

System can identify when an outage report is created by a customer and notify a utility employee that is designated. This notification is designed to be via email or texting only as the IVR is not in place. This module has the ability to use set escalation if the report is not acknowledged by a certain threshold.

OMS Daily Backup System - Price: \$9,265.00 Qty: 1

Provides the utility with a daily back up of all OMS data. This configuration also provides a platform for training utility personnel on Outage Management System functionality and procedures, such as entering and managing outage tickets, assigning work items, dispatching crews, etc. With Outage Replay

OMS Base System Hosted at DataVoice - Price: \$9,545.00 Qty: 1

OMS System Hosted By DataVoice

SCADA Basic Interface - Price: \$12,050.00

Qty: 1

This module allows third party programs to immediately confirm device outages from alarms generated by a SCADA system. The outages will then be visible to the dispatchers via the OMS browser-based interfaces.

WorkPal App - Price: \$18,950.00 Qty: 1

WorkPal App for iOS, Android or Web Browser. This mobile app allows crews to view and manage outages/incidents remotely from an Apple or Android tablet device or via a web browser. Device tracking only available with iOS and Android

WorkPal Enterprise User Fee for 1-25 - Price: \$0.00 Qty: 1

WorkPal App - Enterprise user license fee for up to 25 users. Each individual user will be required to have their own license.

Interface to ACLARA AMI - Price: \$21,860.00 Qty: 1

Interface to ACLARA AMI to issue ping requests to individual meters or to a group of meters. Results from meter pings will appear in the DataVoice map.

Text Message Outage Reporting - Price: \$16,050.00 Qty: 1

Allows customers enroll in a service to both automatically report outages via text, as well as receive proactive notifications regarding outages affecting their account(s). NOTE; The Utility must enter into a contract with a Texting Provider. This will include Auto Enrollment for New Customers if available via third party provider.

Additional Service Types for Tracking Incidents - Water - Price: \$7,575.00 Qty: 1

Allows the utility to manage water trouble reports in the OMS

DataVoice Map Viewer (Other Services) - Price: \$7,110.00 Qty: 1

Collects all service attribute data from GIS and allows users to search for elements within the Network instantly. When combined with data from the OMS, it can display dynamic data to be used utility wide such as trouble reports and crew locations. The Map Viewer also allows the user to create, modify and group associated trouble reports, as well as close the trouble reports once issues have been resolved. (Unlimited licenses)

Customer Facing Web Portal - For Water - Price: \$3,235.00 Qty: 1

Real-time Managers Web App - For Water - Price: \$2,205.00 Qty: 1

Outage Reporting and Notifications via Text - Water - Price: \$3,380.00 Qty: 1

1. PRICING

Prices quoted here are good for ninety(90) days from the date of this document. Price includes software, license fees, unlimited seat licenses, database administration fees, installation, configuration, testing and training.

2. PAYMENT AND TERMS

In consideration for the software provided and services delivered by DataVoice, Customer agrees to pay DataVoice the amount of \$161,795.00. DataVoice will bill, based on the Milestone table below. A Certificate of Installation and a Certificate of Completion will be issued as defined in the Section titled ACCEPTANCE TESTING. The payment terms will be 'net 30 days' on all invoices. Recurring fees and maintenance will be billed immediately following final milestone payment and will be due in 30 days.

Milestone	Contingent On	Terms	Amount
BU Amount from Sale	None		\$0.00
Contract Signing	None	50%	\$80,897.00
Start Project - Project Kickoff Meeting	None		\$0.00
Installation Complete	None	30%	\$48,538.00
Project Completed Ready for final testing	None	20%	\$32,359.00
Training	None		\$0.00
Go Live	None		\$0.00

3. FEES

- a. License, Maintenance and Other Fee Rates: DataVoice may revise rates at any annual renewal date. Customer will be advised in writing of the revised rates 60 days prior to the renewal date.
- b. Auto-Renewal: At the end of the License Term, the services will automatically renew for consecutive terms of twelve months. If a party does not want the License to renew, they must provide the other party written notice to this effect at least one hundred and twenty (120) days prior to the end of the current term.
- c. Prices are for quoted products and services only based on discovery and customers disclosures to date. Pricing for future and additional purchased products or pursuant to any Cooperative Purchasing Agreement will be at DataVoice then-current pricing and not based upon pricing in this Agreement.

5. DELIVERY METHOD FOR SOFTWARE AND MAINTENANCE SERVICES

Software will be delivered electronically. If required, Customer shall make available a standard office environment on Customer's premises for on-site maintenance or other services. If upon arrival to site, DataVoice is not able to start work due to lack of access or preparation on the part of the Customer, work stoppage time is billable.

4. CONDITIONS

All software and services provided within the scope of this document have been priced accordingly and listed above. Any additional system requirements, software modules, software changes or configuration changes deemed necessary by the utility will be performed under a separate 'Change Order'. Any such changes may affect the annual maintenance. It is specifically understood by the parties that this Agreement, once negotiated, can and will serve as a Cooperative Purchasing Agreement pursuant to which affiliated entities may purchase products and services from DataVoice.

6. ACCEPTANCE TESTING

DataVoice will:

- ♦ Electronically deliver the software on server.
- ♦ Setup, configure and test the system.
- ♦ Provide Management a system presentation and issue a Certificate of Installation. Customer will be allowed 10 business days for System Testing and to report of any issues to DataVoice in writing, or the Certificate of Installation will be deemed accepted.
- ♦ Should an event occur that inhibits the Customer from performing System Testing during this time period, the Customer may submit a written request for an extension, which extension is subject to approval in DataVoice's sole discretion.
- ♦ DataVoice will correct valid issues identified by Customer, then allow customer 5 business days to verify corrections.
- ♦ The above process will repeat until all issues are resolved or the 5 day period has expired.
- ♦ DataVoice will then issue a Certificate of Completion and the final invoice.

