



CONTRACT DOCUMENTS FOR

**DAUPLER INC.**

**#23SSN140274K-BKJ;**

**AWARD WITHOUT COMPETITION  
(SOLE SOURCE)  
PROFESSIONAL SERVICES AGREEMENT**

**DEPARTMENT OF PUBLIC WORKS**

**AWARD WITHOUT COMPETITION (SOLE SOURCE) PROFESSIONAL  
SERVICES AGREEMENT**

This Agreement made and entered into this 19<sup>th</sup> day of March 2025, by and between the **FULTON COUNTY, GEORGIA**, a political subdivision of the State of Georgia, hereinafter referred to as “County”, and **DAUPLER, INC.**, hereinafter referred to as “Consultant”, authorized to transact business in the State of Georgia.

**WITNESSETH:**

WHEREAS, the County desires to engage the Consultant to provide an Incident Response System (IRS) software that integrates with our existing Cityworks Asset Management System and Work Order System all professional services that are required by the County to service to provide; and

WHEREAS, Consultant has represented to County that it is uniquely experienced and qualified to perform the professional services required by the County and has qualified staff available to commit to the Project and County has relied upon such representations; and

WHEREAS, The Agreement was approved by the Fulton County Board of Commissioners on Wednesday, March 19, 2025; Item #25-0207.

**1.0 Contract Documents**

County and Consultant agree that the Agreement consists of the following contract documents:

- I. Form of this Contract Agreement
- II. Exhibit A, Scope of Work/Statement of Work
- III. Exhibit B, Compensation
- IV. Exhibit C, Certificate of Insurance
- V. Exhibit D, Georgia Immigration Affidavit

**2.0 Scope of Work/Statement of Work**

The County hereby engages Consultant to equip the Public Works Department with an operational assessment tool that enables increased utilization of personnel and equipment through data-driven analytics. It will offer crew-level performance statistics, response time reporting with time stamps, daily incident distribution lists, heatmap summaries by incident type and date range, and an event detection tool that investigates the possible relationship between incidents; and Consultant agrees to perform/provide for the County, all work required by this Agreement to perform all tasks described in Exhibit A, Scope of Work/Statement of Work.

### **3.0 Consultant Representations**

- (a) Consultant represents that it has, or will secure at its own expenses, all personnel required to perform all work to be completed under this Agreement.
- (b) The Consultant shall perform all services as an independent Consultant and not as an agent of the County.
- (c) The Consultant hereby agrees to perform the duties of this agreement and further agrees to furnish all labor, materials, tools and equipment specified or required for the completion of all work called for herein and as set forth in Exhibit A, Scope of Work/Statement of Work and Compensation.
- (d) All personnel engaged in the Project by Consultant shall be fully qualified and shall be authorized or permitted under applicable State and local law to perform such services.
- (e) None of the work or services covered by this Agreement shall be transferred, assigned, or subcontracted by Consultant without the prior written consent of the County.
- (f) Consultant by the execution of this Agreement, acknowledges that it is possessed of that degree of care, learning skill and ability which is ordinarily possessed by other members of its profession and further contract that in the performance of the duties herein set forth it will exercise such degree of care, learning, skill and ability as is ordinarily employed by Consultant under similar conditions and like circumstances and shall perform such duties without neglect.

### **4.0 Contract Modifications**

If during the course of performing the Project, County and Consultant agree that it is necessary to make changes in the Project as described herein and referenced exhibits, such changes will be incorporated by written amendments in the form of Change Orders to this Agreement. Any such Change Order and/or supplemental agreement shall not become effective or binding unless approved by the County. Such modifications shall conform to the requirements of Fulton County Purchasing Code §102-420 which is incorporated by reference herein.

### **5.0 Compensation**

Compensation for work performed by Consultant on Project shall be in accordance with the payment provisions and compensation schedule, attached as Exhibit B, Compensation.

The total contract amount for the Project shall not exceed \$148,200.00 (One Hundred Forty-Eight Thousand Two Hundred Dollars and No Cents), which is full payment for a complete scope of work.

## **6.0 Insurance**

Consultant agrees to obtain and maintain during the entire term of this Agreement, all of the insurance required as specified by Risk Management with the County as an additional insured and shall furnish the County a Certificate of Insurance showing the required coverage, as listed below.

Consultant shall provide written notice to Fulton County Government immediately if it becomes aware of or receives notice from any insurance Consultant that coverage afforded under such policy or policies shall expire, be cancelled or materially altered. Certificates of Insurance are to list Fulton County Government, Its Employees, Servants and Agents as an Additional Insured (except for Workers' Compensation), using Travelers Blanket Additional Insured Endorsement CGD246 or its equivalent for ongoing operations and completed operations for two years after substantial completion of Consultant's work."

