

**MANUFACTURER:****GovDelivery**[www.govdelivery.com](http://www.govdelivery.com)**RESELLER:**

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[www.FedResults.com](http://www.FedResults.com)

Manufacturer Description: GovDelivery is the world's leading provider of government-to-citizen communication solutions. GovDelivery's Email and Digital Subscription Management solution is a Software as a Service (SaaS) platform that provides organizations a fully-automated, on-demand public communication system.

**GSA Schedule Offering:**

Special Item No. 132-33 Perpetual Software Licenses

Special Item No. 132-34 Maintenance of Software

Special Item No. 132-50 Training Courses

# GovDelivery<sup>®</sup> Email and Digital Subscription Management

## Proactive Communication, Responsive Government

### Solution Overview

GovDelivery Email and Digital Subscription Management (EDSM) is the only comprehensive subscription management solution designed specifically for the public sector. Site users subscribe to and receive email alerts based on personal needs and interests. GovDelivery EDSM is a software as a service (SaaS) solution with no hardware or software to install.

#### Benefits of GovDelivery Email and Digital Subscription Management

- Reduces paper document distribution costs
- Offers tangible financial benefits and rapid return on investment (ROI)
- Tracks email subscriber numbers and usage of all types of information to quantify cost-savings and build support for other e-government projects
- Improves website usage by 20-40%

#### Key Features

- Personalization engine allows agency to offer highly-customized email subscription options to citizens and other stakeholders
  - Site visitors create and modify a “MyGovernment” profile of email subscriptions to information of interest
  - Site visitors can manage preference through a convenient online interface
- Automation engine ensures that emails are sent automatically (or with appropriate approvals) when new information is published on the website
  - Email alerts sent to public whenever information of interest is updated on website using GovDelivery
  - Emails can be sent manually at anytime by the agency
- Delivery engine ensures that all emails are delivered in a timely manner and that the maximum number of emails reach the inbox

Note: GovDelivery’s Email and Digital Subscription Management Solution is an out of the box offering with new features being added regularly to the standard package. Please contact the provider for the most recent list of features and functionality.

#### Proven interface

- GovDelivery creates all necessary templates for visitors to sign-up and manage their profile directly from the agency website
- More than 200 public sector entities use GovDelivery everyday

**FedResults/GovDelivery Pricing for Email and Digital Subscription Management (EDSM)**

No	SIN	Manufacturer	Part No.	Product Description - Number of Potential Users	GSA Pricing w/IFF
1	132-33	GovDelivery	EDSM-GD-246A	Email and Digital Subscription Management - 50,000 to 99,999 potential users Setup charge	\$ 10,158.75
2	132-33	GovDelivery	EDSM-GD-246B	Email and Digital Subscription Management- 50,000 to 99,999 potential users Monthly charge	\$ 1,144.25
3	132-34	GovDelivery	EDSM-GD-246C	Email and Digital Subscription Management - Monthly 24x7 Customer Support via pager 2 hour response time - 50,000 to 99,999 potential users	\$ 57.21
4	132-33	GovDelivery	EDSM-GD-247A	Email and Digital Subscription Management - 100,000 to 249,999 potential users Setup charge	\$ 14,939.34
5	132-33	GovDelivery	EDSM-GD-247B	Email and Digital Subscription Management - 100,000 to 249,999 potential users Monthly charge	\$ 1,682.72
6	132-34	GovDelivery	EDSM-GD-247C	Email and Digital Subscription Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 100,000 to 249,999 potential users	\$ 84.14
7	132-33	GovDelivery	EDSM-GD-248A	Email and Digital Subscription Management - 250,000 to 499,999 potential users Setup charge	\$ 21,929.62
8	132-33	GovDelivery	EDSM-GD-248B	Email and Digital Subscription Management - 250,000 to 499,999 potential users Monthly charge	\$ 2,474.58
9	132-34	GovDelivery	EDSM-GD-248C	Email and Digital Subscription Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 250,000 to 499,999 potential users	\$ 123.73
10	132-33	GovDelivery	EDSM-GD-249A	Email and Digital Subscription Management - 500,000 to 999,999 potential users Setup charge	\$ 32,308.26
11	132-33	GovDelivery	EDSM-GD-249B	Email and Digital Subscription Management - 500,000 to 999,999 potential users	\$ 3,639.09

FedResults/GovDelivery Pricing for Email and Digital Subscription Management (EDSM)