7. RESPONSIBILITIES OF DATAVOICE INTERNATIONAL, INC

During the term of this agreement, DataVoice take commercially reasonable measures to:

- a. Under normal conditions, keep the DataVoice Software and covered hardware (if applicable) in good operating condition and shall provide maintenance when the

- covered hardware is inoperative and/or software fixes in a timely fashion.
- b. Software fixes will be provided in a timely fashion.
- c. Provide remote maintenance software for DataVoice System.
- d. Provide software for 24 hour system monitoring to detect material and relevant software and hardware issues
- e. Install, maintain and upgrade all third party software applications such as Post-GreSQL, Post GIS, Apache2, PHP, etc.
- f. Provide emergency technical support 24 hours a day.
- g. Install, configure and upgrade DataVoice supplied system software at DataVoice's discretion when patches or upgrades are available.
- h. Provide backup prior to any upgrade
- i. PCI Compliance Requirements: DataVoice's PCI compliance is limited to the communication between the caller and the credit card provider once the call has been transferred to the PCI IVR. If the call or any data is still resident on the utility's network, it is the responsibility of the utility to maintain the compliance for any hardware that is involved.

8. RESPONSIBILITIES OF CUSTOMER

At all times during the term of this agreement, Customer shall:

- a. *Customer will designate a project manager responsible for keeping the project on schedule and ensuring delivery of requirements as specified.*
- b. If applicable, Customer will maintain the room in which the DataVoice System is located in a clean and appropriate fashion which includes adequate air conditioning and lighting and adequate power outlets.
- c. Provide an Internet connection to each DataVoice System for remote maintenance software. Customer shall keep this connection activated at all times.
- d. Customer is responsible for all backups of programs and operating system.
- e. Customer responsible for monitoring the health of the PC (including but not limited to the monitoring of disk space, memory utilization, etc.)
- f. Customer will designate a responsible individual and one alternate as the Customer contact for IT service coordination.
- g. Customer will be responsible for notifying DataVoice of any password changes, upgrades, or IP address changes to any third party systems (if needed).
- h. Customer will provide a UPS system for the equipment.
- i. For non-hosted solutions, Customer will be responsible for running and maintaining anti-malware software on any server running DataVoice software.
- j. Customer will not permit real time scanning of network traffic on any servers hosting DataVoice software.

- k. Customer will not disclose to any third parties any confidential information provided by DataVoice unless agreed upon in writing by DataVoice. This includes, but is not limited to, DataVoice training guidance, software, hardware, and any other data or information provided by DataVoice during a demonstration of services to Customer and/or during the term of this agreement. This provision shall survive the expiration or termination of this agreement.
- l. For non-hosted solutions, Customer will not install any software without written DataVoice approval.
- m. Customer understands and acknowledges that failure to maintain up-to-date systems in reasonable compliance with DataVoice IT specifications may result in additional support and other charges on a time and material basis.
- n. For non-hosted solutions, Customer will not run any OS that has been deprecated by its vendor, and failure to do so may result in significant additional support and other charges on a time and material basis.

8.1 SECURITY RESPONSIBILITIES OF CUSTOMER

Customer agrees to comply:

- a. **Passwords.** Customer agrees to comply with all DataVoice's security policies and procedures as provided to it and amended from time to time. Customer and its Users shall be responsible for keeping any and all passwords, user ID's, log-in credentials and private keys assigned to its Users secret and confidential. User ID's, passwords, login-in credentials and private keys are for Customer's internal use only and Customer may not sell, transfer or sub-license them to any other entity or person except that Customer may disclose its private key to its agents performing work on its behalf. Customer agrees that it is and shall remain solely and completely liable for any communications or other uses that are made using Customer's or its Users' passwords and user ID's or log-in credentials and private keys, as well as any obligation that may result from such use. Customer agrees to notify DataVoice in writing if it believes that a password has been stolen or might otherwise be misused. Customer agrees to notify DataVoice immediately of any unauthorized use of any password or user ID or any other breach of security suspected by Customer.
- b. **Compliance with Laws.** Customer represents and warrants to DataVoice that it and its Users will at all times be in compliance with all applicable local, state, provincial, federal and international laws, rules and regulations including but not limited to, those laws regarding restrictions on exports, defamation, libel, harm to reputation, invasion of privacy, misuse or failure to protect personal information, violation of secrecy, confidentiality, unfair competition and other situations which could generate liability.

- c. **Data Security.** Customer acknowledges and agrees that use of or connection to the Internet is inherently insecure and provides opportunity for unauthorized access by a third party to Customer's and its Users' (as well as DataVoice's) computer systems, networks and any and all information stored therein. Customer is solely responsible for ensuring that (i) Customer's computer systems are secure and protected from unwanted interference (such as "hackers" and viruses), (ii) all transmissions are screened for viruses or other harmful code prior to transmission to DataVoice's servers; and (iii) Data is encrypted. Some content or Data may be subject to governmental regulations or may require security measures beyond those specified by DataVoice. Customer will not input or provide such content or Data unless DataVoice has first agreed in writing to implement additional required security measures.
- d. DATAVOICE AND ITS SERVICE PROVIDERS DO NOT GUARANTEE THE PRIVACY, SECURITY, AUTHENTICITY, AND NON-CORRUPTION OF ANY INFORMATION TRANSMITTED OR STORED IN ANY SYSTEM CONNECTED TO THE INTERNET. DATAVOICE AND ITS SERVICE PROVIDERS SHALL NOT BE RESPONSIBLE FOR ANY ADVERSE CONSEQUENCES WHATSOEVER OF CUSTOMER'S OR ITS USERS' CONNECTION TO OR USE OF THE INTERNET, AND DATAVOICE SHALL NOT BE RESPONSIBLE FOR ANY USE BY CUSTOMER OR ANY USER OF CUSTOMER'S INTERNET CONNECTION IN VIOLATION OF ANY LAW, RULE OR REGULATION. FURTHER, CUSTOMER DISCLAIMS ALL LIABILITY AND INDEMNIFICATION OBLIGATIONS FOR ANY HARM OR DAMAGES CAUSED BY ANY THIRD PARTY SERVICE PROVIDER.