The Consultant's insurance shall apply as Primary Insurance before any other insurance or self-insurance, including any deductible, non-contributory, and Waiver of Subrogation provided in favor of Fulton County.

## **7.0 Contract Term**

The agreement shall be effective upon Execution of Contract for one-year.

## **8.0 Termination of Agreement for Cause**

- (1) Either County or Consultant may terminate work under this Agreement in the event the other party fails to perform in accordance with the provisions of the Agreement. Any party seeking to terminate this Agreement is required to give thirty (30) days prior written notice to the other party.
- (2) Notice of termination shall be delivered by certified mail with receipt for delivery returned to the sender.
- (3) **TIME IS OF THE ESSENCE** and if the Consultant refuses or fails to perform the work as specified in Exhibit A, Scope of Work/Statement of Work and maintain the scheduled level of effort as proposed, or any separable part thereof, with such diligence as will ensure completion of the work within the specified time, or any extension or tolling thereof, or fails to complete said work within such time. The County may exercise any remedy available under law or this Agreement. Failure to maintain the

scheduled level of effort as proposed or deviation from the aforesaid proposal without prior approval of County shall constitute cause for termination

- (4) The County may, by written notice to Consultant, terminate Consultant's right to proceed with the Project or such part of the Project as to which there has been delay. In such event, the County may take over the work and perform the same to completion, by contract or otherwise, and Consultant shall be required to provide all copies of finished or unfinished documents prepared by Consultant under this Agreement to the County.
- (5) Consultant shall be entitled to receive compensation for any satisfactory work completed on such documents as reasonably determined by the County.
- (6) Whether or not the Consultant's right to proceed with the work has been terminated, the Consultant shall be liable for any damage to the County resulting from the Consultant's refusal or failure to complete the work within the specified time period, and said damages shall include, but not be limited to, any additional costs associated with the County obtaining the services of another Consultant to complete the project.

#### **9.0 Termination for Convenience of County**

Notwithstanding any other provisions, the County may terminate this Agreement for its convenience at any time by a written notice to Consultant. If the Agreement is terminated for convenience by the County, as provided in this article, Consultant will be paid compensation for those services actually performed. Partially completed tasks will be compensated for based on a signed statement of completion to be submitted by Consultant which shall itemize each task element and briefly state what work has been completed and what work remains to be done.

If, after termination, it is determined that the Consultant was not in default, or that the default was excusable, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the government.

#### **10.0 Indemnification**

The Consultant shall indemnify and hold harmless the County, its officers, agents and employees from and against any and all claims against the County, its officers, agents and employees to the extent they arise out of any negligent act or omission of the Consultant or any subcontractors employed by the Consultant or any of their officers, agents or employees, and any and all claims which result from any condition created or maintained by the Consultant or any

subcontractors employed by the Consultant or any of their officers, agents or employees, which condition was not specified to be created or maintained by this Agreement. The Consultant further agrees that its agreement to indemnify and hold harmless the County, its officers, agents and employees shall not be limited to the limits of the liability insurance under this Agreement and the attached specifications.

### **11.0 Permits and Licenses**

All permits and licenses necessary for the work shall be secured and paid for by the Consultant. If any permit, license or certificate expires or is revoked, terminated, or suspended as a result of any action on the part of the Consultant, the Consultant shall not be entitled to additional compensation or time.

### **12.0 Invoicing and Payment**

Consultant shall submit monthly invoices for work performed during the previous calendar month, in a form acceptable to the County and accompanied by all support documentation requested by the County, for payment and for services that were completed during the preceding phase. The County shall review for approval of said invoices. The County shall have the right not to pay any invoice or part thereof if not properly supported, or if the costs requested or a part thereof, as determined by the County, are reasonably in excess of the actual stage of completion.

**Time of Payment:** The County shall make payments to Consultant within thirty (30) days after receipt of a proper invoice. Parties hereto expressly agree that the above contract term shall supersede the rates of interest, payment periods, and contract and subcontract terms provided for under the Georgia Prompt Pay Act, O.C.G.A. 13-11-1 et seq., pursuant to 13-11-7(b), and the rates of interest, payment periods, and contract and subcontract terms provided for under the Prompt Pay Act shall have no application to this Agreement; parties further agree that the County shall not be liable for any interest or penalty arising from late payments.

