

	<b>WebQA (GovQA)</b> webqa.net	<b>FastTrakGov</b> fasttrackgov.com	<b>GovPartner</b> govpartner.com	<b>CitizenServe</b> jim@citizenserve.com
<b>SUMMARY:</b>	<p>Affordable, over 500 cities, Minnetonka, Eden Prairie, not as versatile as other products.</p> <p>Annually: \$2,400-\$6,000 (Prob \$4,800)</p> <p>Other Modules: Community Development TBD</p> <p>Economic Development ShopQA</p> <p>Set Up: \$3,000-\$4,000 Training: Zero Support: Zero</p>	<p>Probably best quality product, integrates with Outlook, very versatile.</p> <p>Annual:  CRM \$60 casual per user per month. \$129 power user. Plus, \$4,500 portal fee.</p> <p>Enforcement/Inspections \$129 (2) --\$5,000-\$15,000 set up</p> <p>Business Licensing \$129</p> <p>Set Up: \$5,000-\$15,000 Training: Zero Support: Zero Free 3 month trial</p>	<p>Solid product, also has several high quality community development products</p> <p>Annual: \$4,800 Other Modules, Building/Permitting (Set Up 20,00 and annual \$22,200), Code Enforcement/Compliance (same) Planning (same), Business Licensing (same). When you bundle three additional products the price caps at \$45,000, \$42,000.</p> <p>Set Up: \$7,000-\$9,400 Training: Zero Support: Zero</p>	<p>Solid product, also has several high quality community development products</p> <p>Annual: \$600 charge per user. This covers the use of all modules. Only additional setup fee for other modules. 37 Users: \$22,200 51 Users: \$30,600</p> <p>Set Up: \$2000 (CRM) Training: \$500 per half day Support: Zero The take pride in not ever charging customers for anything. They make updates to the software 2x per month. There is no contract.</p>
<b>ESTIMATED COSTS FOR YOUR SERVICE (CRM MODULES ONLY):</b>				
WHAT IS THE ANNUAL/MONTHLY FEE?	<p>This can range depending on which pieces of the module you are interested in utilizing. Without showing you an online demo and diving in deeper to which exact portions to give you a ball park number it could be anywhere from 200- 500 per month.</p>	<p>Monthly fee is dependent on several factors, such as what you are wanting to do on the Citizen Portal, how many users in the backend, and the forms, payment etc. But as a basis the rate would be \$129 to \$149 per month per administrative user, and about \$375 per month for Citizen web portal.</p>	<p>We offer both a hosted (we host at our secure data center) or non-hosted model (you host on your servers.) If you decide to utilize the hosting model, the annual hosting fee would be \$4,800. Should you decide to host locally, you would pay an annual maintenance fee rather than a hosting fee, and it would be \$1,920. The hosted model pricing includes an unlimited user license, and both prices above also include ongoing support, maintenance and enhancements. For a non-hosted model, an unlimited user license would be an additional \$8,000.</p>	<p>\$600 per year per user</p>
WHAT ARE THE SET UP RATES OR FEES?	<p>The one time implementation fee is also dependent on whether integrations are involved and what portions of the tool are a need. This can be anywhere around 1500-2500</p>	<p>Ranges from \$5,000 to \$15,000 (again depends on the details)</p>	<p>For a hosted model, the estimated set-up/implementation and training fee would be \$7,000. For a non-hosted model, it would be approximately \$9,400. If there are</p>	<p>Onetime setup fees, \$500 base setup, \$1500 request tracking</p>