9. RESTRICTIONS ON USE

Customer agrees that:

- a. Customer may not give away, rent, lease or otherwise sell, re-sell, sub-license, distribute or transfer the rights granted under this Agreement except as expressly permitted by this Agreement without the prior written consent of DataVoice.
- b. Customer will not reverse engineer, de-compile, translate or otherwise attempt to derive, or permit or help others to derive the source code relating to all or any part of the DataVoice's Software or Services or any other software included, or attempt to otherwise convert or alter the Software into human readable code, except to the extent applicable law expressly prohibits the foregoing restriction.
- c. Customer may not modify, translate, adapt, alter, or create derivative works of the Documentation or DataVoice Content; however, Customer may duplicate Documentation and content, at no additional charge, for Customer's internal use so long as all required proprietary markings are retained on all duplicated copies.
- d. No third party, other than duly authorized agents or employees of Customer authorized herein, shall have access to or use of the Software.

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- e. Customer shall not copy, frame or mirror any part or content of the DataVoice Software and services, other than copying or framing on Customer's own intranets or otherwise for Customer's own internal business purposes.
- f. Customer shall not access DataVoice Software or services in order to (i) build a competitive product or service; (ii) copy any features, functionality or graphics of the Software; or (iii) knowingly allow access to any competitor of DataVoice.

10. WARRANTY

DataVoice warrants the covered hardware against defective parts and workmanship for the date period determined on warranty options selection page. Upon notification of a defect, DataVoice shall have the option to repair or replace the defective part of the hardware (if covered), and such repair or replacement shall be Customer's sole and exclusive remedy. All replaced parts will become the property of DataVoice. All warranty parts shall be FOB Allen, Texas.

10.1 WARRANTY DISCLAIMER

- i. EXCEPT AS EXPRESSLY PROVIDED HEREIN, TO THE GREATEST EXTENT PERMITTED BY LAW, THE LICENSE, THE SOFTWARE, AND ANY OTHER PRODUCTS OR SERVICES PROVIDED UNDER THIS AGREEMENT ARE PROVIDED TO CUSTOMER "AS IS" AND THERE ARE NO OTHER WARRANTIES, REPRESENTATIONS OR CONDITIONS, EXPRESSED OR IMPLIED, WRITTEN OR ORAL, ARISING BY STATUTE, OPERATION OF LAW, COURSE OF DEALING, USAGE OF TRADE OR OTHERWISE, REGARDING THEM OR ANY OTHER PRODUCT, SERVICE OR MATERIAL PROVIDED HEREUNDER OR IN CONNECTION HEREWITH.
- ii. DATAVOICE, ITS LICENSORS AND SUPPLIERS DISCLAIM ANY IMPLIED WARRANTIES OR CONDITIONS REGARDING THE SOFTWARE, THE SERVICES AND ANY OTHER PRODUCTS, SERVICES AND MATERIALS PROVIDED HEREUNDER OR IN CONNECTION HEREWITH, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, MERCHANTABILITY, SATISFACTORY QUALITY, DURABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUIET ENJOYMENT, TITLE OR NON-INFRINGEMENT. DATAVOICE DOES NOT REPRESENT OR WARRANT THAT THE SERVICES OR THE SOFTWARE SHALL OPERATE ERROR FREE OR UNINTERRUPTED, FREE OF HARMFUL COMPONENTS, SHALL MEET ANY OR ALL OF CUSTOMER'S PARTICULAR REQUIREMENTS, THAT ALL ERRORS OR DEFECTS IN THE HOSTING SERVICES OR SOFTWARE CAN BE FOUND OR CORRECTED AND THAT ANY DATA WILL BE SECURE OR NOT OTHERWISE LOST OR ALTERED.
- iii. WITHOUT LIMITING THE FOREGOING, DATAVOICE DOES NOT MAKE ANY REPRESENTATIONS OR WARRANTIES WHATSOEVER WITH REGARD TO PRODUCTS OR SERVICES FROM THIRD PARTIES (INCLUDING WITHOUT LIMITATION THE THIRD PARTY

COMPONENTS, THE HARDWARE, THE OPERATION OF THE INTERNET, NETWORK OR OTHER COMMUNICATION SERVICES) AND ASSUMES NO RESPONSIBILITY OR LIABILITY WITH RESPECT TO THE FOREGOING OR THE APPROPRIATENESS OF YOUR DATA MANAGEMENT SYSTEM OR THE ACCURACY OF DATA CONTAINED IN SUCH SYSTEM.

- iv. NO AGREEMENTS VARYING OR EXTENDING ANY EXPRESS WARRANTIES SET FORTH IN THIS AGREEMENT SHALL BE BINDING ON EITHER PARTY UNLESS IN WRITING AND SIGNED BY AN AUTHORIZED SIGNING OFFICER OF DATAVOICE.

11. SUPPORT AND MAINTENANCE SERVICES

Definitions relevant to Support and Maintenance Services:

- i. **“Release”** means an Update and an Upgrade.
 - ii. **“Update”** means any published changes, additions or corrections to the Software that primarily include a minor modification or enhancement to the Software related to a bug fix, minor additional functionality or legislative changes. An Update is designated by a change in the right-most digit in the version number (for example, a change from X.1 to X.2).
 - iii. **“Upgrade”** means a major overhaul of the Software which is a complete new published version of the Software that modifies, revises or alters the Software and adds features, functionality or enhancements to such Software. An Upgrade is designated by a change in the number to the left of the decimal point in the version number (for example, a change from 1.X to 2.X).
- 1. DataVoice shall supply all Upgrades at no additional charge other than the payment of the Support and Maintenance Fee. Upgrades may require additional services to be performed by DataVoice outside of the scope of those services provided by DataVoice including additional training not covered by any agreement(s) for the installation and implementation of the Upgrade that will be subject to the DataVoice’s then-prevailing policies, terms and fees related to pricing and hourly rates.
 - 2. For non-hosted solutions, when a Customer upgrades its OS, DataVoice will provide software Updates and Upgrades as part of its support and maintenance services. However, when Customer migrates from one OS to another, there may be additional license or other fees.