**Submittal of Invoices:** Invoices shall be submitted as follows:

#### **Via Mail:**

Fulton County Government  
141 Pryor Street, SW  
Suite 7001  
Atlanta, Georgia 30303  
Attn: Finance Department – Accounts Payable  
OR

**Via Email:**

Email: [Accounts.Payable@fultoncountyga.gov](mailto:Accounts.Payable@fultoncountyga.gov)

At minimum, original invoices must reference all of the following information:

- 1) Vendor Information
  - a. Vendor Name
  - b. Vendor Address
  - c. Vendor Code
  - d. Vendor Contact Information
  - e. Remittance Address
- 2) Invoice Details
  - a. Invoice Date
  - b. Invoice Number (uniquely numbered, no duplicates)
  - c. Purchase Order Reference Number
  - d. Date(s) of Services Performed
  - e. Itemization of Services Provided/Commodity Units
- 3) Fulton County Department Information (needed for invoice approval)
  - a. Department Name
  - b. Department Representative Name

Consultant's cumulative invoices shall not exceed the total not-to-exceed fee established for this Agreement.

**County's Right to Withhold Payments:** The County may withhold payments, not to exceed the total of two months' fees of the applicable SOW, for services that involve disputed costs, involve disputed audits, or are otherwise performed in an inadequate fashion. Payments withheld by the County will be released and paid to the Consultant when the services are subsequently performed adequately and on a timely basis, the causes for disputes are reconciled or any other remedies or actions stipulated by the County are satisfied. If there is a good faith dispute regarding a portion of an invoice, Consultant will notify County and detail the dispute before the invoice date. The County shall promptly pay any undisputed items contained in such invoices. Upon resolution of the dispute, any disputed amounts owed to Consultant will be promptly paid by County.

**Payment of Subcontractors/Sub-Consultants/Suppliers:** The Consultant must certify in writing that all subcontractors/sub-consultants of the Consultant and suppliers have been promptly paid for work and materials and previous progress payments received. In the event the prime Consultant is unable to pay subcontractors/sub-consultants or suppliers until it has received a progress payment from Fulton County, the prime Consultant shall pay all subcontractors/sub-consultants or supplier funds due from said progress payments within forty-eight (48) hours of receipt of payment from Fulton County and in no event later than fifteen days as provided for by State Law.

**Acceptance of Payments by Consultant; Release.** The acceptance by the Consultant of any payment for services under this Agreement will, in each instance, operate as, and be a release to the County from, all claim and liability to the Consultant for work performed or furnished for or relating to the service for which payment was accepted, unless the Consultant within five (5) days of its receipt of a payment, advises the County in writing of a specific claim it contends is not released by that payment.

### **13.0 Taxes**

The Consultant shall pay all sales, retail, occupational, service, excise, old age benefit and unemployment compensation taxes, consumer, use and other similar taxes, as well as any other taxes or duties on the materials, equipment, and labor for the work provided by the Consultant which are legally enacted by any municipal, county, state or federal authority, department or agency at the time bids are received, whether or not yet effective. The Consultant shall maintain records pertaining to such taxes as well as payment thereof and shall make the same available to the County at all reasonable times for inspection and copying. The Consultant shall apply for any and all tax exemptions which may be applicable and shall timely request from the County such documents and information as may be necessary to obtain such tax exemptions. The County shall have no liability to the Consultant for payment of any tax from which it is exempt.

### **14.0 Notices**

Notices concerning the termination of this Agreement, notices of alleged or actual violations of the terms or conditions of this Agreement, and other notices of similar importance shall be made:

Notice to County, shall be addressed as follows:

Director  
Department of Public Works  
141 Pryor Street, SW Suite 6001  
Atlanta, GA 30303  
Attn: David Clark  
E-mail: [david.clark@fultoncountyga.gov](mailto:david.clark@fultoncountyga.gov)

With a copy to:

Chief Purchasing Agent  
Department of Purchasing & Contract Compliance  
130 Peachtree Street, S.W., Suite 1168  
Atlanta, Georgia 30303  
Attn: Felicia Strong-Whitaker



Email: [felicia.strong-whitaker@fultoncountyga.gov](mailto:felicia.strong-whitaker@fultoncountyga.gov)

Notices to Consultant shall be addressed as follows:

Daupler, Inc.  
8024 Conser  
Overland Park, KS 66204  
Attn: John P. Bertrand, PE  
Email: [john@daupler.com](mailto:john@daupler.com)

### **15.0 Confidentiality**

All notices and deliverables pertaining to this Agreement shall be marked "Privileged and Confidential" and the appropriate restrictions pertaining to legally privileged and confidential documents will apply. These documents will also be subject to applicable exceptions to public disclosure pursuant to O.C.G.A.

§ 50-18-72.

IN WITNESS THEREOF, the Parties hereto have caused this Contract to be executed by their duly authorized representatives as attested and witnessed and their corporate seals to be hereunto affixed as of the day and year date first above written.

OWNER:

CONSULTANT:

FULTON COUNTY, GEORGIA

DAUPLER, INC.

