Town of Canton Website

Submitted By: Jessica Chase
888-878.3006
Jessica@qscend.com

Executive Summary

QScend Technologies, Inc. is an industry leader in Web-based software solutions and services for municipalities. More than 300 municipalities and more than 10,000 users across the country access the company's series of products for a variety of citizen service related functions, including website content management, electronic newsletter distribution, citizen service request management, and 311 call center functionality.

Founded in 1998 by Keith LeBeau, QScend Technologies was the first company to relocate into Waterbury, Connecticut's Information Technology Zone.

Our headquarters located at 231 Bank Street Waterbury, Connecticut is staffed from 8 am until 6 pm Monday through Friday. Our staff is available for after-hours telephone support 24 hours a day, 7 days a week for all customers who are current with the maintenance plan.

QScend Technologies has been in business since 1998 and is a privately held and funded corporation. We have the financial capability to perform and to deliver your project. Upon the award of a contract we are happy to provide financial documentation. We are committed to providing the latest in e-government software and the finest services to each and every one of our customers.

In developing your new website our level of commitment to your needs remains throughout the process, starting with our initial planning phase and running throughout the lifecycle of your website. Our website design will integrate your content needs into a visually stunning, easy-to-use platform that is fully accessible to all users, including those using mobile devices. Intuitive and logical navigation based on targeted audiences, topic, services offered, and/or department creates a more user-friendly dynamic and directs visitors to their respective destinations more fluidly, ensuring a higher level of satisfaction for your visitor. Multiple paths to information and site search tools will guarantee that information provided will reach the visitor.

Training with QScend Academy

The mission of QScend Academy is to service all levels of QScend educational needs within your organization. The programs are designed to train anyone who may use the 'Q' products — frontline staff, managers, administrators, and IT staff — increasing your organization productivity from top to bottom.

Private On-Site Training

On-site training is a premium education solution for municipalities that wish to train a large number of staff. A QScend Academy education specialist will design a custom single- or multi-day course for your organization, and then visit your location to guide the training.

Interactive Online Training

QScend is pleased to offer a series of interactive, scenario-based, online training classes. This high-quality, web-based education courseware, allows members of your organization to learn at their own pace — and without leaving the office. QScend's online classes are based on the award-winning Adobe® Captivate™. Powerful and engaging training simulations enable anyone to rapidly develop the skills required to excel with the QScend suite of products.

- Watch — Flash movies show mouse movements and text captions that describe on-screen actions.

- Listen — Instructor-led audio narration guides trainees along.

- Interact — Practice actual procedures with mouse clicks and interactive quizzes and tests.

- Learn — Gain knowledge right from your desk — no travel required.

1-On-1 Distance Learning

Distance learning is designed for the busy professional who does not have the time to leave the office, but needs 1-on-1 training on the QScend product line. Distance learning courses, done live and delivered via the Web by our product experts, provide a personal touch and feedback as users learn in their home or office.

QAlert ™ Citizen Request Management

QAlert is an award winning best in class e-government CRM system designed to manage citizen service requests. It allows the city employees to quickly accept citizen service requests and route them directly to the departments responsible for resolving the issues.
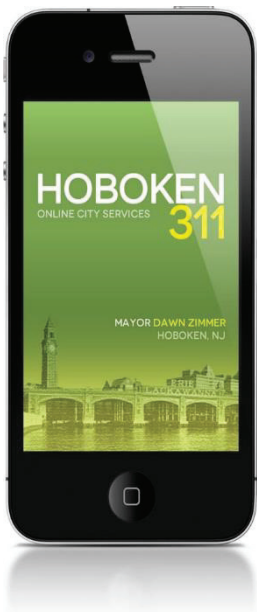
Secure and completely Web-based with unlimited users, QAlert provides an interface for both the public and your staff to manage all inquiries.

- Accept, track, and manage citizen service requests
- Log service requests and immediately notify the appropriate department for resolution
- Trigger automatic notification to submitters, via e-mail, of receipt and resolution
- Record all action taken on each service request
- Include document and image attachments for enhanced records
- Escalate service requests not handled in a timely manner
- Customize reports to meet your exact needs, and schedule automatic delivery of those reports

Citizen App Experience

Your City app will be custom branded. It is directly integrated with your QAlert installation and allows your citizens to quickly access information and report an issue directly from their mobile phones.

- **From your City App citizens can:**

- **Report issues**

- **Add comments and pictures**

- **Check status of issues**

- **Browse local news or your twitter feed**

- **Access your municipal website**

Website Design and Content Management Software

Account Information

Subscriber:	Town of Canton		
Contact Name:	Linda Smith	**Title**:	
Address 1:	P.O. Box 168	**Address 2**:	
City:	Canton	**State**:	CT
Zip:	06022	**Contact phone**:	860-693-7870
Facsimile:		**Email**:	lsmith@townofcantonct.org
Effective Date:			

DESCRIPTION	TYPE	FINAL PRICE
Website redesign (90 hours) Includes: • Responsive website development • Migration of content and documents • Restructure of website navigation • QAlert service request form	Service	$9,450
Town of Canton branded app ($4,900)	Product	(Price waived if signed by 3/31/2014)
Training (Recommended 2 days @ for up to 12 users per day)	Service	$3,000

General Terms

The licenses set forth above shall continue for a term of 12 months from the Effective Date (the "*Term*") and shall automatically renew upon the expiration of the Term unless Subscriber provides 90 days prior written notice. Maintenance included year 1, optional maintenance available year 2+ for 20% of the purchase price. BY SIGNING BELOW, SUBSCRIBER AGREES TO THE QSCEND TERMS OF USE LOCATED AT www.QScend.com/terms AND ANY OTHER APPLICABLE TERMS, CONDITIONS AND POLICIES GOVERNING THE USE OF THE QSCEND SERVICES.

_____ Subscriber Signature	_____ QScend Signature
	Keith LeBeau
_____ Print Name	_____ Print Name
	President
_____ Print Title	_____ Print Title
	3/31/2014
_____ Date	_____ Date