

PROPERTY FRAUD ALERT PROPOSAL

Burnet County Clerk

II. PFA SERVICE AGREEMENT

Property Fraud Alert Subscription Methodology

Subscribers will have access to sign up for this service via telephone or through the PFA (www.propertyfraudalert.com) web site.

Property Fraud Alert Service Terms and Conditions

The County agrees to participate in the PFA Service by providing the index data required and permitting the use of this information in order to monitor and identify (via the PFA Service) individuals' identity only for the purposes of possible fraudulent activity. The County understands that PFA is a service provided by DPS in order to offer individual identity alerts to all participating users. The County will post index data via a data format mutually agreed upon by DPS and the County to a SFTP site, at interval timings under full discretion of the County. The data once received by the SFTP site will then be processed by the PFA system service which is running on a secured system server behind firewall technology. DPS reserves the right to make changes to the PFA service as deemed necessary.

DPS agrees NOT to retain subscriber's information beyond time period needed to perform PFA services.

DPS agrees that it may NOT use or share County's data in any way other than the method outlined above for the PFA service, without the express written consent of the County. DPS agrees to provide needed hardware, technology, and software in order to perform needed search and notification to subscribers.

Annual Support

The PFA (Property Fraud Alert) support program associated with this Statement of work will become effective upon project implementation sign-off and Go-Live acceptance.

Completely hands-free for the county

DPS customer support staff will help people register, respond to alert inquiries, and look-up

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documents remotely

Live phone support 10-hours a day

Bilingual alerts and bilingual support available

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III. PROJECT PRICING

Project Name: Property Fraud Alert System Implementation				
PFA1001	- PFA software setup and implementation services - Property Fraud Alert Software - Installation \ Configuration** - County website landing page PFA link - Personalized county PFA landing page - PFA database export configuration - Press release development - PFA launch kit: - Banners x 4 - Buttons x 50 - Flyers x 300 County can re-order consumable items when necessary. Pricing will be based on items and volume ordered.		\$3,000.00	
PFA5003	- Annual Support and Software Maintenance ** Integration fees from your land records vendor are not included. ** If installation\configuration deviates from description in Property Fraud Alert Terms and Conditions additional costs may apply.		\$2,538.00	
Pricing		Units	Each	Extended
	- PFA - Software setup and implementation services:	1	\$3,000.00	\$3,000.00
	- Annual Support-PFA	1	\$2,538.00	\$2,538.00
	Sub-Total			\$5,538.00

Pricing Variable: Pre-paid support

DPS allows you to pre-purchase support for up to 36 months to avoid the annual increase estimated at 7%. Annual support increases are linked to cost increases for the support personnel manning the PFA call center.

Extended Support Pricing		Units	Each	Extended
- PFA - Software setup and implementation services:		1	\$3,000.00	\$3,000.00
- Annual Support-PFA-3 years pre-paid option		3	\$2,538.00	\$7,614.00
Sub-Total				\$10,614.00

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IV. TERMS, CONDITIONS & SIGNATURES

Software: Service fees are subject to changes based upon mutually agreed upon changes/additions/deletions to the PFA service as described in this proposal. Changes/additions/deletions are not guaranteed, but if considered, may result in a proposal for changes in the fee amount.

Acceptance by Client: County agrees to accept the software at the conclusion of installation and testing of the software referenced above.



We the undersigned accept this document as a stable agreement and in the process to subsequently design and deliver a Statement of Work (SOW) for this project.

This agreement is not effective until executed by all parties.

For Burnet County

James Oakley
James Oakley
Burnet County
4-28-2020

Brian Ruffe
BRIAN RUFFE
DPS
4-29-20