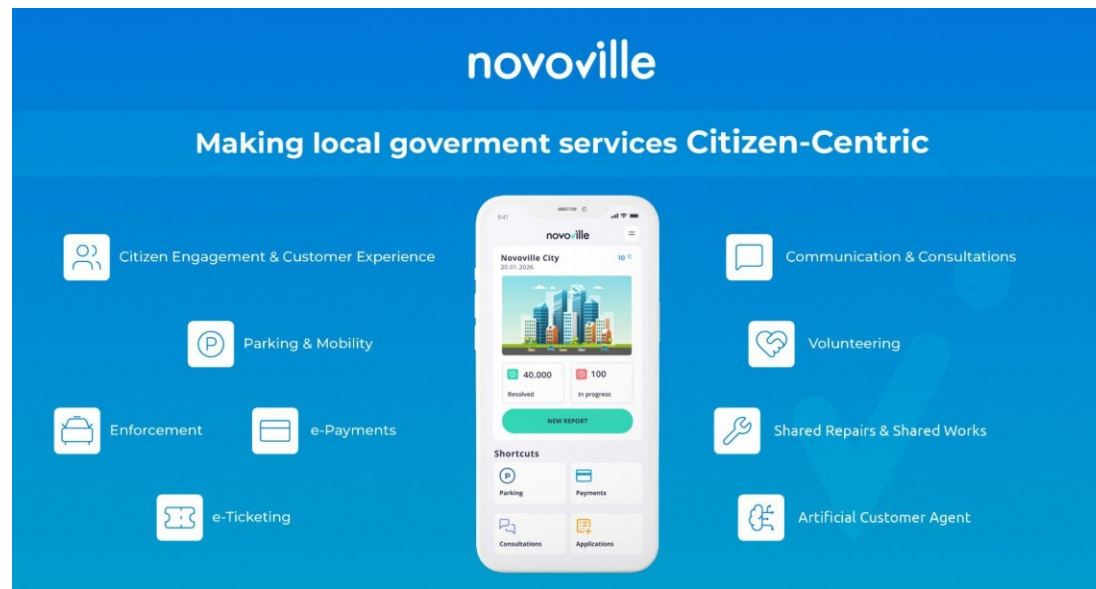


Novoville

CITIZEN ENGAGEMENT & CUSTOMER EXPERIENCE PLATFORM (CEP)



novoville

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The Software - as - a Service (SaaS) licence includes hosting, updates, maintenance & support.

The platform consists of two main subsystems:

A) **Modular Cloud-based Dashboard for Authorities**. Modules are grouped in four thematic packages:

- a) e-Frontdesk/ incident management
- b) Communications & Consultations
- c) Receive Payments

Vertical to the above, we provide an interactive dashboard with live statistics and KPIs feeding of all packages

B) **Citizen Interfaces** to access modules offered by Authorities.

- a) Mobile Apps (android / iOS)
- b) Web App

Platform Licence includes

- Access to authority dashboard and modules
- Hosting
- Thorough platform updates
- Support and Maintenance
- Training
- Unlimited authority user licenses
- Tokens for initial sponsored marketing campaigns

Population Ranges for Local Authorities

Local Authority Size	Population
Small	< 100.000
Medium	100.000 - 200.000
Large	200.000 - 300.000
X - Large	> 300.000

Packages & Modules

Package	Modules
Payments	- Monetary Transaction - Ticketing for events, exhibitions - Wallet
Communication & Consultations	- Omni-comms Messaging - Campaign Manager - Chatbot Consultations & Mobile Surveys
e- Frontdesk	- Incident Management - Dynamic e-Forms & Application Management - FAQ Clients - Local Information: Events, Calendar, POIs Management, Phonebook
Cloud-based Management Dashboard	- Live statistics & KPIs - User/citizen management - Dynamic workflows - Requests & e-Forms management - Content & Comms management - Payments & transactions management

*Also offered as a standalone module (see standalone module pricing)

Subscription Based Pricing

Packages				Monthly Costs per Population Ranges (PR) (£)				Notes
Payment	Communication & Consultations	e-Frontdesk	Cloud-based Management Dashboard	S	M	L	XL	
✓			✓	200	400	600	800	Commissions apply*
✓			✓	1,500	2,500	4,000	6,500	Commissions apply* Includes 500 comms tokens per month
		✓	✓	3,500	5,000	7,000	8,000 to 10,000	Includes 500 comms tokens per month
	✓		✓	3,000	5,000	6,000	8,000 to 10,000	Includes 6 consultation chats for annual contracts. Includes: 8,000-16,000-24,000- 40,000 comms tokens per year for S - M - L- XL PR respectively
✓	✓		✓	2,500	3,000	3,500	4,500	Commissions apply* Includes 500 comms tokens per month
✓	✓	✓	✓	5,000	7,500	9,000	13,000 to 17,000	Most popular package due to discount for combination includes: 6 consultation chats for annual contracts. Includes: 8,000-16,000-24,000- 40,000 comms tokens per year for S - M - L- XL PR respectively

* Payments are subject to a commission depending on the payment provider selected.

* Payments for Bills, Fines, Permits, Tickets 20p and 3.8% on every transaction.

Consultations Module Pricing (can also be used as add-ons to monthly subscriptions)

Module Name	Quantity		
	1	3	6
Chatbot consultations	£ 5,000 Incl. 1.000 comms tokens	£ 13,000 Incl. 3.000 comms tokens	£ 22,000 Inc 6.000 comms tokens
Package of 1.000 Comms tokens	£ 1,000	£ 2,700	£ 4,800

Standalone Module Pricing

Module Name	Cost per Annum (£)	Notes
Mobile App	18,000	Not inclusive of integration costs (subject to 3rd party systems)
Web App	8,000	Not inclusive of integration costs (subject to 3rd party systems)
FAQ Client - ChatBot	11,000 to 18,000	Access from web chat, Slack, Facebook Messenger and WhatsUp
Incident Management	12,000 to 24,000	Inclusive of mobile app, web app and management dashboard
Dynamic Form/ Application Management	14,000 to 38,000	Inclusive of mobile app, web app and dashboard

Notes

A package of 1.000 communications tokens is approximately equivalent to:

- A reach of 50.000 citizens on social media or
- Sending 17.000 text messages (SMS) to users/citizens or
- Sending 30.000 e-mail messages to users/citizens

Communications tokens can only be spent within the calendar month for which they were purchased. Unspent tokens cannot roll-over to following calendar months.

Additional Professional Services

Product	Cost
Technical Consultancy for Line of Business Integration	£600 per day
Engineering & Development services including integration with existing or legacy systems	£600 per day
Digital Consultancy for services redesign	£600 per day
Consultations design and scripting	£500 per day

Training	Cost
Product training (up to 20 staff members)	Free
Product training for additional staff members (up to 20)	£500 per day
Single day content strategy workshop (up to 15 staff members)	£800 per workshop

Remarks

- All costs quoted are exclusive of VAT
- Professional service fees are exclusive of onsite travel expenses.
- Marketing services include:
 - Digital Material design: web banners, ads, etc.
 - Support running sponsored campaigns on social media
 - Printed material design