



PREPARED FOR

City of Gulf Shores, AL

Parking Enforcement & Permit Management Software



UPSAFETY[®]

a **T2**SYSTEMS company

321 Morris Road
Fort Washington, PA 19034

SHAWNDREE BILLINGSLEY
317.524.2140
Shawndree.Billingsley@t2systems.com

United Public Safety | Cost Proposal

Hardware Pricing

Unlike many enforcement providers, we provide full, in-house support for the hardware we resell to you. That means that instead of calling Panasonic/Zebra/Samsung's technical support hotline, you're calling our fully US-based staff under the same one-hour Service Level Agreement that we maintain for our software. We believe anything less is not supporting the whole solution.

There are two main hardware options:

Samsung Note 20 & Printek FP530 Thermal Printer – \$1950 per Package

For a newer computing unit, a two piece solution is an excellent choice. This package includes (1) new in box Samsung Galaxy S20 device, (1) ruggedized case, (1) stylus, (1) new in box Printek FP 530 3" Bluetooth printer including a belt clip.

Client-Procured Android Device + BT Printek FP530 Printer – \$659.00 per Printer + \$225.00 per Android Device Configuration

Client could procure the compatible Android device of its choosing to pair with the FP530 3-inch Printer and configure device to utilize the CityCite mobile software.

Hardware Warranty & Data Plan Options

CiteGuardPlus Warranty – \$35 per Device per Month

In the case of hardware damage or failure, this warranty fully covers:

- 1.) Immediate shipment of a no-cost Loaner device to replace the affected device
- 2.) A call tag for the affected device for shipment to our offices for repair
- 3.) Shipping for the repaired device back to your offices
- 4.) A call tag for the Loaner device

This provides for instant remediation of hardware issues, and keeps officers enforcing.

Verizon 5G Data Plan – \$35.00 per Device per Month

We resell data plans from Verizon exclusively, because their network and speed are uncompromising. This plan includes mobile data for one device.

Platform Pricing and 24/7 Software Support

CityCite™ Platform Fee – \$249.00 per Active Device per Month

We sell our cloud hosted software suite at a recurring monthly license fee per device per month based on the functionality utilized.

This fee includes:

- 1) A license for (1) mobile user and (1) cloud user to use our front-end data entry software, and cloud based back end management software. This includes access to all features of our software, **including the iPermit permitting module.**
- 2) 24/7/365 in house help desk support for any and all software and hardware issues.
- 3) Access to our *Client Resource Center*, which provides in depth details of the functionality within our mobile and back end software, including video demonstrations and guided walk throughs.
- 4) Any and all software updates, including product enhancements, issue resolutions, and new feature releases as they become available. Since inception, we have been releasing new software to clients rapidly.

Some major upgrades in 2020, provided at no additional cost to ALL current subscribers, included:

- Full Cloud & Mobile User Interface Refresh
- Enhanced Dashboard Data Visualizations
- Added Payment Functionality (Skeletal, Swaps, Refunds)
- Multiple Ticket Management
- NSF Check Automation
- Stripe Integration & Dashboard
- Advanced Disputes & Hearing Scheduling

To ensure these features are fully utilized, we regularly hold *UPsafety User Webinars*, at no additional cost to subscribers, before each major update to identify, train, and answer any and all customer questions and concerns. Users who cannot make the webinar can request a recorded copy to view anytime.

- 5) Free admission to our yearly Users Conference
- 6) Two free remote training sessions per year to ensure all users remain product experts

Patron Portal – Greater of 4.00% or \$3.00 per Citation or Permit Paid Online

We can fully customize an e-commerce site to meet your needs, including branding, adding customized dispute fields, and developing lookup logic. Through the portal, patrons can:

- Review photo evidence, as well as all ticket data recorded at the time of issuance
- Pay tickets online, from the moment a ticket is issued, via QR code on the ticket, the website printed on the ticket, or, through the Interactive Voice Response (IVR) phone number
- Dispute and inquire as to ticket status, including the upload documents to be viewed by enforcement or administrative staff

When a violator pays a \$30.00 citation, they will pay the citation amount, plus the service fee, and we will remit the full \$30.00 citation value to you next day.

Training and Implementation

Personalized Webinar Training – \$895.00 One Time

This fee is for online training of your officers and administrators on how to use the system inside and out, as well as training managers to a Train the Trainer standard.

Cloud Set Up and Customization – \$1875.00 One Time

We charge this fee to fully customize the cloud to your department, including setting permissions for each individual employee, implementing ticket lifecycle business logic, creating report templates specified by managers, importing common street names in order to optimize officer drop down lists and more.