Signed by:

Robert L. Pitts

Robert L. Pitts, Chairman  
Fulton County Board of  
Commissioners

DocuSigned by:

John Bertrand

John P. Bertrand, PE  
CEO

ATTEST:

ATTEST:

Signed by:

Tonya R. Grier

Tonya R. Grier  
Clerk to the Commission

Andrea Savage

Notary Public

County: Jackson

Commission Expires: 02/19/2028

(Affix County Seal)



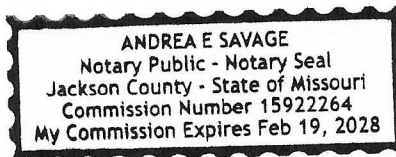
(Affix Notary Seal)

APPROVED AS TO FORM:

Signed by:

Dennal Stewart

Office of the County Attorney



APPROVED AS TO CONTENT:

DocuSigned by:

David Clark

David Clark, Director  
Department of Public Works

ITEM#: _____ RM: _____ REGULAR MEETING	ITEM#: 25-0207 2 <sup>ND</sup> RM: 03/19/2025 SECOND REGULAR MEETING
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## **EXHIBIT A**

### **SCOPE OF WORK/STATEMENT OF WORK**

## **SCOPE OF WORK/STATEMENT OF WORK**

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The Consultant shall furnish and install all necessary labor, materials, equipment, supervision and insurance and will perform the following tasks required for this scope of work and statement of work as described below:

An Incident Response System (IRS) software that integrates with our existing Cityworks asset management system and work order system. Daupler's implementation of their IRS platform will allow Fulton County customers to directly communicate with the Public Works crews responding to an incident. Daupler's IRS is mobile phone-centric and allows pictures and texts to be shared between our crews and customers, tracks employee time during emergencies, applies cross-platform analytics that can be utilized for enhanced reporting and managerial functions. Daupler's IRS takes advantage of next-generation technology (AI) to provide an improved customer/caller experience. This item makes available a customer call center which can operate during both normal business hours and afterhours. This service will be used based on need as determined by the Public Works Department.

The IRS will equip the Public Works Department with an operational assessment tool that enables increased utilization of personnel and equipment through data-driven analytics. It will offer crew-level performance statistics, response time reporting with time stamps, daily incident distribution lists, heatmap summaries by incident type and date range, and an event detection tool that investigates the possible relationship between incidents. Additionally, Daupler integrates with Public Works' Cityworks Asset Management System to pull information out of the incident exchange and automatically create and complete the Cityworks service request for added on-call service and efficiency.



# Statement of Work

Fulton County, GA

March 30th, 2025



**“Daupler has changed the way we do business. Our supervisors easily manage on-call staff and dispatch people. Communication with our teams has improved a ton. Response times are better, customers are getting better service. Crews love the quick access to tools. We’re very happy, couldn’t ask for a better platform.”**

**– Tim Segard, Durham, NC**

## Contents:

- 3 Daupler Project Team**
- 4 Statement of Work**
- 5 Scope of Work Details**
- 8 Support & Maintenance**
- 9 Implementation**



## Responsible Personnel

Daupler's project team will ensure you are set up for success during and after implementation. You will have the full force of Daupler behind you as you launch and use the platform. Key project team members include the following:



### **Chad Feather, Client Success Vice President**

chad@daupler.com | (816) 896-1163

Chad is responsible for creating the processes and tools that ensure success for Daupler clients, from implementation through post-launch and beyond. He will ensure your implementation goes well, all your questions are answered, training has been conducted satisfactorily, and you get the most out of your Daupler software. Chad has participated in the implementation of the majority of Daupler's clients.



### **Paul Browning, Software Engineering Manager**

paul.browning@daupler.com | (888) 201-5652

Paul oversees any software configurations or integrations that need to be made as part of your implementation. Paul has worked with government and utility organizations for seven years, and in software engineering for 16 years.



### **Wyatt Darnell, Project Manager**

wyatt@daupler.com | (913) 706-1315

Wyatt is responsible for kicking off your implementation process and ensuring it proceeds according to plan. Wyatt has been involved in client implementations at Daupler for over three years.



### **Brad New, Customer Support Director**

brad@daupler.com | (816) 714-8428

Brad is your main point of contact post-implementation. He manages our customer support team, ensuring prompt and effective resolution of issues while maintaining high levels of customer satisfaction.