12. DEFAULT AND DELAY

If Customer breaches any provision of this Agreement, including, without limitation, its payment obligation, Customer shall in default hereunder, and all unpaid amounts shall at DataVoice's option, become immediately due and payable. Upon Customer's default, DataVoice shall have all the rights and

remedies of a secured party under the Uniform Commercial Code, and any other applicable laws. DataVoice shall be entitled to recover reasonable attorney's fees and costs of collection associated with enforcing its rights hereunder. Additionally, once the initial project schedule is delivered, it is anticipated that the project to be completed within that agreed-upon timeframe. Any additional delay not solely attributable to DataVoice will entitle DataVoice to issue a change order for project management fees to extend the project beyond its original scheduled delivery. Refunds by DataVoice will not be provided under any circumstances.

13. LIMITATIONS OF LIABILITY

The Customer and DataVoice recognize that circumstances may arise entitling the Customer to damages for breach or other fault on the part of the DataVoice arising from this Agreement. The parties agree that in all such circumstances the Customer's remedies and DataVoice's liabilities will be limited as set forth below and that these provisions will survive notwithstanding the termination or other discharge of the obligations of the parties under this Agreement.

- i. BOTH PARTIES AGREE THAT THE DataVoice's LIABILITY (UNDER BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE), IF ANY, FOR ANY DAMAGES RELATING TO THIS AGREEMENT SHALL NOT EXCEED THE FEES PAID TO DataVoice BY CUSTOMER TO DataVoice DURING THE LAST TWELVE MONTHS OF THE THEN CURRENT TERM OF THIS AGREEMENT.**
- ii. IN ADDITION TO THE FOREGOING NEITHER PARTY SHALL BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL OR OTHER DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED LOST REVENUE OR LOSS OF PROFITS, EVEN IF SUCH OTHER PARTY HAS BEEN ADVISED OF THE LIKELIHOOD OF THE OCCURRENCE OF SUCH DAMAGES AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY. CLAUSES (i) AND (ii) SHALL APPLY IN RESPECT OF ANY CLAIM, DEMAND OR ACTION BY A PARTY IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION UNDERLYING SUCH CLAIM, DEMAND OR ACTION, INCLUDING, BUT NOT LIMITED TO, BREACH OF CONTRACT OR TORT. (iii) UTILITY WILL DEFEND, INDEMNIFY AND HOLD HARMLESS DATAVOICE FOR ANY END-USER CLAIMS ARISING FOR DAMAGES ARISING FROM NOTIFICATIONS SENT THROUGH DATAVOICE SOLUTIONS.**

14. FORCE MAJEURE

Performance by either party of any obligation required of it hereunder will be excused if prevented by Acts of God, or public enemy, lightning strike, commercial power outage, war, riot, embargo, fire, explosion, sabotage, flood, accident; or without limiting the foregoing, any circumstances of like or different character beyond its reasonable control; or interruption of, or delay in transportation, shortage of

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failure of supply of raw materials or finished merchandise; labor trouble from whatever cause arising or compliance with an order, direction or request from any government officer, department or agency.

15. MEDIATION

Except for termination by DataVoice for non-payment of fees due under this Agreement, the parties agree to submit any claim, controversy or dispute arising out of or relating to this Agreement or the relationship created by this Agreement to non-binding mediation before bringing a claim, controversy or dispute in a court or before any other tribunal. The mediation is to be conducted by either an individual mediator or a mediator appointed by mediation services mutually agreeable to the parties. The mediation shall take place at a time and location which is also mutually agreeable; provided; however, in no event shall the mediation occur later than ninety (90) days after either party notifies the other of its desire to have a dispute be placed before a mediator. Such mediator shall be knowledgeable in software system agreements. The costs and expenses of mediation, including compensation and expenses of the mediator (and except for the attorneys' fees incurred by either party), is to be shared by the parties equally. If the parties are unable to resolve the claim, controversy or dispute within ninety (90) days after the date either party provides the other notice of mediation, then either party may bring and initiate a legal proceeding to resolve the claim, controversy or dispute unless the time period is extended by a written agreement of the parties.

16. SEVERABILITY

In the event of invalidity of any portion of this Agreement, the parties agree that such invalidity shall not affect the validity of the remaining portions of this Agreement, and DataVoice and Customer agrees to substitute for the invalid provision, a valid provision which must closely approximate the economic effect and intent of the invalid provision.

17. ASSIGNMENT

This Agreement may not be assigned by Customer without DataVoice's prior written consent. DataVoice and Customer hereby agree that there are no intended or incidental third party beneficiaries to this agreement. Customer shall provide 30 days written notice prior to Customer's dissolution, merger, or transfer in ownership.

18. ENTIRE AGREEMENT AND CHOICE OF LAW

This Agreement represents the entire agreement between DataVoice and Customer and supersedes any prior agreement negotiations between the parties. Both parties acknowledge they are not relying on any statements or representations (including pre- contractual presentations and product demon-

strations) made during the contractual negotiations other than those expressly set out in this document, and therefore they effectively waive their rights to rely subsequently on anything said before the formation of this contract. This Agreement shall be governed by and construed in accordance with the laws of the State of Texas. Venue for any disputes hereunder or related in any way to the subject matter of this agreement shall be a federal or state court or arbitration tribunal of competent jurisdiction in Collin County, Texas. This Agreement will not be interpreted for or against a party on account of drafting.

