



A division of N. Harris Computer Corporation

8333 Eastlake Drive
Unit 101, Burnaby B.C.,
V5A 4W2, Canada

Phone: (604) 570-4300
Fax: (604) 291-0742
Web: cayenta.com

December 18, 2025

Daniel Mayer
Customer Service Administrator
City of Clearwater

RE: Cayla AI

Dear Daniel,

Cayenta would like to thank the City of Clearwater (Clearwater) for allowing us to present this proposal. Clearwater is an important partner for Cayenta. We are delighted to have the opportunity to engage with you in conversation where we can discuss assisting you with implementing our Cayla AI-powered customer service tool that will enable you to deliver fast, consistent, and intelligent support across multiple communication channels. We are confident that the implementation of Cayla functionality along side the Cayenta CIS application will prove to be both effective and efficient for Clearwater.



Cayla is Multi-lingual and Omni-channel



Pain Points



Agent churn causes constant training cycles and inefficiency.



Long wait times are the top complaint. 60% of customers prefer self-service.



Inconsistent service during peak times highlights the need for flexible and reliable solutions.

These pain points can be managed and mitigated with Cayla as part of your Call Center team.

Budgetary numbers

Please find below the proposed budgetary numbers (subject to change upon further discussion and refinement).

Utility	Clearwater
Annual Total Call Volume	106,608
Monthly Total Call Volume	8,884
Cayla Monthly Interaction Volume - anticipated	1,513
Cayla Percent Interaction - anticipated	17%

Type of Call	Monthly Call Center	% Cayla Coverage	Cayla Monthly Interaction
Pay Arrangements	215	40%	86
Start/Stop Service	1,733	40%	693
Billing Questions	1,834	40%	734
Cayla Interaction - anticipated+			1,513

+ Approximately 300 per month - anticipated

QTY	Components and Costs	Per Unit	Monthly	Annual
1	Implementation Fee (one-time, 1st Year)	\$25,000	N/A	25,000
1	Hosting Fee + 1 Cayenta routers (annual)	\$12,500	1,041.67	12,500
1,513	Cayla Interaction Transaction Fees (annual)*	\$1.50	2,269.20	27,230
Totals for Components (1st Year)			3,310.87	64,730

* Cayla interactions can be monitored and adjusted by Utility depending on desired volumes

\$1.50 transaction fees will be held for five (5) years.

Annual Hosting Fee and 1 Cayenta Router total (5% increase included)

			Annual Increase	5.00%		
	Year 1	Year 2	Year 3	Year 4	Year 5	Term Total
Hosting Fee + 1 Cayenta routers (annual)	\$12,500	\$13,125	\$13,781	\$14,470	\$15,194	\$69,070



This proposal includes:

- Project Coordination
- Solution setup for four (4) common call workflows
 - Pay Arrangements
 - Start Service
 - Stop Service
 - Billing Questions
- CIS Integration
- Training
- Testing Support
- Go-Live Support
- Post Go-Live Support (before scheduled handover to Standard Support)

Assumptions:

- 1) Multi-lingual languages supported
 - English and Spanish

With additional languages available for review depending on need.

- 2) This proposal is based on calls to CSRs; however, costs for additional communication channels can be prepared if desired:
 - email, or
 - chat, or
 - text
- 3) Development and customization of call workflows beyond the standard four (4) workflows would require additional professional services, which can be quoted once requirements are documented.
- 4) One additional Cayenta Router has been priced in for API traffic-flow regulation.

Non-Disclosure Agreement

Please note that this proposal provided by Cayenta contains confidential information of a commercially sensitive and proprietary nature and that this proposal is confidential and proprietary. Disclosure in any form to third parties is not permitted unless prior authorization is granted by Cayenta.

Conclusion

Cayenta is committed to developing a comprehensive, configurable Enterprise Resource Planning (ERP) solution, which meet the needs of organizations that manage essential services. On behalf of Cayenta, I would like to thank you for the opportunity to present this proposal. If you require a more in-depth explanation of any part of this document or would like more information, please do not hesitate to contact me.

Sincerely,
Juanita Townsend
Account Manager
jtownsend@cayenta.com
(716) 402-2349