	without a large integration. Again, I would need more information to give you a correct number.		additional requirements (for example, integration to work management, IVR, address validation, or data migration, this would be done on a time and material basis, and an estimate could be provided after scope assessment.)	
WHAT ARE THE TRAINING FEES (IF DIFFERENT THAN ABOVE)?	Training fees are included in our pricing though should there be a need or want to have an onsite training there would be a cost associated around that.	Included in above	Included in above pricing	\$500 per half day online training, sessions can be recorded, ongoing training is included with annual subscription fee
WHAT ARE THE SERVICE RATES/FEES?	These are included in the monthly maintenance fee that is billed annually.	Included in above	Included in above pricing	annual subscription includes unlimited support, this includes creating reports, adding new processes or workflows, web site support, etc.
<b>INTERNAL TRACKING:</b>				
DOES YOUR PRODUCT NEED TO BE ACTIVATED BY AN OUTSIDE USER? OR, CAN IT BE USED INTERNALLY? FOR EXAMPLE, CAN THE CITY MANAGER ASSIGN A TASK (I.E. REQUEST) TO A PARTICULAR PERSON IN THE CITY?	Our solution can absolutely be used internally. Your example is one of many in which our CRM tool can service the city.	Yes, we provide a full service portal, and the back-end administrative portion can be accessed for outside users (per security).	Yes, our solution has a “back-end” piece for staff to utilize, and a portal for the public as well.	City employees can initiate requests/cases and route to users or departments.
CAN WE USE YOUR PRODUCT AS A SUBSTITUTE FOR OUR IT HELPDESK—CAN WE DIRECT INTERNAL QUESTIONS/REQUESTS REGARDING IT TO A DEPARTMENT (OR PERSON) USING YOUR PRODUCT?	Yes, many of our clients utilize it not only for residents though also using our employee intranet in order to route/direct questions and requests such as IT to specific departments and or persons.	Yes, fully supported case management, which is perfect for this situation.	Yes, but I would want to learn more about specifics to better answer this question.	Yes. We can setup an IT request category and sub-category and the requests can be routed based on type. System will also track open issues and show to-do list for assigned open tasks.
<b>HOSTING THE PRODUCT:</b>				
IS THIS HOSTED ON YOUR SERVER OR OURS?	All of our products our hosted on our servers. We have three tier 3 Data centers, two in Chicago and on in Canada. Our platform is SQL and hosted on our servers.	Hosted – but can be implemented internally (pricing above based on hosted)	Either option is available.	We host the system.
IF IT IS HOSTED ON OUR SERVER, WHAT IS THE PLATFORM (SQL, ETC.)?	All of our products our hosted on our servers. We have three tier 3 Data centers, two in Chicago and on in Canada. Our platform is SQL and	MS-SQL	SQL	MS SQL Server 2008 R2

	hosted on our servers.			
<b>INTEGRATION TO EXISTING SOFTWARE:</b>				
DOES YOUR PRODUCT INTEGRATE WITH OTHER PROGRAMS (I.E. EXCEL, ADOBE PDFS, WORD, OUTLOOK)?	Our Program does integrate with other existing software solutions. There are certain solutions that do have an added cost depending on whether you want to integrate or not.	Yes, based on Microsoft CRM, which includes detailed integration into Outlook and all the MS-office applications.	We offer exporting capabilities, and it will integrate with Outlook for auto forwarding requests to the appropriate staff member.	Yes, all reports can be exported to Excel or PDF. Letter templates can be imported from Word. System has built in e-mail notification for notifying citizens or city employees of events.
HOW DOES YOUR SYSTEM CONNECT TO EXISTING EMAIL SYSTEMS? MEANING, HOW IS STAFF NOTIFIED THAT A REQUEST CAME IN?	Our solution would notify staff that a request came in by email. A staff member would be automatically notified once a request came in to their email.	If using Outlook, e-mail is fully integrated. FastTrackGov also support workflow that can kick-off an e-mail based on any type of rules you put in place.	Through the initial set-up process, we will establish who the primary contact person should be for each type of request, and this person would automatically receive an e-mail that a new request was assigned to them, and be provided the details of the request.	Departments can designate one or more people who are notified about a new request. This can be e-mailed, also will appear on the users task list.
<b>SMARTPHONES:</b>				
CAN MANAGERS/INTERNAL USERS USE THEIR SMARTPHONES WITH YOUR PRODUCT? MEANING, CAN A MANAGER LOOK UP THE STATUS OF A REQUEST WITH THEIR SMARTPHONE (IS THERE AN APPLICATION)?	Our solutions are browser agnostic and due to being web hosted can be accessed anywhere even in the field. We do have a mobile app as well.	Yes	Yes, we have a mobile application for our CRM. It is available for iPhone and Droid platforms.	Citizenserve is java based and works well on all the main browsers including Chrome, Firefox and Safari and on various devices. We currently do not have device specific applications, such as an iPhone application, but the software works through the browser on the iPhone.
CAN EXTERNAL USERS (CUSTOMERS) REPORT A PROBLEM WITH THEIR SMART PHONE?	Yes, our mobile application makes for more ease in doing this though it can be done without on a smartphone. The mobile app is an extra charge per month.	Yes	Yes, they can download a free app onto their iPhone or Droid.	Yes, the citizen access component will work well on various devices and browsers.