# Statement of Work

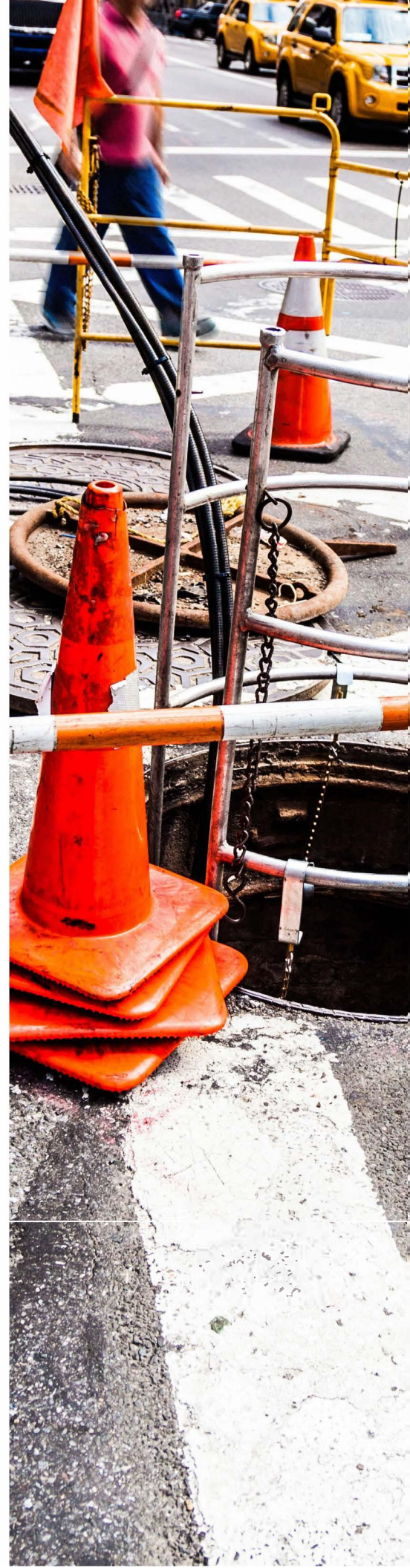
Fulton County requires 24/7 answering and dispatch services for the Public Works department. Daupler will also provide integrations with the Cityworks work order system.

Key features required include:

- 24/7 call support and triage
- Citizen engagement portal
- Incident response documentation (automated)
- Analytics and reporting
- Automated event detection
- Cloud-based solution
- Mobile and desktop interfaces
- Integration with Cityworks work order system

Daupler will provide our call answering service with the Daupier Response Management System (RMS). Key benefits and features of the solution include the following:

- **Response management-specific AI** understands your policies and then automatically dispatches an incident to the appropriate team members, batches related incidents together, and allows the responder to form a team in one step
- **24/7 call answering services** based in the United States are provided as needed by the County.
- **Call Takers throughout the United States** to ensure continuity of service, regardless of regional weather or other issues.
- **Call Takers trained to triage utility calls**, understand information pertinent to field staff, and trained on your City's protocols.
- **On-demand reporting for customer engagement**, crew performance, incident information, and more.
- **Integration with Cityworks** for automatic work order / service request generation.







# Scope of Work Details

## Basic Features and Functionality

### Response Management Overview

Daupier RMS receives call data, automatically classifies each call by category using our unique response management AI database, and then routes or documents the information based on your standard operating procedures.

Daupier Response Management AI understands how to classify issues, improving call routing accuracy. This eliminates the delays caused by Call Takers trying to classify issues themselves or attempting to track down the right person. Daupier RMS streamlines the emergency callout process. Daupier RMS auto-dials appropriate personnel until they acknowledge the callout and escalate if needed. All responding staff can access incident data via their phones and other devices. Automating problem response eliminates time wasted on incorrect categorizations and issue routing.

### Call Support and Triage

#### Call Support

Daupier will provide 24/7 call answering services to the public works department.

Daupier offers the services of Call Takers strategically located throughout the United States, so regional weather or other events will not impact our ability to serve the county's citizens. Call Takers are trained in utilities and public works calls, as well as general professionalism and customer service skills. We offer call answering services in English and Spanish, with additional languages available on demand.

Daupier has a highly redundant network, with complete coverage for staff days off and simultaneous spikes in demand across multiple clients. This also enables us to ramp up coverage on demand if you require schedule modifications or emergency coverage during the day. Our service levels offer live answering within three rings, no matter the time of day, day of the year, or external circumstance.

Daupier RMS supports our Call Takers to help them ask the questions needed to capture relevant information. Data captured for calls includes:

- Date and time of call
- Caller name
- Caller number
- Issue address/location
- Issue description
- Callback information

Capturing call data in Daupier RMS enables it to be easily shared across the organization as needed, with role-based permissions that allow or restrict information access or visibility appropriately.





## Scope of Work Details - Continued

### Reporting and Dashboards

With Daupler, the County has access to every emergency call that comes in, with all the relevant details, including time of call, contact name and phone number, location, description of the issue, and any submitted notes. Non-emergency calls that require a callback can be queued for the next business day.

Daupler's rich database, combined with its classification technology, enables the County to access reports by types of calls, who responded, and more. Daupler's Analytics module comes with heat maps that offer visualization of issue trends by type and location. It also includes performance reports by team and individual, as well as daily digests of calls.

