Bang the Table
All about engagement

EngagementHQ pricing structure for partner consulting firms

We are always happy to hear from you about a proposal you may be putting together or a project you might be working on.

Your clients are becoming increasingly interested in evolving their engagement practices to incorporate both traditional face-to-face techniques with online practices. A growing number of consulting firms who want to help their clients embrace digital engagement have approached us for flexible solutions to support their client's goals.

This document explains how we would work with you to help expand your service offering to clients and keep in touch more easily.

Our goal as a business is to help more citizens become involved in the decisions that will affect their lives. We realize that happens when great practitioners (like you) are able to do their work at the highest level. We would like to partner with you and support your practice while learning about your industry needs.

EngagementHQ licenses are now structured differently for consultants, allowing additional flexibility to try our online engagement platform with your clients. We will outline how we would promote your work to our network, build case-studies of your best projects and support your learning in online practice.

This year our consulting partners have delivered approximately $1.2m of outstanding engagement projects that have included using EngagementHQ or Budget Allocator. These projects range from local park consultations, to property developments and even state and national campaigns. We know they will be winning awards next year.

We hope that you will be interested in partnering with us and hear your feedback on our proposal. If there are other ways we can support engagement practitioners, please let us know.

WHAT WE CAN PROVIDE TO YOU AND YOUR CLIENT

Bang the Table seeks to provide your agency with the opportunity to deliver digital engagement options as part of your service offering. We love sharing great practice on bangthetable.com and we'd love to feature your agency within our online marketplace.

SOFTWARE SOLUTIONS – INCLUDED IN ALL LICENSES

We want to make the software offerings as flexible as possible so that you can tailor your offering and budget to your clients. With than in mind, EngagementHQ includes the following features that we can make available for all your projects:

Feedback tools:

- Discussion forums
- Guest book – to leave comments
- Surveys (including submission uploads)
- Quick polls
- Dynamic questions and answers
- Forms including capacity to create private feedback and submission options
- Story collection tool
- Interactive mapping with our new Places tool
- Ideas tool

Communication and information resources:
- Email and enewsletter templates
- Project news feeds / blogs
- Document library
- Frequently asked questions
- Key dates
- Multiple video and image galleries
- Capacity to embed maps and slideshows
- Project life-cycle indicator

Other features include:
- Your preferred URL, branding, banner and color design preferences
- Capacity to determine and capture participant demographic data
- Comprehensive analytics including:
  - comment tagging
  - aggregated reporting of all data collected and
  - downloadable real-time quantitative and qualitative data in Excel and PDF formats.
- Accessibility via mobiles, tablets and PCs
- Project team access to discussion forums to engage in and facilitate discussion
- Participant capacity to submit documents, images and videos
- 24/7 moderation of all publicly accessible comments

TRAINING AND SUPPORT

Initial 'familiarization' is included with your license and will be provided to you and/or your client depending on who will be operating the site – maybe both of you! This is provided by the Learning and Knowledge Manager and conducted online for approximately one hour.

Bang the Table's customer support team will schedule a "strategic review" prior to the launch of your project. This includes an overview of EngagementHQ, some tips and advice and a review of your setup.

Ongoing client liaison, consultation development, analytic advice, content management system and participant support is provided by Bang the Table's dedicated online technical support desk accessible from both the online portal, email support@engagementhq.com and by phone.

Additional support includes 24/7 moderation by our Moderation Team (as required).

OPTIONAL FEATURES

The following features can be selected based on your client's requirements, and can be supplied up-front, or whenever you need them.

BRAND INTEGRATION

There are two options for brand integration with EngagementHQ, these are a basic off-the-shelf option and a customized developed option.

(1) Basic off the shelf branding, as part of the EngagementHQ platform, includes customizable: background images, menu colors and static banners (included within your license).

(2) Deep rebranding requires additional development work and a consultation process with the Product Manager. This branding is then applied to all additional consultation projects. There are three (3) levels of deep branding.

