

## CueHit Cost Information to the Richmond Police Department

CueHit's cost proposal is a single, annual subscription and assumes a minimum of one year with the option to renew each year upon mutual, written agreement.

Item	Pilot Client Subscription Price
Citizen Text Message Surveys and Automatic Text Messages	<b>\$9,500.00</b>
Rules Builder to Drive Surveys	<b>Included</b>
Rules Builder to Drive Automatic Messages	<b>Included</b>
Message Library	<b>Included</b>
Positive Feedback Board and Staff Email Digest	<b>Included</b>
Supervisor Satisfaction Board	<b>Included</b>
Tasks and Notifications	<b>Included</b>
Use of CAD/RMS Data	<b>Included</b>
Analytics Dashboard – Positive Satisfaction	<b>Included</b>

Analytics Dashboard – Response Rates	<b>Included</b>
Analytics Dashboard – Sentiment Analysis	<b>Included</b>
Creation of 1 Custom Dashboard	<b>Included</b>
Services and Support as described in Scope of Services	<b>Included</b>

Total Subscription for Year 1	\$ 9,500
Total Subscription for Year 2	\$ 9,975
Total Subscription for Year 3	\$ 10,474
Total Subscription for Year 4	\$ 10,997
Total Subscription for Year 5	\$ 11,547

**Subscription Terms:**

The fees provided in each Quotation are provided on an annual subscription basis.

Does not include any fees the CAD/RMS vendor will charge, if any. Assumes CueHit will connect to the Mark43 CAD and RMS via the API produced by Mark43 for this purpose.

100% first year annual subscription at contract signing (Contract Start Date) and annually on anniversary date, when renewed, by mutual agreement.

## **STATEMENT OF WORK**

This Schedule describes a Statement of Work (“SOW”) pursuant to the Agreement (the “Agreement”) between Richmond Police Department (“Client”) and CueHit Inc. (“CueHit”). This SOW is subject to the terms and conditions contained in the Agreement between the parties and is made a part thereof.

### **CueHit and Client Responsibilities**

1. CueHit will configure a tenant and telephone number group for the Client
2. CueHit will schedule a 90-minute kickoff call with the Client to review the objectives, timeline and mutual deliverables
  - Configure Client administrator account - CueHit
  - Walk client through the survey builder - CueHit
  - Walk client through the rules builder - CueHit
  - Walk client through the Feedback Board- CueHit
  - Walk client through Activity /Survey tools- CueHit
3. Client will gather information needed for Surveys, Rules, Tasks and CAD/RMS Data – Client
4. CueHit will coordinate a CAD/RMS Connection Workshop with Client
  - Configure CueHit CAD/RMS agent- CueHit and Client
  - Connect to Client CAD/RMS Data – Client
  - Test data – CueHit and Client
5. CueHit will coordinate a 2-hour Survey Workshop with Client
  - Consult on the questions to ask in a satisfaction survey (maximum of 3 to 5 questions) = CueHit and Client
  - Configure the questions in the survey tool = CueHit and Client
  - Configure the acceptable responses in the survey tool = CueHit and Client
  - Configure additional criteria (Follow Up question only) = CueHit and Client
  - Send sample survey to client on text message = CueHit and Client
  - Review in Feedback Board and Activity Screens= CueHit and Client

6. CueHit will coordinate a 2- 4 hour Rules Workshop with Client to jointly
  - Consult on the rules for surveys and automatic text notifications = CueHit and Client
  - Configure the rules and texts = CueHit and Client
  - Send example encounters to test rules = CueHit and Client
  - Review in Activity= CueHit and Client
7. CueHit will coordinate a 2 Hour Task Creation and Notification Workshop with Client to jointly:
  - Configure Tasks and Task Assignments
  - Identify Personnel information needed for notifications and digest emails
  - Import Personnel information for receiving messages and emails from client provided .xls or .csv
8. CueHit will schedule a 2-hour Analytics Workshop with the Client to review the ideas for the Dashboards to reflect the results of the surveys.
  - CueHit will review standard visualizations and data in the dashboard
  - CueHit will request from the client, input on the data and visualization to be presented in the Measure Tool
  - Once agreed, a maximum of 1 custom visualizations will be created by CueHit and deployed to the Client's environment
9. CueHit will train the Client Administrators on the use of the CueHit configuration tools, Measure tools and Activity logs.

## **SUPPORT SERVICES**

This Schedule describes the terms and conditions relating to the Support Services that CueHit **will** provide to Client during the term of the Agreement.

### **Technical Support Services:**

**Telephone Assistance.** Client will be given the telephone number for CueHit 's support line and will be entitled to contact the support line during normal operating hours, (between 7:30am and 5:30pm Central Time) on regular business days, excluding CueHit holidays, to consult with CueHit technical support staff concerning problem resolution, bug reporting, documentation clarification, and general technical guidance. Assistance may include remote connectivity, modem, or electronic bulletin board.

**Software Problem Reporting.** Client may submit requests to CueHit identifying potential problems in the Software. Requests should be in writing and directed to CueHit by e-mail, or through CueHit's Support website. CueHit **retains** the right to determine in the final disposition of all requests and will inform Client of the disposition of each request. If CueHit acts upon a request, it will do so by providing a bug fix.

**Scheduled Maintenance.** Software may be unavailable periodically for system maintenance. Regular system maintenance includes installation of the Software Updates, operating system updates/patches and updates to other third-party applications as needed. Clients are notified of maintenance periods via an email message or via a banner on the main page of the CueHit application.

**Exclusions from Technical Support Services:**

CueHit shall have no support obligations with respect to any third-party hardware or Software product.