### Emergency Response Automation

Daupler RMS receives call data, classifies each call by category using multi-modal artificial intelligence, and automatically routes or documents the information based on the County's standard operating procedures.

Customers and call takers don't always understand the correct option to choose for every issue. Daupler's AI classifier improves call routing accuracy. This eliminates the delays that can be caused by call takers trying to classify issues themselves or attempting to track down the right person.

Daupler RMS also streamlines the callout process for emergencies. The system can auto-dial appropriate personnel until they acknowledge the callout, and escalate if needed. All responding staff can access incident data via their phones and other devices. Automating problem response eliminates time wasted from incorrect categorizations and issue routing.

### Event Detection

Daupler's Event Detection tool identifies related calls and creates an Event to coordinate communications and response. When an Event is created:

- Additional callers can be greeted with a message acknowledging the issue. They can continue on to speak to a live representative if they desire, or they can opt to receive text updates about the issue.
- Additional related calls are tied to the Event, preventing duplicative callouts. Team members can review all incidents related to the same Event within Daupler's response management platform.



# Scope of Work - Continued

## Triage & Dispatch

Daupier RMS helps call takers determine call type and will send issue notifications to a specific on-call person for urgent calls.

For calls that require dispatch, the information will be sent via text to the on-call staff through the response management platform, freeing up the call taker to take the next call. The transfer of information to on-call staff is instantaneous, and the platform can also escalate to additional on-call personnel if the County desires.

Non-emergency calls will not be dispatched, but call details will still be recorded for review the next business day.

## Team Formation

Team Formation with Daupier Callout eliminates the manual steps involved in creating a team, reducing the process from 30-60 minutes to less than 10 minutes.

- Enter the number of people and skill sets you need and then Daupier Callout completes the calls and provides a record of activities
- Calls follow union or seniority lists
- Acknowledgments are documented automatically.

## Citizen Engagement Portal

Daupler's citizen engagement portal allows citizens to add information to their service requests by uploading photos, adding notes, and updating addresses. citizens can also use the portal to track the status of their incident. Crew members and managers can view this information in real-time through mobile or desktop platforms to inform their response decisions. All citizen updates appear instantly on incident reports.

## Cityworks Integration

Daupler will integrate with Fulton County's Cityworks work order system. This will allow for automatic generation of service requests. Additionally, Daupler will automatically fill out those service requests with information collected during the phone call including name, phone number, address, location, and notes. Daupler will also link to the Cityworks' service request on the incident page.





## Support and Maintenance

Daupler Support and Maintenance keeps users up-to-date with our services without adding to their bill. We offer 24-hour help desk support, help guides and tutorials, less than 24-hour response times, and staff that are dedicated to your Daupler solution.

**Essential support and maintenance components are outlined below:**

<b>SOFTWARE UPGRADES</b>	<ul style="list-style-type: none"><li>• Real-time updates to Daupler software services</li><li>• Automatic upgrades to new Daupler tools</li></ul>
<b>HELP DESK WITH UNLIMITED ACCESS</b>	<ul style="list-style-type: none"><li>• Online help desk offering 24/7 submission and support tracking</li><li>• Call center with dedicated support specialists</li><li>• Email support 24/7 at <a href="mailto:support@daupler.com">support@daupler.com</a></li></ul>
<b>TRAINING SEMINARS</b>	<ul style="list-style-type: none"><li>• Provided at integration</li><li>• Annual web-based group training includes coverage of all new Daupler features</li><li>• One-on-one training available as needed</li></ul>





# Implementation

Daupler recognizes implementation is a critical step in the successful adoption of our software. We take a client-first approach to understanding needs and configuring or modifying workflows based on each organization’s business rules. We do not use a third-party for any software implementation services, and a dedicated Daupler Implementation Specialist will work closely with Fulton County to ensure a smooth implementation process.

## Level of Effort Required from Staff

Staff will be asked to attend 3-4 meetings and provide inputs such as incident types and response procedures, on call schedules, shapefiles of service region, and user lists. We handle all integration and configuration requirements. We can also set up groups and users upon request.

The following outlines our preliminary timeline for configuration and implementation of the Daupler platform.