19. NO WAIVER

No modification of this Agreement shall be effective unless made in writing and signed by duly authorized representatives of the parties. None of the provisions herein shall be deemed waived because of previous failure to insist upon strict performance thereof. DataVoice and Customer each represent that they have the power and authority to enter into this Agreement and that this agreement constitutes a valid and binding obligation of each party.

20. SOVEREIGN IMMUNITY

To the extent Customer is provided immunity from suit and/or liability, Customer expressly waives any such immunity protection at law or in equity.



Tupelo Water & Light Department Request for Qualifications Outage Management System (OMS)

Bid 2023-046WL

January 16, 2024

CONFIDENTIAL - DO NOT DISSEMINATE. This proposal contains confidential, trade-secret information and is shared only with the understanding that its contents or ideas will not be shared with third parties without the express written consent of Daupler, Inc.

Prepared for:

Traci Dillard
Tax Office

City of Tupelo Water & Light

71 East Troy Street
Tupelo, MS 38804

Prepared by:

Tinna Hung
Marketing/Sales Ops VP

Daupler, Inc.

8024 Conser St.
Overland Park, KS 66204

tinna@daupler.com

(913) 200-2344



“Daupler has changed the way we do business. Our supervisors easily manage on-call staff and dispatch people. Communication with our teams has improved a ton. Response times are better, customers are getting better service. Crews love the quick access to tools. We’re very happy, couldn’t ask for a better platform.”

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Statement of Interest

Daupler
8024 Conser St
Overland Park, KS 66204
1.888.201.5652

January 16, 2024

Tupelo Water & Light Department

Dear Ms. Dillard,

Daupler, Inc. ("Daupler") is pleased to present our response to your Request for Qualifications (Bid 2023-046WL) to support your evaluation of solutions for the supply and installation of an Outage Management System. Daupler currently helps more than 200 utilities and municipalities in the United States, Canada, and New Zealand accelerate service restoration and maintain communications with customers.

We look forward to discussing our capabilities to support your outage management and customer service processes. If you have any questions or desire additional information, please don't hesitate to contact me at 913-717-8787. Thank you for the opportunity to share information about our software and services.

Sincerely,

A handwritten signature in black ink that reads "John P. Bertrand".

John P. Bertrand, PE
CEO, Daupler
john@daupler.com
913.717.8787



Company Experience & Qualifications

About Daupler

Established in 2017, Daupler is headquartered in Overland Park, KS. The diverse and cross-functional team behind Daupler has more than 100 years of combined experience in software development, utilities, and customer service. Our team shares a common passion for supporting the critical community services we rely on every day, along with a strong commitment to client success and satisfaction. Daupler continues to outperform customer expectations because we make it easier for staff to do their jobs of providing essential services to their communities.

Company Experience

Daupler provides services to more than 200 entities across the United States, Canada and New Zealand. Daupler supports organizations of all sizes, from small municipal utilities serving less than 500 customers to regional authorities providing several municipal services to over one million customers. We help our customers coordinate and document incident response and program compliance efforts while optimizing workflows and gathering accurate data and valuable operational insights.

Differentiators

- We specialize in providing easy-to-use solutions that accelerate service restoration and create transparency with customers.
- More than an OMS
- Founder expertise in utilities and technology
- Dedicated Account Manager and Implementation Specialist for every client
- 24/7 customer support
- Customizable, scalable solution that can be implemented quickly
- Robust systems integrations capabilities
- Support and maintenance services included at no additional cost

Daupler and Outage Management

Daupler's response management system, Daupler RMS, is more than an Outage Management System. We offer clients the ability to:

Find the Fault Faster

Daupler RMS combines customer call data with SCADA or other system data available to help crews identify the source of the outage. It can even use photos submitted by customers that often provide valuable on-scene details that can reduce restoration times.

Prioritize Response

Daupler RMS consolidates duplicate requests and sorts through incoming data in seconds to identify the most impacted areas, or high priority areas such as health campuses. It can also use customer uploaded photos and notes to prioritize response if any customers are in particularly dire circumstances.

Coordinate Crews

Daupler RMS equips crews with better information that helps direct where to go and what equipment to bring. If outside crews or contractors are helping to restore service, they can be added to the system and share the same information. It can also automate roster callouts.

Engage Customers

With Daupler's solutions, including IVR services, customers that call in during an outage will be greeted with a message acknowledging the outage and offering a text link they can use to track the status and submit additional details. Over 90% of callers opt for the text link and do not need to talk to a live representative.

Manage Calls

Daupler's call center teams can handle overflow calls to ensure callers aren't kept on hold.

Notify Customers

Keep customers informed and reduce call volumes with proactive notification during emergencies or planned service interruptions.

Centralize Data

Integrate Daupler RMS with GIS, SCADA, CIS, and other systems to consolidate outage data for faster restoration and accurate reporting.



Project Understanding and Approach

Tupelo Water & Light (TW&L) requires an outage management system compatible with its existing systems, including implementation, maintenance, and training services.

Daupler's proposes its response management system, Daupler RMS, which offers key OMS functionality plus additional benefits, along with Daupler's implementation and support services. Call Answering to handle spillover calls is optional.

Inputs and Triage:

- An interface for internal and external stakeholders to report, document, and triage outage information
- Combines inputs from customers and system data to better pinpoint outage sources and provide outage details
- Rapidly analyzes information to prioritize response efforts
- Incorporates photos from customers to provide valuable on-scene details that help crews prepare

Dispatch

- Easy-to-use dispatch tools
- Ability for crew members to contact customers without revealing their phone numbers
- Roster callout via the touch of a button
- Easy documentation by responding staff
- Add contractors and out-of-town volunteers with appropriate permissions for faster coordination

Customer Engagement

- Outage maps and reports for customers to track outage status
- An IVR to greet additional callers with an option to receive a link through which they can track status and add details and photos
- Optional notification services to proactively notify impacted customers

Reporting

- Access to detailed documentation, searchable outage reports, daily reports, and analytics that can be shared with key stakeholders
- User-specific response performance

Implementation and support including a dedicated account manager, integration and implementation services, and maintenance.