No	SIN	Manufacturer	Part No.	Product Description - Number of Potential Users	GSA Pricing w/IFF
				Monthly charge	
12	132-34	GovDelivery	EDSM-GD-249C	Email and Digital Subscription Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 500,000 to 999,999 potential users	\$ 181.95
13	132-33	GovDelivery	EDSM-GD-250A	Email and Digital Subscription Management - 1,000,000 - 1,999,999 potential users Setup charge	\$ 47,370.38
14	132-33	GovDelivery	EDSM-GD-250B	Email and Digital Subscription Management - 1,000,000 - 1,999,999 potential users Monthly charge	\$ 5,331.69
15	132-34	GovDelivery	EDSM-GD-250C	Email and Digital Subscription Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 1,000,000 - 1,999,999 potential users	\$ 266.58
16	132-33	GovDelivery	EDSM-GD-251A	Email and Digital Subscription Management - 2,000,000 - 2,999,999 potential users Setup charge	\$ 62,432.51
17	132-33	GovDelivery	EDSM-GD-251B	Email and Digital Subscription Management - 2,000,000 - 2,999,999 potential users Monthly charge	\$ 7,024.29
18	132-34	GovDelivery	EDSM-GD-251C	Email and Digital Subscription Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 2,000,000 - 2,999,999 potential users	\$ 351.21
19	132-33	GovDelivery	EDSM-GD-252A	Email and Digital Subscription Management - 3,000,000 - 3,999,999 potential users Setup charge	\$ 77,494.63
20	132-33	GovDelivery	EDSM-GD-252B	Email and Digital Subscription Management - 3,000,000 - 3,999,999 potential users Monthly charge	\$ 8,716.89
21	132-34	GovDelivery	EDSM-GD-252C	Email and Digital Subscription Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 3,000,000 - 3,999,999 potential users	\$ 435.84

**FedResults/GovDelivery Pricing for Email and Digital Subscription Management (EDSM)**

No	SIN	Manufacturer	Part No.	Product Description - Number of Potential Users	GSA Pricing w/IFF
22	132-33	GovDelivery	EDSM-GD-253A	Email and Digital Subscription Management - 4,000,000 - 4,999,999 potential users Setup charge	\$ 92,556.76
23	132-33	GovDelivery	EDSM-GD-253B	Email and Digital Subscription Management - 4,000,000 - 4,999,999 potential users Monthly charge	\$ 10,409.49
24	132-34	GovDelivery	EDSM-GD-253C	Email and Digital Subscription Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 4,000,000 - 4,999,999 potential users	\$ 520.47
25	132-33	GovDelivery	EDSM-GD-254A	Email and Digital Subscription Management - 5,000,000 -6,000,000 potential users Setup charge *	\$ 107,618.88
26	132-33	GovDelivery	EDSM-GD-254B	Email and Digital Subscription Management - 5,000,000 - 6,000,000 potential users Monthly charge **	\$ 12,102.09
27	132-34	GovDelivery	EDSM-GD-254C	Email and Digital Subscription Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 5,000,000 - 6,000,000 potential users	\$ 605.10

**Note:**

\* Additional \$2,000 setup fee for every additional 100,000 potential users after 6,000,000

\*\* Additional \$200 monthly fee for every additional 100,000 potential users after 6,000,000

\*\*\*Purchase of EDSM and CSM in combination; additional discounts up to 50% on purchase of second service will be granted.

# GovDelivery<sup>®</sup> Citizen Service Management

## Improve Citizen Service and Staff Efficiency

### Solution Overview

GovDelivery Citizen Service Management is the complete citizen service tool for Federal government. Our web-based Citizen Service Management (CSM) solution captures, routes, and manages all forms of citizen requests. GovDelivery CSM offers a comprehensive and seamless web-based approach to tracking email, postal mail, phone calls, and in person citizen inquiries. Used in conjunction with our GIS Module or Outlook Module, it becomes an even more powerful program. GovDelivery CSM is a software as a service (SaaS) solution with no hardware or software to install.

#### Benefits of GovDelivery Citizen Service Management

- Improve citizen service
- Exceed citizen expectations
- Track response times for continuous improvement
- Reduce administrative time by standardizing response procedures and migrating citizens to self service, where practical

#### Key Features

- Automated routing and tracking of requests
- Central database puts information at your fingertips
- Cases tracked to resolution with robust case management tools
- Automate notification of unresolved cases and open tasks
- Automatically updated information on each complete case
- 24-hour access to your agency with online customer service center including frequently asked questions

Note: GovDelivery's Citizen Service Management Solution is an out of the box offering with new features being added regularly to the standard package. Please contact the provider for the most recent list of features and functionality.

**FedResults/GovDelivery Pricing for Citizen Service Management (CSM)**

No	SIN	Manufacturer	Part No.	Product Description - Number of Potential Users	GSA Pricing w/IFF
1	132-33	GovDelivery	CSM-GD-246A	Citizen Service Management - 50,000 to 99,999 potential users Setup charge	\$ 10,158.75
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TRAINING					
28	132-50	SW-TS-100	1 day training (materials included) ***		\$ 4,231.50
29	132-50	SW-TO-200	Online training (up to 5 people in class)		\$ 634.73
*** Travel and expenses additional when training performed at customer site					