Our project managers work quickly, and with your help we can implement your perfect solution within 90 days of contract signing. For projects which cannot be implemented by UPSafety within 90 days of the contract execution date due to factors within your control, an extended project management fee of \$500 per week will apply.

Examples of factors within your control include but are not limited to; failure of you to provide appropriate information, resources, or personnel reasonably necessary to complete implementation. Any delays caused by third parties or by events outside the control of either UPSafety or you would not be applicable.

Processing & Other per Item Services

DMV Research – \$1.25 per Violator Found

DMV research for violators, we charge Per Successful Plate Lookup, which means that a charge is only incurred if a valid address has been found for the requested plate.

Automated Delinquent Notices – \$0.25 + Cost of U.S. Stamp per Automated Notification

The cost of customizing physical notices, which will be mailed to violators as warnings and requests for payment, or, for any other automated correspondence on behalf of your organization, is fully included in the set up process. This fee is for the printing, stamping and mailing of physical notices to violators.

Standard Polyvinyl Paper – ~\$0.05 Per Ticket Written

We provide top quality water and tear resistant polyvinyl paper at a price of \$169.00/Case. There are 50 rolls per case and clients see anywhere between 60-70 tickets per roll. The value of \$.05/ticket that we mention in our literature is computed as follows:

$$\frac{\$169 \text{ Per Case}}{50 \text{ Rolls Per Case}} = \frac{\$3.38 \text{ Per Roll}}{65 \text{ Tickets Per Roll}} = \$ 0.05 \text{ Per Ticket}$$

Programmatic Data Conversion – \$125.00 per Hour (Waived)

Assuming cooperation from the incumbent vendor, we will migrate all records from the current system to CityCite.

Custom Software Development (SDE) – \$200.00 per Hour for Out of Scope Work

We staff a team of Cloud and Mobile software engineers, tasked with constantly improving our product for the better and customizing the product to meet the needs of our customers. We will only bill for software development that exceeds the scope of work specified in this proposal.

BBPOS WisePOS E Payment Terminal(s) – \$399.00 per Unit

If the Client would prefer a more integrated option for in person credit and debit card payments, these Terminals integrate directly to the UPsafety cloud, allowing the Client a fully web-based point of sale which allows:

- Payments to be initiated directly through the Cloud software. When a cashier selects “Accept Card Payment”, the Terminal will accept payment only for the amount of selected items.

Boasting a full color, touchscreen display, the BBPOS WisePOS E comes with EMV standard, and also allows for expanded functionality as payment trends change, including mobile wallet acceptance, EMV capabilities, and NFC/CTLS.

If Terminal(s) are utilized: Credit Card Processing – 2.9% and \$0.25 per Transaction

This fee will be billed monthly and included on a unified invoice for the amount of processing completed through purchased and utilized UPsafety terminals in the previous month; never taken out of your remittance totals. We believe this makes it easier to track, manage and audit.



Total Cost of Solution

Schedule of Costs

Product	Quantity	Price	Billed	Year 1	Year 2	Year 3
Samsung Galaxy Note 20 Hardware Package	2	\$ 1,950.00	One Time	\$ 3,900.00	\$ -	\$ -
CiteGuard ^{Plus} Extended Warranty	2	\$ 35.00	Monthly	\$ 840.00	\$ 840.00	\$ -
Verizon 5G Data Plan	2	\$ 35.00	Monthly	\$ 840.00	\$ 840.00	\$ 840.00
CityCite® Monthly Mobile License(s)	2	\$ 249.00	Monthly	\$ 5,976.00	\$ 5,976.00	\$ 5,976.00
Personalized Webinar Training	1	\$ 895.00	One Time	\$ 895.00	\$ -	\$ -
Cloud Setup & Customization	1	\$ 1,875.00	One Time	\$ 1,875.00	\$ -	\$ -
Standard Polyvinyl Paper - ~3250 Citations	1	\$ 169.00	Per Order	\$ 169.00	\$ -	\$ -
Total Cost of Solution*				\$ 14,495.00	\$ 7,656.00	\$ 6,816.00
Up Front Costs Amortized*				\$ 9,900.00	\$ 9,900.00	\$ 9,900.00 **

*Sourcewell Contract #080321

**Shipping Additional

***In order to ease up front costs, we are happy to amortize them over a 3 year term.

****This pricing includes our standard export to your court system. Should the City require anything outside of our standard export, the changes will need to be documented and additional costs may apply.

City of Gulf Shores
220 Clubhouse Drive
Gulf Shores, AL 36542

United Public Safety
321 Morris Road
Fort Washington, PA 19034

Sign: _____

Sign: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

+

Variable Cost Services Utilized

This quote remains valid for 30 days.