

# Digital Subscription Management GovDelivery

December 31, 2014

Last updated: December 31, 2014

## 1. Rates: monthly rate per agency

High Usage (Greater than 100,000 bulletin recipients per year)	\$1,700
Moderate Usage (From 25,000 and 100,000 bulletin recipients per year)	\$1,020
Minimum Usage (Less than 25,000 bulletin recipients per year)	\$510

## 2. General Overview:

Digital Communication Management solution is a Software as a Service (SaaS) platform offered by GovDelivery that provides organizations a fully-automated, on-demand public communication system. Subscription management enables governments to provide citizens with better service and access to relevant information by proactively communicating official content through email, text messaging, RSS and social media.

The Digital Subscription Management Service allows the user to subscribe to email alerts for content of interest. This could include news releases, reports, or even changes to the website. Online registration requires the user to enter an email address; passwords are optional. The user has several profile options, such as immediate, daily, or weekly updates. Provides users a way to receive the information they want and to make changes to their preferences at their own discretion.

Information on how other states are using this service is available at:  
<http://www.govdelivery.com/clients/state>.

## 3. Service Description:

This is a service offered through a contract between GovDelivery ([www.govdelivery.com](http://www.govdelivery.com)) and Nebraska.gov. The Office of the CIO is acting as the billing agent, which allows multiple state agencies to share the cost of the contract. Since the cost of the contract is fixed, additional agencies using this service will reduce each agency's share.

The Service will include:

- Those services offered by GovDelivery as described on its website (<http://www.govdelivery.com/solutions/digital-subscription-management/>).
- Billings to the agency will be reflected on the monthly IMServices IBT and billing detail.

The Service will NOT include:

- The Office of the CIO provides no support for this service.

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## 4. Roles and Responsibilities:

### Responsibilities of the Office of the CIO:

- Establishing rates to recover costs of the service;
- Vendor management;
- Invoice processing;
- Monthly billing to customers;
- Responding to customer concerns.

### Responsibilities of the Customer:

- Determining best uses for the system and maximizing value;
- Using the system pursuant to applicable instructions.

### Joint Responsibilities of Gov Delivery:

- Training;
- Problem resolution;
- Invoicing.

## 5. Requesting Service

Contact the OCIO Help Desk at 402-471-4636 or by email at [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov) with any questions or to initiate service.

## 6. Billing Information:

The Office of the CIO uses a system of billing accounts, job codes and work orders for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order to use or request a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of your organization.

## 7. Service Hours, Response Times and Escalation:

Customers may contact the help desk 24X7. Help can be obtained by calling 402-471-4636 or, for less urgent problems, directing e-mail to [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov).

**For further information, please contact:**

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Office of the CIO Help Desk  
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402-471-4636 or 800-982-2468