

**BID2025-70 DISTRIBUTION COMPLEX CY'2025 AFTERHOURS EMERGENCY ANSWERING SERVICE FOR THE CITY OF TRENTON, DEPARTMENT OF WATER AND SEWER,  
TRENTON WATER WORKS – BID OPENING DATE JULY 24, 2025, AT 11:00AM**

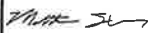
<b>BID2025-70 DISTRIBUTION COMPLEX CY'2025 AFTERHOURS EMERGENCY ANSWERING SERVICE FOR A PERIOD OF ONE (1) YEAR WITH AN OPTION TO EXTEND ONE (1) ADDITIONAL YEAR FOR THE CITY OF TRENTON, DEPARTMENT OF WATER AND SEWER, TRENTON WATER WORKS – BID OPENING DATE JULY 24, 2025, AT 11:00AM</b>		
<b>NUMBER OF BIDS SUBMITTED</b>	<b>2</b>	
<b>NAME OF PROPOSER</b>	<b>DIRECT INTERACTIONS, INC</b>	<b>CERIDA INVESTMENT CORP</b>
<b>ADDRESS</b>	701 5TH AVE SUITE 4200	3930 COMMERCE AVE
<b>CITY, STATE, ZIP</b>	SEATTLE, WA 98104	WILLOW GROVE, PA 19090
<b>CONTACT NAME</b>	<b>MATT STOREY</b>	<b>CHRISTINE WEST</b>
<b>TELEPHONE</b>	833 972 4162	855 490 1123
<b>FAX</b>	833 636 1378	N/A
<b>E-MAIL</b>	<a href="mailto:RFPTEAM@DIRECTINTERACTIONS.COM">RFPTEAM@DIRECTINTERACTIONS.COM</a>	<a href="mailto:CHRISTINE.WEST@ANSWERNET.COM">CHRISTINE.WEST@ANSWERNET.COM</a>
<b>DISCLOSURE OF OWNERSHIP STATEMENT(MANDATORY)</b>	INCLUDED	INCLUDED
<b>ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA</b>	N/A	N/A
<b>NON-COLLUSION AFFIDAVIT MANDATORY</b>	INCLUDED	INCLUDED
<b>REQUIRED EVIDENCE EEO/AFFIRMATIVE ACTION REGULATION CERTIFICATE</b>	INCLUDED	INCLUDED
<b>AMERICAN WITH DISABILITIES ACT OF 1990 LANGUAGE</b>	INCLUDED	INCLUDED
<b>DEBARMENT NOTICE</b>	INCLUDED	INCLUDED
<b>CERTIFICATION OF NON-DEBARMENT FOR FEDERAL GOVERNMENT CONTRACTS</b>	INCLUDED	INCLUDED
<b>CITY OF TRENTON RESIDENT EMPLOYMENT POLICY</b>	INCLUDED	INCLUDED
<b>EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE (EXHIBIT A)</b>	INCLUDED	INCLUDED
<b>CITY OF TRENTON ETHICS COMPLAINT DISCLOSURE</b>	INCLUDED	INCLUDED
<b>DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN</b>	INCLUDED	INCLUDED
<b>CERTIFICATION OF NON-INVOLVEMENT IN PROHIBITED ACTIVITIES IN RUSSIA OR BELARUS</b>	INCLUDED	INCLUDED
<b>NJ BUSINESS REGISTRATION CERTIFICATE (PRIOR TO AWARD)</b>	<b>PRIOR TO CONTRACT AWARD</b>	<b>PRIOR TO CONTRACT AWARD</b>
<b>EIC (EMPLOYEE INFORMATION CERTIFICATE)</b>	<b>REQUIRED FROM AWARDED VENDOR WITH SIGNED CONTRACTS</b>	<b>REQUIRED FROM AWARDED VENDOR WITH SIGNED CONTRACTS</b>
<b>MONTHLY PRICES</b>	<b>SEE ATTACHED</b>	<b>SEE ATTACHED</b>
<b>GRAND TOTAL AMOUNT FOR ONE(1) ADDITIONAL YEAR (OTE)</b>	<b>YES, SEE ATTACHED</b>	<b>YES, SEE ATTACHED</b>
<b>60-DAY EXTENSION COMPLIANCE</b>	YES	YES
<b>COMPLIANCE WITH EMERGENCY SERVICES</b>	YES	YES
<b>EXCEPTIONS</b>	NONE	NONE
<b>THREE (3) REFERENCES</b>	INCLUDED	INCLUDED
<b>FATAL FLAW</b>	<b>NONE</b>	<b>NONE</b>

