

**SIGNATURE PAGE**

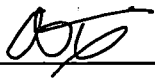
**CC-25-2023**

To the Monmouth County Board of County Commissioners:

**THE UNDERSIGNED HEREBY DECLARES THAT  
I (WE) HAVE CAREFULLY EXAMINED THE SPECIFICATIONS.  
I (WE) HEREBY CERTIFY PRICES QUOTED ARE IN ACCORDANCE  
WITH YOUR REQUIREMENTS.**

Company Name: empowOR by CSST Software  
(PRINT)

Preparer's Name: Andrew Toronyi  
(PRINT)

Signature:  9/26/2023  
(DATE)


Address: 100 Mount Holly Bypass  
Lumberton, NJ 08048


Telephone No.: 201-448-7426

Fax No.: \_\_\_\_\_

E-Mail Address: bhorner@empoworbycsst.com  
**\*\*\* (This should be the email where Contracts would be sent) \*\*\***

Contact Person: Becka Horner

FEIN:   
(Federal Employee ID)

BRC:   
(Business Registration Certificate)

**Support - Contractor shall describe support service options including information about the level of support, hours of availability, platform documentation, and any costs associated with advanced support.**

**Support and Maintenance**

Support is an integral component of our hosting service and is included in the standard package at no extra cost, except for cases where additional training hours beyond what is outlined in the implementation plan are requested. empowOR provides live Help Desk support during the hours of 8:00 AM to 6:30 PM Eastern Time. Our staff is readily available to assist with inquiries and address any issues reported by our users. For support requests received after 6:30 PM ET, they are promptly attended to the following morning.

To ensure efficient handling of support matters, we have implemented a ticketing tracking and escalation system, along with established processes for resolving issues. We have made substantial investments in our customer experience and support team in both 2022 and 2023, and we remain committed to expanding this team further as necessary to guarantee swift and responsive service.

Currently, our median initial response time stands at 18 minutes, and an impressive 91% of tickets are resolved within 5 hours or less. Additionally, we have compiled a comprehensive library of support documents and resources, easily accessible within the help section of empowOR, to provide additional assistance and guidance to our users.

**Pricing/Fees - Contractor shall propose a monthly per user rate, flat rate, or other method of payment for the services described in the scope of services. Fees must be provided with your submission for each of the years, the initial two (2) years and then each of the three (3) one-year renewal options. Contractors may include an escalation clause or other method for determining a fee increase, if applicable.**

**On Going Hosting Fees**

Below, we've outlined the costs associated with the core functionality of empowOR and our Client Inquiry Module. To provide a comprehensive perspective as your user base expands, we've presented cost estimates across a range of users.

	Annual Total Cost (70 users)	Annual Total Cost (100 users)	Annual Total Cost (120 users)
Core + Client Inquiry	<b>\$14,500.00</b>	<b>\$16,420.00</b>	<b>\$18,000.00</b>
<b>Optional Additional Modules</b>			
Custom Applications (such as government required forms with e-signature)	<b>\$1,800.00</b>		
Calendaring/Appointments	<b>\$420.00</b>		
CADS (Community Action Data Store)	<b>Cost dependent on usage</b>		

*\*All agencies are subject to a hosting fee increase of 2-3% a year.*

**Document Storage Fees (based on the file size of those documents)**

Less than 20 GB = no charge
20 - 80 GB = charge \$3/GB
80+ GB = charge \$1/GB

**Launch Fees (one time set-up fees)**

The launch cost can vary between 150% to 200% of the annual hosting fees, depending on factors such as the number of user groups trained, the complexity of the setup, and whether you opt for any additional optional modules.

Since you indicated that you would be starting with **70 users**, your launch fees would be between **\$21,750 and \$29,000**.

**References - Contractor shall provide at least three companies/customers as references. State company name, address, contact name and telephone numbers, installed and supported software and duration or relationship. Monmouth County reserves the right to request additional references as needed.**

