DISTRIBUTED
TCRM 4-13-15

MEMO

TO: President and the Members of the Town Council

FROM: Town Manager

SUBJECT: PublicStuff Contract

DATE: April 13, 2015

Who: PublicStuff

What: A system that will allow

- Residents to:
  a. Submit service requests on-line and via smart phone app
  b. Get access to Town information more quickly
  c. Navigate in a more transparent environment:
  d. Receive acknowledgement emails
  e. Provide descriptions of work to be performed
  f. Receive follow-up emails at work completion

- Town to:
  a. Capture work load measures and manage service requests
  b. Allow managers to be automatically notified when asks are overdue
  c. Utilize data to manage proactively based on reliable performance data

Where: Town-wide but most likely implemented within Public Works and Parks and Recreation first.

Why: Transparency, accountability and efficiency. To be clear - no one software package will solve all of an organization's issues. However, this tool gives us the capacity to more completely tell the story of the work we do and how it gets done.

When: Upon approval of the contract, we will begin mapping work processes while Public Stuff builds our custom app and web interface. We expect a soft launch internally sometime in June – meaning that we will begin to use this in some departments to assign and track work – and a public launch sometime in August.

How Much: $7,500 annually. There are sufficient budgeted funds in the Fund 247. The detailed prices sheet is included in the Council packet. A full contract is available for review in the Town Manager's office. It can also be emailed on demand.

Recommendation:
Authorize the Town Manager to enter into a service contract with PublicStuff, Inc.

PUBLICSTUFF

Please complete the information highlighted in yellow below.

Date	April 7th, 2015

Order form valid for 30 days after Date of delivery.

Pro Edition Order Schedule (OS) Confirmation

General Information

Client Name	Town of Munster, IN
Client Contact	Mr. Dustin Anderson
Client Contact Email	danderson@munster.org

Accounts Payable Information

Accounts payable contact will receive invoice via email. Please enter their information below:

AP Contact AP Address	
AP Contact Email	

Agreement Term

Invoices will be sent out using the term start and end dates below:

Term Start	May 1st, 2015
Term End	April 30th, 2016

PublicStuff, Inc.
214 W 29th Street, Room 205, New York, NY 10001 | email: sales@publicstuff.com | phone: (347) 442-7227

Description of Services

PublicStuff, Inc. ("PublicStuff") will provide Client with access to PublicStuff's citizen engagement & workflow management suite (the "Services"), which includes the following:

- Custom branded smartphone applications
- Public-facing web portal
- Cloud-based CRM and administrative dashboard

Staff User Accounts	75 included
Mobile Application	City branded in-app store application for iOS and Android, with Unlimited widgets. General Blackberry & Windows phone app.
Mapping Features	Google (standard) and ESRI (enhanced)
Reporting	Enhanced reporting with analytics
System Configuration	Remote, account manager assisted
Training	Remote, account manager assisted
Account Support	Account Management support is available Monday through Friday between 9:00am and 6:00pm EST, excluding holidays.

Products & Pricing Conditions

Product Pricing

Product	Billing Frequency	Price
PublicStuff Pro	Annual	$6,300
Integration to Active Directory	Annual	$1,200
Total Annual Subscription	Annual	**$7,500**

Purchase Order Information

Is a purchase order (PO) required for the purchase or payment of the products on this order schedule? ☐ No ☐ Yes

If yes, please complete the following:

PO Number	
PO Amount	

Payment

PublicStuff will send Client invoices on an upfront basis based on the PublicStuff Agreement Term Start Date. Payments will be due within 45 days of the PublicStuff Agreement Term Start Date. Any changes to the Term Start Date needs to be approved in writing by both parties. Should PublicStuff not receive payment when due, PublicStuff reserves the right to discontinue Services upon ten days prior with written notice. Client will be responsible for all costs and expenses (including, without limitation, reasonable attorneys fees) PublicStuff incurs in collecting late payments not disputed in good faith.

Acceptance & Authorization

This Order Schedule ("OS") is entered into between Client and PublicStuff. Client accepts and agrees to adhere to the Terms and Conditions for PublicStuff Services hereby incorporated by reference and available at: http://pro.publicstuff.com/terms, which, together with this OS will be referenced as the "Agreement." This Agreement between Client and PublicStuff, which Client hereby acknowledges and accepts, constitutes the entire agreement between PublicStuff and Client governing the Services referenced above. Client represents that its signatory below has the authority to bind Client to the terms of this Agreement. Additionally, Client hereby consents to extend to other municipalities the same terms available in this Agreement for use in inter-governmental cooperative purchasing ("Piggybacking"). Notwithstanding the foregoing, the terms of this Agreement are Confidential Information.

PublicStuff, Inc	**Client:**
By:	By:
Printed Name: Surya Yalamanchili	Printed Name:
Title: CEO	Title
Date:	Date: