

COMMUNITY DEVELOPMENT AUTHORITY
CITY OF WEST ALLIS
RESOLUTION NO: 1372
DATE ADOPTED: November 10, 2020

Resolution to approve a licensing and support renewal with MRI Software (formerly Happy Software) and the addition of a Callmax module and FSS module in the amount of \$20,050.42, plus \$3,379.20 for the additional modules, for a total of \$23,429.62 for the Section 8 Housing Choice Voucher Program.

WHEREAS, the Section 8 program selected Happy Software in 2006 for the operating and reporting system; and,

WHEREAS, MRI Software, Inc. acquired Happy Software, Inc., and the licensing and support agreement expires December 31, 2020 and must be renewed to administer the Section 8 program.

WHEREAS, MRI Software offers a Callmax module to confirm scheduled inspection appointments through a text format and a Family Self Sufficiency (FSS) module to coordinate and manage the FSS program.

NOW, THEREFORE, BE IT RESOLVED, by the Community Development Authority of the City of West Allis as follows:

1. That MRI Software (formerly Happy Software) provides an operating and reporting system for the City of West Allis Section 8 Housing Choice Voucher Program.

2. That the Executive Director of the Community Development Authority, or its designee, be and is hereby authorized and directed to execute and deliver a contract with MRI Software (formerly Happy Software) hereby attached and made a part hereof.

3. That the sum of \$23,429.62, which includes the additional \$3,379.20 for the Callmax and FSS modules, be and hereby appropriated from the Section 8 Housing Choice Voucher Administrative Funds.

4. That the City Attorney be and is hereby authorized to make such non-substantive changes, modifications, additions and deletions to and from the various provisions of the Contract, including any and all attachments, exhibits, addendums and amendments, as may be necessary and proper to correct inconsistencies, eliminate ambiguity and otherwise clarify and supplement said provisions to preserve and maintain the general intent thereof, and to prepare and deliver such other and further documents as may be reasonably necessary to complete the transactions contemplated therein.

Approved: _____



John F. Stibal Executive Director/Secretary
Community Development Authority



REAL ESTATE SOFTWARE



Callmax Pricing Proposal

**City of West Allis, WI
Housing Authority**

November 22, 2019

Brett Baxt

MRI Public Housing Account Executive

518-633-1869

brett.baxt@mrisoftware.com

Ethan Finn

Callmax Account Executive

216-825-6709

ethan.finn@mrisoftware.com

Always Open. Always Connected.

Dear Patrick,

Thank you for giving us the opportunity to work with you to create a comprehensive communications and feedback system to enhance the communication between your agency and its clients.

Callmax Automated Communications will provide your agency with the flexibility to meet these needs. Our interactive Communications Suite allows your communities to capture feedback and communicate with prospective and current residents in a streamlined solution.

Callmax Communications Suite will free up time for your staff while also creating a direct line of communication for clients to provide feedback and receive information about the community.

On the next few pages please find descriptions of the features within the Callmax Communications Suite and the pricing for the solution.

When we previously spoke, you had requested that we include the following points in our proposal:

- Features and Functionality
- Details on our Integration with Housing Pro
- Time Frame to Implement
- Communications Suite Pricing

In this proposal we have addressed those four points.

We look forward to working with the City of West Allis team on this project.

All the Best,

- Brett Baxt, MRI Public Housing Account Executive
- Ethan Finn, Callmax Account Executive

Communications Suite

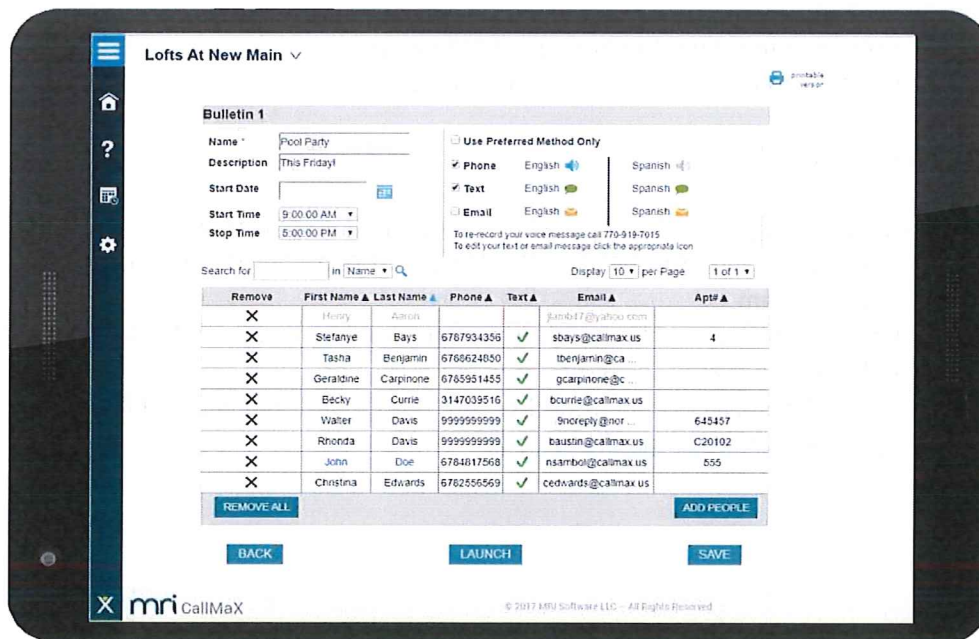
- Bulletins
 - Target prospects and residents with individual and/or bulk messaging while documenting communication and receipt.
 - Notify residents of any routine maintenance or construction with the touch of a button.
 - Provide 24-hour notices to residents for inspection of a unit. All bulletins that are sent through Callmax can be confirmed in the system that they arrived to the correct recipient.
 - Send mass emails with on-brand messaging with the ability to upload word documents into Callmax Communications Suite.
- Resident Surveys
 - Text/Call capabilities for surveying social activities, amenity interest and more.
 - Follow up with residents after maintenance emergencies to ensure satisfaction with maintenance technicians.
 - Surveying for community social activities.
- Keyword Text Campaigns
 - Text “keyword” to property-specific number.
 - Automated text responses with custom information.
 - Unlimited text campaigns can be used simultaneously.
- Live Text Chat
 - Providing real-time lead/prospect follow-up.
 - Direct communications with residents via text message.
- Outbound Call Recording.
- Work with Housing Pro 9.2 to upload resident data into Callmax
 - Integration is set up between the Callmax Integration Team and the City of West Allis IT Team.
 - CSV Reports would be generated from Housing Pro, sent to Callmax and uploaded to match resident data.
 - City of West Allis sends report on an “as-needed” basis (weekly, monthly, etc.) to cmx.integration@mrisoftware.com

Summary of Benefits

- Improve resident communication and engagement in community activities.
- Save time for staff in the leasing office through quick notifications with the bulletin and live text chat features.
- Increase resident retention and feedback through maintenance surveys. Surveys allow communities to make sure that residents have a positive experience in the event a work order or emergency maintenance page out is completed.
- Keyword text campaigns to track marketing data and provide prospective residents with up-to-date information about communities.
- Professional follow up to both residents and prospects through live text chat features that can be tracked through Callmax.
- Decrease delinquent rents by consistently sending rent reminders or past due statements to residents.

Implementation Timeline

- Agreement is signed between MRI and City of West Allis.
- Integrations are set up between OneSite and Callmax (1-2 Weeks).
- Existing Callmax Accounts are configured to add the Communications Suite (1-2 Weeks).
- Training is scheduled for City of West Allis on the Communications Suite (Timeline dependent on availability for training).





Pricing Proposal

Community	Unit Count	Monthly Price
City of West Allis	606 (Per HUD Profile)	\$161.60 (Annual: \$1,939.20)
End of Year Promotion <u>Signed and Returned to MRI Prior to 12.31.19</u>	10% Discount	-\$16.16 (Annual: -\$193.92)
TOTAL MONTHLY COST:		\$145.44 (Annual: \$1,745.28)

November 21, 2019
Ms. Mellena Hoppe, Housing Specialist
City of West Allis Housing - X577999
Purchasing Division
7525 West Greenfield Avenue
West Allis, WI 53214

Quote FSS Pro

This quote is valid until 12/21/2019.

HAPPY Software

Item	Price	Quantity	Price
FSS Pro (Family Self-Sufficiency)	\$990.00	1	\$990.00
Discount	-\$99.00	1	-\$99.00
- 10% Off End of Year Promotion			
- Contract Must Be Signed and Recieved By MRI Prior to 12/31/2019			

Total HAPPY Software: \$891.00

Services

Item	Price	Quantity	Price
Project Management (per hour)	\$150.00	2	\$300.00
Internet-based Training (per hour)	\$150.00	1	\$150.00
Internet-based Follow Up Training (per hour)	\$150.00	1	\$150.00

Total Services: \$600.00

Agency is responsible for sales and use tax if applicable.

Total:	\$1,491.00
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MRI Software LLC
 28925 Fountain Pkwy
 Solon, OH 44139
 FEIN 27-1499609
 Tel 1 (800) 321-8770 | mrisoftware.com/us/



INVOICE

Invoice To:
City of West Allis Housing
City of West Allis Housing
 7525 West Greenfield Avenue
 West Allis, WI 53214
 United States

Invoice Number: US-INV1056846
Client ID: X577999
Invoice Date: 09/30/2020
Due Date: 01/01/2021
Opportunity ID:
P.O. Number:

If you have questions about this invoice, please contact us by emailing MRIAR@mrisoftware.com. Please reference your Invoice Number US-INV1056846 & Client ID X577999.

Period	Description	Memo	Qty	Price	Amount (USD)
01/01/2021 - 12/31/2021		Annual Subscription Renewal (includes 12% price increase)	1	15,947.31	\$15,947.31
01/01/2021 - 12/31/2021		Annual SaaS Renewal (includes 12% price increase)	1	3,430.45	\$3,430.45
01/01/2021 - 12/31/2021		Annual Configuration Maintenance Agreement Renewal (includes 12% price increase)	1	672.66	\$672.66
SUBTOTAL					\$20,050.42
SALES TAX					\$0.00
TOTAL					\$20,050.42

Don't forget to ask us about our new payment portal to better assist you! See the email for a list of new features.

Past Due Balances (USD) as of Invoice Date Above					
1-30	31-60	61-90	91-120	121+	Total Past Due
0.00	0.00	0.00	0.00	0.00	0.00

Please remit below portion with your check payment



Payment For:
 City of West Allis Housing
 City of West Allis Housing

Invoice Number: US-INV1056846
Client ID: X577999
Invoice Date: 09/30/2020
Amount Due: \$20,050.42
Due Date: 01/01/2021

Remit To:
 MRI Software, LLC
 29596 Network Place
 Chicago, IL 60673-1295

For Electronic Payments

Account Name: MRI Software LLC
Bank Name: JPMorgan Chase
Account #: 200323605
Routing # for Wire: 021000021
Routing # for ACH: 044000037
Bank Address: 4 New York Plaza, Floor 15
 New York, NY 10004