Project Understanding & Approach, Continued

Daupler has helped dozens of electric utilities restore service faster and improve customer service during outages. We combine our system and utility expertise with your knowledge of your crews, processes, and customers to implement the solution that makes the most impact on your services.

These are two projects with examples of unique use cases using response management for outage response.

Project Examples

Martinsville, VA

Martinsville, VA uses Daupler's response management system to identify issues faster and maintain high levels of customer service. Daupler RMS groups incidents to show where outages are happening and to coordinate response, so crews are getting contacted for every incident. Crews can see photos that help show exactly where to look for root causes, and what equipment to bring.

Sample photo submitted by a customer during an outage

The screenshot displays the Daupler RMS interface. On the left, a 'Direct Information' panel shows a photo of a tree fallen on a power line. Below the photo, it states: '4:43 PM · 07/23/23 · Anonymous' and 'Tree fell on power line on Third Street'. Below this is a 'Log' section with the entry: '04:42 PM · 07/23/23 · Daupler' and 'This incident was automatically generated by a caller interacting with the event IVR to subscribe to event details.' On the right, an 'Information' panel shows a map of Martinsville, VA, with a red pin indicating the location. Above the map, it says 'This incident is a part of an event' and 'Power outage Closed'. Below the map is an 'Event Subscription' section with the text: 'Martinsville, VA - Electric Department · 7/23/23 · 4:42 PM'. Below this is a 'Details' section with the entry: 'An anonymous call during an event.' At the bottom right of the 'Details' section is a button labeled 'Who's on call?'. At the bottom of the 'Information' panel is a text input field labeled 'Leave a note...'.

Martinsville also uses Daupler's solutions for its water and sewer departments, managing service restoration for all utilities in one system.

Project Understanding & Approach, Continued

Quincy, FL

Like Martinsville, VA, Quincy also uses Daupler's response management system to accelerate response to outages and keep customers informed. Daupler's platform triages incoming data to help them focus response efforts. The engagement platform keeps customers updated as the utility restores service. It also allows customers to provide updates as the situation evolves, such as in the scenario below in which the customer was notified service was restored, and updated the utility to inform them they still didn't have service.


Contact provided an address update

SEE UPDATE

Team

Electrical Service TechLeader

Direct Information



8:53 AM · 01/10/24 · Natt Coucia
Unit affected is a hangar at the airport. Please call for additional details.

Information

Electric/No Power

City of Quincy, FL · 1/10/24 · 8:50 AM

Details

- The caller reported a power outage that was previously reported and marked as resolved, but the power has not been restored yet.

Who's on call?

Unverified: Meter #1NS3F305335293

Leave a note...

UPLOAD A FILEADD NOTE

123 Airport Way, Quincy, FL

The contact provided a location update

Project Team & Résumés

Daupler's project team will ensure you are set up for success during and after implementation. You will have the full force of Daupler behind you as you launch and use the platform. Key project team members include the following (full résumés available on the following pages):



Chad Feather, Vice President

chad@daupler.com | (816) 896-1163

Chad is responsible for creating the processes and tools that ensure success for Daupler clients, from implementation through post-launch and beyond. He will ensure your implementation goes well, all your questions are answered, training has been conducted satisfactorily, and you get the most out of your Daupler software. Chad has participated in the implementation of the majority of Daupler's clients.



Paul Browning, Software Engineering

paul.browning@daupler.com | (888) 201-5652

Paul oversees any software configurations or integrations that need to be made as part of your implementation. Paul has worked with government and utility organizations for seven years, and in software engineering for 16 years.



Wyatt Darnell, Project Manager

wyatt@daupler.com | (913) 706-1315

Wyatt is responsible for kicking off your implementation process and ensuring it proceeds according to plan. Wyatt has been involved in client implementations at Daupler for the last three years.



Brad New, Customer Support Director

brad@daupler.com | (816) 714-8428

Brad is your main point of contact post-implementation. He manages our customer support team, ensuring prompt and effective resolution of issues while maintaining high levels of customer satisfaction.



Chad Douglas Feather

2736 Holmes St. • Kansas City, Missouri 64109
Phone: (816) 896-1163 • E-Mail: cfeather11@gmail.com
www.linkedin.com/in/chadfeather1

Experience

-
- | | |
|--|-------------------------------------|
| VP of Client Success, Daupler | November 2022 – Present |
| Director of Operations, Daupler | October 2020 – November 2022 |
| <ul style="list-style-type: none">• Establish operating procedures for the Implementation, Support, and Account Management teams | |
| Associate, KCRise Fund | June 2018 – October 2020 |
| <ul style="list-style-type: none">• Help build the pipeline of potential deal flow for the fund• Developed relationships with partnering venture capital firms, portfolio companies, and investors• Support the brand building efforts of KCRise | |
| Fellow, Venture for America | June 2018 – Present |
| <ul style="list-style-type: none">• Supporting entrepreneurship growth in developing startup ecosystems, with a focus on Kansas City | |
| Business Insights, Pinsight Media | May 2017 – June 2018 |
| <ul style="list-style-type: none">• Co-led a 400-store system wide segmentation project for a large value retailer• Analyze data to create storylines and personas, identifying best customers• Provide support for sales team, implementing lead generation campaign that reached 11 unique industry verticals, encompassing over 8,000 leads | |
| Founder, Premier Sales, Kearney, MO | 2009-2017 |
| <ul style="list-style-type: none">• Buying and reselling damaged and overstock merchandise• Utilize strong analytical skills by managing company finances and inventory systems increasing yearly revenues by \$24,000• Manage company operations by purchasing inventory and shipping customer orders; ultimately increasing inventory from \$100 to \$50,000 | |