Activity	Timeline
KICK OFF MEETING	Week 1
CONFIGURATION MEETINGS	Week 2
CONFIGURATION COMPLETE	Week 5
LAUNCH AND TRAINING	Week 7

## IMPLEMENTATION SCHEDULE EXAMPLE

KICK OFF MEETING	<ul style="list-style-type: none"> <li>• Duration: 30 minutes</li> <li>• Topics of Discussion: Timeline, scope, and deliverables</li> <li>• Staff Present: Current call takers, on call supervisors, administrative assistants who help with scheduling, department heads, IT, etc.</li> </ul>
CONFIGURATION 1	<ul style="list-style-type: none"> <li>• Timeline: 1 – 30 days after Kick Off Meeting</li> <li>• Duration: 1 hour</li> <li>• Topic of Discussion: Current after-hours response process, where we can create efficiencies, and any special interface configurations required</li> <li>• Staff Present: On Call Supervisors, Administrative Assistants, Department Heads</li> </ul>
INTEGRATION MEETING	<ul style="list-style-type: none"> <li>• Timeline: After Configuration 1 Meeting</li> <li>• Duration: 30 minutes</li> <li>• Topic of Discussion: Integrations, how to obtain APIs, credentials, and documentation</li> <li>• Staff Present: IT, Representatives from systems Daupler is integrating with</li> </ul>
CONFIGURATION 2	<ul style="list-style-type: none"> <li>• Timeline: 2 – 30 Days after Configuration 1</li> <li>• Duration: 30 minutes</li> <li>• Topics of Discussion: Review implementation details and structure, get any clarifying information</li> <li>• Team Members Present: On Call Supervisors, Admin Assistants, Department Heads, IT</li> </ul>
TRAIN THE TRAINER	<ul style="list-style-type: none"> <li>• Timeline: After Configuration 2, usually within two weeks of all deliverables being turned in</li> <li>• Duration: 1.5 hours</li> </ul>
INDIVIDUAL CREW TRAININGS	<ul style="list-style-type: none"> <li>• Timeline: After Train the Trainer</li> <li>• 1 hour per department</li> <li>• 1.5-hour manager training</li> <li>• Staff Present: Anyone who will use or interact with the software (Crews, managers, administrators, etc.)</li> </ul>
GO LIVE TRAINING	<ul style="list-style-type: none"> <li>• 14 days after Product Review</li> <li>• Duration: Varies</li> </ul>



**EXHIBIT B**

**COMPENSATION**

## **COMPENSATION**

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County agrees to compensate Agency for all services performed under this Agreement in an amount not to exceed \$148,200.00 (One Hundred Forty-Eight Thousand Two Hundred Dollars and No Cents).





DAUPLER + FULTON COUNTY, GA

— TERM: March 20<sup>th</sup>, 2025 – December 31<sup>st</sup>, 2025

REFERENCE #

38572932-23509325

TO

David Clark  
Public Works Director  
Fulton County

CONTACT

Fulton County  
11575 Maxwell Road  
Alpharetta, GA 30009

DATE

March 20<sup>th</sup>, 2025

PREPARED BY

Chad Feather  
VP of Client Success  
Daupler

CONTACT

816-896-1163  
chad@daupler.com

Daupler, Inc.

ADDRESS

8024 CONSER ST  
OVERLAND PARK, KS 66204

PHONE

+1-888-201-5652

WEB

DAUPLER.COM  
info@daupler.com

PRODUCTS & SERVICES

Item & Description	Quantity	Price	Total
<b>Response Management Module (24/7)</b> Daupler Dispatch: call escalation, team formation, problem response form automation, arrival/departure documentation  Daupler Engage: Customer text updates, all customer interaction documented, customer communication functionality  Daupler AI: AI/classifier technology for fast escalation & dispatch  Event Detection: automatic detection of large outages, customer communication during outage, added information for fast emergency response  Daupler Analytics: Data collection and analysis	1	\$102,700	\$102,700 Paid annually
<b>Daupler Answering (24/7)</b> Call Answering Functionality – daytime, after hours, weekend, and holiday usage. Flat fee; no variable rate or upcharge for high volume months	1	\$35,600	\$35,600 Paid annually
<b>Cityworks Integration</b> Establish and maintain integrations with Cityworks for automatic service request creation and cohesive documentation	1	\$9,900	\$9,900 Paid annually
<b>Integration and Support</b> 24/7 customer support, dedicated implementation and integration team	1	Included	Included
		Subtotal	\$148,200
		<b>Annual Total</b>	<b>\$148,200</b>

\*Annual recurring costs are subject to a 7.5% technology uplift fee

## **EXHIBIT C**

### **CERTIFICATE OF INSURANCE**

**ACORD**<sup>TM</sup>**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)

3/20/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> <b>Holmes Murphy</b> <b>2727 Grand Prairie Pkwy</b> <b>Waukee, IA 50263</b>		<b>CONTACT NAME:</b> <b>PHONE (A/C, No, Ext):</b> <b>FAX (A/C, No):</b> <b>E-MAIL ADDRESS: selectcertificate@holmesmurphy.com</b>	
		<b>INSURER(S) AFFORDING COVERAGE</b> <b>INSURER A : Twin City Fire Insurance Co</b>	<b>NAIC #</b> <b>29459</b>
<b>INSURED</b> <b>Daupler Inc.</b> <b>8024 Conser St</b> <b>Overland Park, KS 66204</b>		<b>INSURER B : Coalition Insurance Solutions</b> <b>INSURER C :</b> <b>INSURER D :</b> <b>INSURER E :</b> <b>INSURER F :</b>	<b>29530</b>      

