



FY-2016 HiperWeb Enhancements Proposal

Developed for:



Brant Keller PhD
Director Public Works and Utilities
100 South Hill Street
Griffin, GA 30224

Presented By:

PSD Software
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Executive Introduction

PSD Software is pleased to have this opportunity to provide The City of Griffin with the HiperWeb enhancements requested for FY-2016

Proposed Enhancements List:

- Stormwater Annual Report Automation
- Continuous Improvements - Sewer dashboard
- Root Cause Analysis
- Continue to build out Key Performance Indicators
- Linear assets PM – Sewer
- Inspection for Sewer Module
- Cogsdale Interface for Water Distribution
- Additional Training for Backflow
- Reports As needed

Training:

Provide GPWU employee with on-site training on new and existing features as needed

Warranty & Support: All products are warranty of any defect for the lifetime of the product.

At PSD, we only have one level of support and that is "**Excellence**". Your ECG subscription and ECG/PSD annual maintenance and support agreement entitles you to:

- Free software upgrades
- Free support
- Business process refinement using best practices
- 24 hours resolutions for all emergencies
- 36 Hours resolutions for all priorities
- 7 days resolution for all others

Annual Maintenance & Support for modules not supported by ECG:

- Citizen requests and concerns - All City Departments
- CMOM/Illicit Discharge modules dashboard
- Stormwater Inspections
- Backflow/FOG Annual Maintenance & Support

Customer Satisfaction:

100% Guarantee

No contract is needed

Total Investment: \$ 20,000.00

*** Support would consist of phone, email, and web support during normal business hours.

We thank you in advance for your trust in PSD and for sharing our programs and services with others in your or nearby municipalities.

CLOSING: Since 1993, our business model at PSD Software stresses the delivery of superior customer service to our clients. Many software vendors serve only in a vendor capacity. They charge high prices for system software and invest little effort and expense in deploying their systems in a way that maximizes value for the client and that ensures an efficient and effective deployment. PSD Software strives to work as a **partner** with our clients. Our software license fees are normally lower than our competitors, and we partner with our clients to ensure that both parties invest the effort needed to guarantee a smooth deployment that exceeds client expectations. Our goal is to develop a satisfied customer and a long-term business relationship focused on results.

CONSULTANT:

CLIENT:

| PSD Software, LLC.

City of Griffin

By: Marc Kallaoun
(Signature)

By: _____
(Signature)

Name: Marc Kallaoun

Name: _____

Title: Owner/Manager

Title: _____

Taxpayer Identification Number: 58-2455836

Should you find this proposal acceptable! Please remit purchase order to the following address:

**Attn: Marc Kallaoun
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3855 Shallowford Rd Suite 325
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Fax To: (404) 806-4454**