Leadership

-
- | | |
|---|--------------------|
| UMKC Enactus: (www.enactus.org) | 2014 - 2017 |
| o President (2016 – 2017) | |
| ▪ Led a team of 80 members utilizing social entrepreneurship to solve needs in the community, ultimately impacting over 22,000 lives. Assisted with the implementation of user centered design. | |
| o Project Leader: Kansas City Economic Development Project | 2015 - 2016 |
| Enactus USA National Student Advisory Committee | 2016-2017 |
| Henry W. Bloch School of Management Dean's Student Advisory Committee | 2015-2017 |

Education & Awards

-
- | | |
|---|-----------------------------|
| University of Missouri – Kansas City; Kansas City, Missouri | December 2017 |
| Bachelor of Business Administration; Emphasis in Marketing and Entrepreneurship | 3.97 GPA |
| UMKC Student Entrepreneur of the Year | November 2017 |
| PMD Pro – Project Management Certification | April 2017 – Present |

Paul Browning
browning.p@gmail.com // (785) 312-4443

An experienced web developer and software engineering manager with a strong passion for design, user experience, accessibility, and project management.

EXPERIENCE

Daupler

Principal Software Engineer 2020 – Present

Leading a team of engineers to migrate, decouple, and expand the features of a rapidly growing response management platform to meet customer needs and decrease time-to-value for customers.

Working directly on decoupling the frontend code for the platform to refresh the user experience and visual style as well as enabling granular deployments.

Managing distributed infrastructure to run the platform on AWS.

TreviPay

Principal Software Engineer 2020 – Present

Led efforts to modularize invoicing functionality within the growing credit-as-a-service product in order to increase speed of development.

Worked with product managers and engineering leadership to plan technology objectives and projects to sustain and increase the pace of product development.

PayIt

Principal Software Engineer, Director of Product, Lead Frontend Developer 2016 – 2020 Collaborated with stakeholders and managed 6 cross-functional teams to develop and maintain PayIt's cloud-native digital government and payment platform.

Worked with all internal organizations to improve products in the market, develop product roadmaps, and inform product strategy.

Designed, developed and maintained a dynamic, component-based, multi-tenant frontend architecture to deliver web and native app payment solutions for government.

Cactus Software

UI/UX Designer, Frontend Developer 2014 – 2016

Worked with external design and UX resources to modernize current software offerings. Lead UI development for a team of six developers while migrating legacy applications to single-page applications.

Developed and maintained a shared CSS library to unify application UI across product offerings.

Browning Co.

Web Designer, Co-Product Designer 2014 – 2017

Designed, developed, and maintained all web presence.

IRIS Strategic Marketing Support

Graphic Designer, UX/UI Designer 2012 – 2014

Performed UX research and implemented UI for proprietary marketing software utilizing HTML, CSS, Javascript and C# in an .net MVC4 environment.

Managed variable-data printing templates for all clients.

Produced design and marketing assets to assist with sales and branding efforts.

TMNG Global

Database Manager, Admin 2007 - 2012

Designed, architected, and implemented a custom database solution with data entry and data query UIs utilizing MSSQL and Microsoft Visual Basic.

Maintained database structure and UI features in production.

EDUCATION

University of Kansas- Lawrence, KS 2001 – 2006

Bradley New



brad@daupler.com



(816) 714-8428



[linkedin.com/in/bradanew](https://www.linkedin.com/in/bradanew)

Experience

Daupler (January 2018-Present)

Director of Customer Support

Responsible for helping clients maximize the value of their Daupler RMS system, fielding requests, and coordinating client-driven feature requests with the product team.

Senior Client Success Specialist

Served as the main point of contact for all Daupler clients; assisted with administration questions, troubleshooting, training, and new feature implementation.

DST Systems (January 2014-July 2018)

Senior Client Relations Specialist

Responsible for conversion of a high-profile client to DST software and support of the client post-conversion.

Client Relations Specialist

- Served as a business liaison for DST Systems, Inc. and their clients, ensuring their operational needs and issues were managed at the highest level of satisfaction.
- Daily tasks required to anticipate, identify, and analyze customer needs and recommend the best solutions through existing development and/or products.
- Participated in projects for the client to ensure successful conversions/implementations.

REIT Quality Checker Representative

- Evaluated, verified, and processed service requests from shareholders, institutions, broker/dealer operations, or various REIT clients.
- Served as a Quality Checker and trained new associates on quality processes.

Education



University of Missouri-Kansas City

B.A., Urban Studies

2008 - 2013

WYATT DARNELL

OBJECTIVE

Goal-driven young professional eager to build companies and make new connections. Focused on using business as a tool for positive change and personal growth.

EXPERIENCE

Daupler – Kansas City, Missouri | 2020 – Present

Implementation Specialist / 2022 - Present

- Onboard and assist new customers in transitioning to Daupler software.
- Process building for software implementations, including bridging sales and customer success teams into implementation cycle.
- Configure Daupler software to unique use cases using YAML to write configuration files.

Data & Analytics Intern / 2020-2022

- Supplemented sales team with upwards of 8,000 leads.
- Assisted in building ML Classifier by using Python/BS4 to webscrape large, specified data sets.
- Consolidated account information for more than 14,000 clients. (Salesforce & Microsoft Excel)

Mizzou Admissions – Columbia, MO | 2019-2021

Student Representative

- Serve as a resource for hundreds of prospective students learning about the University of Missouri.

EDUCATION

BSBA | Grad. 2022 | Mizzou

- Majors: Finance & Banking
- Merits: MLGH recipient, Curator's Scholar, Buffet Eisen Entrepreneurial Scholarship
- 3.7/4.0 GPA

References & Additional Work, Education, & Volunteer experience available upon request

Certifications & Skills

- Coursera: Project Management
- Microsoft Suite
- Google Suite
- Salesforce
- Confluence



wytdarn@gmail.com



573.514.5415

VOLUNTEER

Delta Sigma Pi | 2019-2022

Active

- Developing skills through semesterly events in community service, fundraising, brotherhood & professional development

Defense Against Diabetes | 2019-2020

Partnership Liaison

- Assisting the organization with programming, partnership and marketing needs as a service-learning student

Tiger's Lair | 2018-2022

Sponsorship Chair

- Engage in Partnership sales with local businesses in differing amounts, up to \$25,000

Implementation Plan

Daupler recognizes implementation is a critical step in the successful adoption of our software. We take a client-first approach to understanding needs and configuring or modifying workflows based on each organization's business rules. We do not use a third-party for any software implementation services, and a dedicated Daupler Implementation Specialist works closely with each client to ensure a smooth implementation process.

