	Lucity	Tokay - Lora Peers 800-865-2965	ArchonSafe (Tony Unfried-317-605-0178 Indiana)	AquaBackflow (866-777-2124 General Manager; Tom Staroske - Illinois)	C3 - 888-725-4285 X 704 Brock Sheehan	XC2 - Randy Engle - 800-761-4999
City Cost to Implement	We already have Lucity, we would need to set up the Customer Portal	$16,500 for software and web portal, $6,900 additional for on site training provided	0	0	Yearly Fee - Costs per backflow of $0.50, $1,500 base fee, $600 per year web portal cost 20% discount when paying multiple years	Software 2 users 8000 records license fee $6,400, Set up Manually Initiated UFB License fee $2,800, Email Notification module license Fee $2,250, Existing data set up/conversion $350 $2,500+, web based data entry XC2Live subscription $450 plus $1,000 Set up fee,
Additional Costs (annual fee, etc.)	Cost to set up customer portal, forms for entry, or in house data entry web portal	$1,600	Additional for extras like surveys	Additional for extras like surveys	about $5,600 per year	$2,290 (license fees x 20%)+$450 (Xc2Live) = $2,740
Cost Per Test Entry	Not applicable	$1.00 paid by tester	$9.95 by tester	$9.95 by tester	Not Applicable	$1.50 per test paid by purveyor - no notices, $6.50 per backflow preventer with 2 notices. If paid by tester $2.50/test - no notices, $8.50/test 2 notices. Customer and contractor support available for $1.00 per test.
Mobile Compatibility	not for testers	No	App available for field entry	Mobile friendly web interface.	App available	No
Document Retention (how are the records kept? For how long?)	infinite	database on site and cloud infinite	downloadable - cloud storage	Downloadable cloud storage with back ups off site	Exportable at any time	indefinitely in our hosted copy of the software
Is there a Customer Portal to Lookup Due Date?	not at this time	No	No	Yes	Yes	No
Ability to generate/track Cross Connection Surveys?	No	No	Yes	Yes	Yes	yes
Timeline to Develop	?	?	6 weeks	6 Weeks	?	?
Inventory/Database Mgmt. (how does the customer info stay maintained?)	import from excel initially	Link to CIS	Import periodically from CIS	Import periodically from CIS	Link to CIS	Import periodically or Link to CIS
Ability to Interface w/Customer Billing System?	Yes	Yes	No, periodic manual updates	No, periodic manual updates	Yes	Can be linked to billing for cost and program set up by our IT, or manually updated periodically
Accept Offline Submissions?	Entered by City Staff	Yes	No	Yes - at additional cost per, paid by tester	no	No
# of Mailings (reminder, past-due, etc.)	Mailings by City Staff, auto email by lucity or possibly notify type system	Unlimited $2.00 per letter	Letter reminders and call for returned letters	2 reminder + final for additional fee on filing ($19.95 if overdue)	Offer email, mail merge capability	2 for cost noted above ($8.50 per test tester paid or $6.50 per test purveyor paid)
Non-Compliance Management (how is the utility notified? What is the process?)	Auto notification email can be set up past due	Can be set up to notify	email, list	email, list	notification	Software notifies
First Impression	It has a module	Seems pricey for purveyor for mailings and no customer support only internal	Smaller company with limited purveyor experience. References were positive.	Very good reviews, Highly recommended (SEMS, all references positive)	Thought it was only for testers but they have a purveyor system as well. Seems user friendly	Looks through, although the price is higher than others with all features added
Expertise in Subject Matter	It has a module, Wichita used to use it and liked it for manual entry	Large Company with many clients	Proposal had a few errors, don't have a huge following, 20-30 cities, they provide training.	Average 9 years field exp per employee	Founder grew up testing backflows	In business since 1989
Customer Service Experience	City provided	Technical Support is included to Utility	customer support included	Customer support (testers) Included and positive experience reported by references	Claim 4 minute average response time	Available training and support for staff at cost
Overall Summary	Staff has concerns about data security to provide a web portal for data entry. Notification, tracking and verifications would all be internal.	Tester and public customer support is not included, must pay license fee for the software and hosting fee for the web portal. Mailings are available for $2.00 each letter which could get expensive on 4,500 backflow preventers. (2 notices each would be $18,000).	They have a lot of the same aspects of Aqua Backflow with less experience.	Reccomended due to experience, customer service level, cost and efficiency of implementation, positive feedback from references, and data entry/reporting features. They offered to enter our backlogged files for no additional fee, this is the best way to get the program back up and running in a timely manner.	This option seems good for the data entry portion but requires in house mailings and notifications, also needs a link to CIS which could cause security issues.	This option seems expensive for the service as we need to buy software licenses and have a per test fee for entry paid by tester or purveyor in order to have notices sent. Customer service is also additional.