**COVERAGES****CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
<b>A</b>	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	<input checked="" type="checkbox"/>		<b>91SBAVL5367</b>	<b>02/01/2025</b>	<b>02/01/2026</b>	EACH OCCURRENCE \$ <b>1,000,000</b> DAMAGE TO RENTED PREMISES (Ea occurrence) \$ <b>1,000,000</b> MED EXP (Any one person) \$ <b>10,000</b> PERSONAL & ADV INJURY \$ <b>1,000,000</b> GENERAL AGGREGATE \$ <b>2,000,000</b> PRODUCTS - COMP/OP AGG \$ <b>2,000,000</b> \$
<b>A</b>	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY	<input checked="" type="checkbox"/>		<b>91SBAVL5367</b>	<b>02/01/2025</b>	<b>02/01/2026</b>	COMBINED SINGLE LIMIT (Ea accident) \$ <b>1,000,000</b> BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
<b>A</b>	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input type="checkbox"/> EXCESS LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ <b>10000</b>	<input checked="" type="checkbox"/>		<b>91SBAVL5367</b>	<b>02/01/2025</b>	<b>02/01/2026</b>	EACH OCCURRENCE \$ <b>2,000,000</b> AGGREGATE \$ <b>2,000,000</b> \$
<b>A</b>	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> Y / <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N / A	<b>91WBCAW2DFK</b>	<b>02/01/2025</b>	<b>02/01/2026</b>	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ <b>1,000,000</b> E.L. DISEASE - EA EMPLOYEE \$ <b>1,000,000</b> E.L. DISEASE - POLICY LIMIT \$ <b>1,000,000</b>
<b>B</b>	<b>Cyber &amp; Errors and Omissions</b>			<b>C4NMH115975CYBER20</b>	<b>02/01/2025</b>	<b>02/01/2026</b>	<b>5,000,000 Ea Claim</b> <b>5,000,000 Aggregate</b> <b>25,000 Retention</b>

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

**Fulton County Government is an additional insured on a primary and non-contributory basis on the General Liability, Automobile and Umbrella as required by written contract with the insured, per policy terms and conditions.**

**CERTIFICATE HOLDER****CANCELLATION**

**Fulton County Government Attn:**  
**Purchasing Dept.**  
**130 Peachtree Street S.W.**  
**Suite 1168**  
**Atlanta, GA 30303-3459**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

*Sean O'Hare*

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**EXHIBIT D**

**GEORGIA SECURITY AND IMMIGRATION CONSULTANT**

**AFFIDAVIT AND AGREEMENT**

STATE OF GEORGIA COUNTY OF FULTON

**FORM D: GEORGIA SECURITY AND IMMIGRATION CONTRACTOR AFFIDAVIT AND AGREEMENT**

By executing this affidavit, the undersigned contractor verifies its compliance with

O.C.G.A. 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services<sup>1</sup> under a contract with **Daupler** on behalf of **Fulton County Government** has registered with and is participating in a federal work authorization program\*,<sup>2</sup> in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services to this contract with **Fulton County Government**, contractor will secure from such subcontractor(s) similar verification of compliance with O.C.G.A. 13-10-91 on the Subcontractor Affidavit provided in Rule 300-10-01-.08 or a substantially similar form. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the **Fulton County Government** at the time the subcontractor(s) is retained to perform such service.

17.11334

EEV/Basic Pilot Program\* User Identification Number

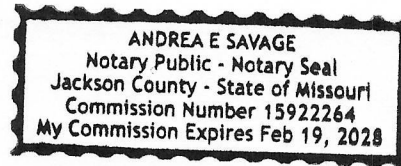
BY:  Authorized Officer of Agent (Insert Contractor Name)

CEO

Title of Authorized Officer or Agent of Contractor

John Bertrand

Printed Name of Authorized Officer or Agent



Sworn to and subscribed before me this 1 day of April, 2025

Notary Public: 

County: Jackson

Commission Expires: 2/19/28

<sup>1</sup>O.C.G.A. § 13-10-90(4), as amended by Senate Bill 160, provides that "physical performance of services" means any performance of labor or services for a public employer (e.g., Fulton County) using a bidding process (e.g., ITB, RFQ, RFP, etc.) or contract wherein the labor or services exceed \$2,499.99, except for those individuals licensed pursuant to title 26 or Title 43 or by the State Bar of Georgia and is in good standing when such contract is for service to be rendered by such individual.

<sup>2</sup>\*[Any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603].