Level of Effort Required from Staff

Staff will be asked to attend 3-4 meetings and provide inputs such as incident types and response procedures, on call schedules, shapefiles of service region, and user lists. We can also set up groups and users upon request.

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

Activity	Timeline
KICK OFF MEETING	Week 1
CONFIGURATION MEETING	Week 2
CONFIGURATION COMPLETE	Week 10
TRAINING AND GO LIVE	Week 12

Implementation Schedule Example

Kick Off Meeting	<ul style="list-style-type: none"> • Duration: 30 minutes • Topics of Discussion: Timeline, scope, and deliverables • Staff Present: Current call takers, on call supervisors, administrative assistants who help with scheduling, department heads, IT, etc.
Configuration 1	<ul style="list-style-type: none"> • Timeline: 1 – 30 days after Kick Off Meeting • Duration: 1 hour • Topic of Discussion: Current outage response process, where we can create efficiencies, and any special interface configurations required • Staff Present: On Call Supervisors, Administrative Assistants, Department Heads
Integration	<ul style="list-style-type: none"> • Timeline: After Configuration 1 Meeting • Duration: 30 minutes • Topic of Discussion: Integrations, how to obtain APIs, credentials, and documentation • Staff Present: IT, Representatives from systems Daupler is integrating with
Configuration 2	<ul style="list-style-type: none"> • Timeline: 2 – 30 Days after Configuration 1 • Duration: 30 minutes • Topics of Discussion: Review implementation details and structure, get any clarifying information • Team Members Present: On Call Supervisors, Administrative Assistants, Department Heads, IT
Individual Crew Trainings	<ul style="list-style-type: none"> • Timeline: When ready • 1 hour per department • 1.5-hour manager training • Staff Present: Anyone who will use or interact with the software (Crews, managers, administrators, etc.)
Go Live Training	<ul style="list-style-type: none"> • 14 days after Product Review • Duration: Varies



Integrations and System Compatibility

Daupler can be easily integrated with our client's current and future enterprise system landscape. Daupler is built using RESTful services, but our integration system is flexible and works with Multispeak and all types of APIs. We do not use a third-party integration solution provider, and our knowledgeable staff will provide clear information requests to collect the inputs for a seamless integration process.

Data Migration and Integration Services

- Provided as needed to migrate information from existing databases
- Integration services to enable communication between Daupler and existing customer service and CMMS or work order management systems
- Daupler will work closely with clients through integration process

Daupler can integrate with the stated systems: Aclara, ESRI Online, Survalent, and CSA-CIS Billing Systems. We are also compatible with all standard office and enterprise systems and browsers.





Support and Maintenance

Daupler Support and Maintenance 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 support and maintenance components are outlined below:

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



References

City of Martinsville, VA

Durwin Joyce, Electric Director

(276) 403-5000 | djoyce@ci.martinsville.va.us

Length of Service: 1.5 years, current customer

Services provided: response and outage management, call answering

City of Quincy, FL

Richard Ash, Utilities Director

(850) 618-0040

Length of Service: 1 year, current customer

Services provided: response and outage management, call answering

City of Middletown, DE

Wayne Kersey, Public Works Director

(302) 378-2211

Length of Service: 2 years, current customer

Services Provided: response and outage management, call answering



Financial Statement - omitted

Daupler does not provide financial statements and understands this will impact the response score.

Cost Summary - Base System

Detailed pricing for the proposed outage management system is provided in the table below. All pricing quoted herein is valid for 90 days from the date of this proposal.

Item	Fee
Base System Daupler subscription fee, paid annually	\$29,950
Daupler AI Daupler’s proprietary technology that helps route incidents correctly, plus the web tools to work and track incidents	Included
Outage Detection Technology that recognizes related incidents and coordinates associated documentation, response, and customer communications	Included
Daupler Engage Engagement tools for customers to review incident progress and upload photos and notes.	Included
Daupler Answering Call answering and dispatch services to handle spillover calls. Pricing available on request.	Available
Daupler Callout Callout tools, including team administration, escalation trees, and automated roster callout	Available
Daupler Notify Mass notification tools for efficient and accurate communications with customers	\$5,000
Daupler Analytics Performance and infrastructure data insights related to incidents	Included
Integrations Further discussion required for accurate pricing	Available
Configuration and Maintenance Services 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
Maintenance and Support Ongoing maintenance and technical support with a 24-hour response SLA	Waived

Cost Summary - Base + IVR

Detailed pricing for the proposed outage management system with an IVR is provided in the table below. All pricing quoted herein is valid for 90 days from the date of this proposal.

Item	Fee
Base System Daupler subscription fee, paid annually	\$29,950
Daupler AI Daupler’s proprietary technology that helps route incidents correctly, plus the web tools to work and track incidents	Included
Outage Detection Technology that recognizes related incidents and coordinates associated documentation, response, and customer communications	Included
Daupler Engage Engagement tools for customers to review incident progress and upload photos and notes.	Included
IVR + Daupler Answering IVR and Call Answering	\$15,000
Daupler Callout Callout tools, including team administration, escalation trees, and automated roster callout	Available
Daupler Notify Mass notification tools for efficient and accurate communications with customers	\$5,000
Daupler Analytics Performance and infrastructure data insights related to incidents	Included
Integrations Further discussion required for accurate pricing	Available
Configuration and Maintenance Services 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
Maintenance and Support Ongoing maintenance and technical support with a 24-hour response SLA	Waived