



December 10, 2015

## **State of Rhode Island, Office of the General Treasurer NextRequest Proposal and Order Form**

*Public Records Request Management, Cloud Hosted Software as a Service (SaaS)*

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Thank you for considering NextRequest as a technology service provider for the Office of the General Treasurer and its constituents. Our firm is uniquely positioned to meet the needs of the Office of the General Treasurer and we look forward to discussing how we can help you achieve your goals. We're happy to be a part of the civic technology movement that is reshaping our communities for the better. We've prepared a draft document describing our qualifications, evaluating the project's needs, and listing our service package and pricing.

### **QUALIFICATIONS**

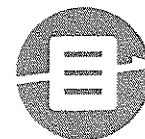
Our team is comprised of fellows from Code for America, a leading nonprofit that promotes the effective use of technology in local governments. We are group of developers, designers, data analysts, and user researchers who have worked with many local governments and agencies across the U.S. helping to develop great user centered technology. This experience gives us a deep understanding of the needs of city departments and residents, which few other firms have. We would like to continue the mission-oriented work of Code for America to help the Office of the General Treasurer deliver great services to its constituents with the help of technology.

### **EVALUATION**

The Office of the General Treasurer has a unique opportunity to change both the practice of managing public records request with NextRequest, a flexible, transparent tool for efficiently managing that process. We can offer the Office of the General Treasurer an easy deployment; reliable, skilled maintenance; updates of the NextRequest application; responsive high touch service; training; as well as business process and technical consulting as needed.

### **PRICING**

This proposal provides a basic package for cloud hosting, maintenance, and automatic updates for NextRequest on an annual basis. In addition, all fees and management associated with the third party web services NextRequest uses such as application hosting, error monitoring, and email are included in the annual price. This quote is based on an estimated annual volume of 200 requests and is valid for 30 days.



## Application

Option	Price	Details
Annual Service Level Agreement (SLA) for NextRequest	<b>\$3,000/year</b>	<ul style="list-style-type: none"><li>• Basic maintenance and upgrades</li><li>• Web hosting</li><li>• Application-dependent service fees and management included</li><li>• 4 hours of customer support</li><li>• Continuous application updates</li><li>• Unlimited requests</li><li>• Unlimited users</li></ul>

## Training & Consulting

Option	Price	Details
Training Session	<del>\$400 (webinar)</del> Free! \$900 (in person)	- 1 hour of in-depth feature review - Follow-up QA session
Consulting	<i>please contact us</i>	- Technical and business process consulting
Custom Integrations	<i>please contact us</i>	- Integrations with open data portals - Integrations with content management systems

During the term of the contract, the application will be operational and available at least 99.9% of the time in any calendar month (the Service Level Agreement, or SLA), with the exception of planned outages for maintenance and upgrades in which NextRequest notifies the Client 24 hours in advance. If NextRequest does not meet the SLA, the Client will be eligible to receive the service credits described below. In order to receive service credits, the Client must notify NextRequest within thirty days from the time the Client becomes eligible to receive a service credit.



Monthly Uptime Percentage	Days of Service added to the end of the service term at no charge to City
< 99.9% to >= 99.0%	3
< 99.0% to >= 95.0%	7
< 95.0 %	15

## CLIENT RESPONSIBILITIES

- Naming a point of contact who will partner with NextRequest to resolve ongoing process questions around NextRequest and the public records request processes within the Office of the General Treasurer.
- If the Client would like to take advantage of complimentary application configuration, providing the following in a timely manner:
  - A machine-readable staff directory
  - A machine-readable document list
  - Client logo or seal

Thank you again for considering NextRequest and providing an opportunity to work with the Office of the General Treasurer. We're happy we get to do what we love: provide great technology to local governments and communities!

Sincerely,  
The NextRequest Team