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

## PROPOSALCY' 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 Included Month

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

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  |

## PROPOSALCY' 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

Price per Minute after Free automated Minutes \$

|                                    |  |
|------------------------------------|--|
| Price per Minute for Live Operator | \$1.15 per minute                      |
|                                    | <i>After 1st 100 minutes per month</i> |

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

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

Respectfully Submitted:

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