**PROPOSAL CY' 2025**

**THE UNDERSIGNED PROPOSES TO FURNISH TELEPHONE ANSWERING SERVICES TO THE TRENTON WATER WORKS ON THE FIRST WORKING DAY OF THE MONTH AFTER THE DATE OF THE PURCHASE ORDER FOR ONE YEAR.**

Monthly Service Charge	\$105.00 for (100 Minutes)
Number of Free Automated Minutes per Month	Included
Price per Minute after Free automated Minutes	\$0.00
Price per Minute for Live Operator	\$1.05 per minute after the first 100 minutes per month.
Price of Faxes	\$Included

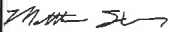
Respectfully Submitted:

Company ⇨	Direct Interactions, Inc.
Authorized Signature ⇨	
Print name ⇨	Matt Storey
Telephone Number ⇨	833.972.4162

**OPTION TO EXTEND ONE(1) ADDITIONAL YEAR FOR 2026**  
**THE UNDERSIGNED PROPOSES TO FURNISH TELEPHONE ANSWERING SERVICES TO THE TRENTON WATER WORKS ON THE FIRST WORKING DAY OF THE MONTH AFTER THE DATE OF THE PURCHASE ORDER FOR ONE YEAR.**

Monthly Service Charge	\$107.00 for (100 Minutes)
Number of Free Automated Minutes per Month	Included
Price per Minute after Free automated Minutes	\$ 0.00
Price per Minute for Live Operator	\$1.07 per minute after the first 100 minutes per month.
Price of Faxes	\$Included

Respectfully Submitted:

Company ⇨	Direct Interactions, Inc.
Authorized Signature ⇨	
Print name ⇨	Matt Storey
Telephone Number ⇨	833.972.4162

PROPOSAL CY' 2025

THE UNDERSIGNED PROPOSES TO FURNISH TELEPHONE ANSWERING SERVICES TO THE TRENTON WATER WORKS ON THE FIRST WORKING DAY OF THE MONTH AFTER THE DATE OF THE PURCHASE ORDER FOR ONE YEAR.

Monthly Service Charge	\$ 110.00 100 minutes
Number of Free Automated Minutes per Month	Pre-recorded automated answer included
Price per Minute after Free automated Minutes	\$ N/A
Price per Minute for Live Operator	\$1.15 per minute After 1st 100 minutes per month
Price of Faxes	\$ No cost for incoming faxes

Respectfully Submitted:

Company ⇨	Cerida Investment Corp. (operating as AnswerNet)
Authorized Signature ⇨	
Print name ⇨	Christine West
Telephone Number ⇨	855-490-1123

**OPTION TO EXTEND ONE(1) ADDITIONAL YEAR FOR 2026**

**I, THE UNDERSIGNED PROPOSES TO FURNISH TELEPHONE ANSWERING SERVICES TO THE TRENTON WATER WORKS ON THE FIRST WORKING DAY OF THE MONTH AFTER THE DATE OF THE PURCHASE ORDER FOR ONE YEAR.**

Monthly Service Charge	\$ 110.00 100 minutes
Number of Free Automated Minutes per Month	Pre-recorded automated answer included
Price per Minute after Free automated Minutes	\$ N/A
Price per Minute for Live Operator	\$ 1.15 per minute After 1st 100 minutes per month
Price of Faxes	\$ No cost for incoming faxes

Respectfully Submitted:

Company ⇒	Cerida Investment Corp. (operating as AnswerNet)
Authorized Signature ⇒	
Print name ⇒	Christine West
Telephone Number ⇒	855-490-1123