
WWW.TEXTMYGOV.COM



TextMyGov

PROPOSAL

DATE: 03/21/2024

PREPARED FOR:
River Heights
520 South 500 East, River Heights, Utah 84321,
USA

PREPARED BY:
Carson Frandsen | Account Executive
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: River Heights

| Feature | Solution |
|----------------------------------|---|
| <i>Find Information</i> | <ul style="list-style-type: none">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. |
| <i>Report Issues</i> | <ul style="list-style-type: none">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. |
| <i>Send Alerts/Notifications</i> | <ul style="list-style-type: none">Send alerts/notifications from emergencies to events. Municipalities using TextMyGov can send their citizens alerts or notifications with a few clicks. |
| <i>Demo Recording</i> | <ul style="list-style-type: none">{Insert demo recording} |

COST BREAKDOWN

This quote represents a subscription to TextMyGov with an initial TERM of 2-Years. 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: <ul style="list-style-type: none">TextMyGov web-based softwareLocal phone numberPurchased DatabaseShort code number (outgoing messages)Unlimited users & departmentsUnlimited support for every user10 GB manage online data storage[Deal Allotted Texts (deal custom)] Text messages per year | \$1,500.00 | Annual |
| <i>Total recurring</i> | \$1,500.00 | Annual |

TERMS

- This is a 2-Year term.
- After the initial 2-Years, 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**

ADDITIONAL SERVICES

| Additional Services | Price | Billing |
|--|--|----------------|
| Enhanced Media & Care Package <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 100 GB of additional storage. | \$250 per unit | Annual |
| Additional Text Messages <ul style="list-style-type: none"> 25,000 50,000 100,000 | \$300 \$550 \$750 | Annual |
| Database <ul style="list-style-type: none"> 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).*

TEXTMYGOV PROPOSAL

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. **