Proposal

Hollywood
10/23/2025

Kassandra Myers

Kassandra Myers
Assistant Director, Public Utilities / Operations
Hollywood, FL
kmyers@hollywoodfl.org
954-812-4426

Table of Contents

Introduction

At Daupler, we believe in transforming the way communities respond to emergencies and manage their operations. Our platform is purpose-built to streamline incident response, enhance coordination, and empower teams with the tools they need to act quickly and effectively. This proposal outlines how Daupler's solutions can support your organization's unique needs, reduce operational strain, and improve service outcomes for the people you serve. We look forward to partnering with you to build a stronger, more resilient operation.

Chad Feather

VP of Client Success

✉ chad@daupler.com

📞 (913) 342-8580

Trusted & Proven

Award-Winning Response Management System

GOVTECH 100 — Company 2022

GOVTECH 100 — Company 2023

SMARTWATER SUMMIT — 2023 Award Winner

SMARTWATER SUMMIT — 2024 Award Winner

GOVTECH 100 — Company 2024

GOVTECH 100 TEN YEARS — Company 2025

SmartUtility SUMMIT — 2024 Award Winner

Pricing Overview

Term Date: 10/1/2025 - 9/30/2026

With up to four (4) optional one-year extensions

	Price	Quantity	Total
Response Management System & Live Call Answering	$158,000	1	$158,000
RMS Platform (24/7 Access): Always-on access to our Response Management System (RMS) for logging, tracking, and managing incidents anytime, anywhere. After-Hours Live Call Answering: Professional agents handle incoming calls outside of business hours, ensuring your customers always reach a live, knowledgeable contact. AI-Driven Incident Intake (24/7 Access): Automation that accelerates resolution and reduces workload: • Smart IVR: Intelligent routing that quickly identifies needs and connects callers to the right resource. • Automated AI Agent: Conversational AI that collects incident details and initiates workflows with accuracy and consistency. Daupler Engage: Keeps customers informed through proactive updates while giving them the ability to contribute photos, notes, and other information directly. Event Detection: Identifies patterns and potential issues early using call and incident data, enabling your team to detect and address problems before they escalate.			
Daytime Spillover	$44,900	1	$44,900
When your inbound call volumes create hold times longer than five minutes, our live agents and Automated AI agent seamlessly step in to answer calls during business hours. This ensures your customers are never left waiting, reduces call abandonment, and maintains a high standard of service even during peak demand.			
Enterprise Integrations Module	$27,900	1	$27,900
Establish and maintain integrations with Rock Solid and Cityworks for cohesive documentation and processing.			
Daupler Notify	$18,200	1	$18,200
Daupler Notify is a real-time communication tool that delivers targeted, customizable alerts to customers, staff, or stakeholders via text, email, or voice during incidents or planned events. Two-way communication allows for recipients to respond back to notifications.			
Implementation & Support	$0	1	$0
Daupler provides 24/7 support to ensure your team has access to assistance whenever it's needed, day or night. Our implementation team will guide you every step of the way to ensure a smooth, efficient, and successful setup tailored to your goals.			

	Subtotal	$249,000
	Total	**$249,000**

Signature Page

⊙ Billing Details

Billing Address: Billing Contact Email:

Payment Net: 30 Days   Billing Frequency:

Annual recurring costs are subject to a 10% technology uplift fee.

⊙ Signature

The undersigned agree to the Terms and Conditions and agree to the execution as of the date signed, the Effective Date:

Daupler Inc.   Hollywood, FL

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

Signature _____   Signature _____

daupler®

Contact Us

🌐 www.daupler.com

✉️ chad@daupler.com

📞 (913) 342-8580