ONLINE MARKETPLACE:

We can also offer some additional options that make your use of EngagementHQ more powerful for you and your client.

Campaign Monitor	Integration with Campaign Monitor (Email management)
Consultation Manager	Integration with Consultation Manager (CRM)
ReadSpeaker	Integration with Read Speaker (Accessibility)
MailChimp	Integration with Mailchimp
digicert	Additional security (SSL)
Single Sign-on	Single-Sign-On
	Additional in-house training, strategy and organizational capacity building are also available to you in half-day sessions or online

Integrations are priced individually.

HOW PRICING WORKS

We have introduced greater flexibility into consultant licenses, so you can meet your client's needs. This means a few variables to consider:

1. How many engagement spaces do you need? (ask: how many separate issues or audiences do I need to engage?)
2. How long do you need it? (weeks, months or years)
3. How many people will you need to manage the site?

Pricing ranges from $5,000 for a smaller single project up to $15,000+ for a longer-term, more complex project. At all pricing levels, you will receive our entire suite of tools and services: all engagement tools, communications and information resources, training, 24/7 moderation, and 24/7 technical support.

We are also willing to bundle multiple projects together. If you have multiple projects, please call for a quote.

DELIVERY TIMEFRAME

Timing depends on the URL you are using. Depending on the type you intend to use, timing is as follows:

New unique URL:	5 business days	(e.g. somethingnew.com)
Sub-domain of an existing URL :	2 days	(e.g. something.education.edu)

* We strongly recommend using a sub-domain for __searchability__ reasons

FEATURING YOUR FIRM

Bang the Table has an international database of engagement and communications professionals in the tens of thousands. We regularly share best practice advice, trends and the best case studies via https://bangthetable.com and our mailing list for the benefit of the profession and for society more broadly. It is our goal to do so.

Ideally, we would like to have a published case study with your firm to promote as evidence of the great engagement work that you do. This is important for when both our clients ask for referrals and yours ask for examples of your best work to better understand your capability.

Once we have this case-study, we will be happy to further promote your business through our online marketplace, as a further resource to our clients.

The other stuff.... (details)

HOSTING AND COMPLIANCE

The EngagementHQ application is hosted on IBM's state-of-the-art cloud infrastructure, SoftLayer. Our IBM SoftLayer infrastructure, in the United States and Canada, is managed by hosting experts Anchor Pty Ltd. Anchor have over 15 years of experience managing high-availability sites for clients across the world.

Redundancy, Recovery and Back Up

The Managed Server Hardware includes all of the following features to keep you online:

- Our standard is 99.6% availability over any 3-month period.
- On occasion, events completely beyond our control may interrupt site service. We cannot offer guarantees relating to these events. However, we take all reasonable measures to ensure service is uninterrupted.
- Your server is stored in an A grade data center with IBM in the USA
- Your site is backed up nightly and a disaster recovery plan is in place.

Logical controls include:

(1) Password control on databases and servers with access restricted to senior, trusted personnel

(2) Sites can only administered by authorised account holders and

(3) The application includes three levels of role based administrative access

EngagementHQ does not hold critical personal information, such as financial and health data. The only piece of verified information stored in our databases is the users email address.

Notwithstanding this, SSL can be implemented if required for an additional service fee.
(1) The operating systems and databases running our servers are continually monitored and patched with the latest security fixes by Anchor
(2) The web framework is continually monitored and patched by our internal development team
(3) The application, EngagementHQ, is continually monitored and tested for security weaknesses by our development team

Passwords are encrypted by default. Usernames and all other information would also be encrypted if you wish to exercise the SSL option.

Accessibility

Bang the Table's online stakeholder engagement platform, EngagementHQ is built to meet or exceed WACG2.0 AA standards and undergo regular audits against that standard.
Our commitment to accessibility goes beyond standards compliance. A comprehensive accessibility statement is available on all our sites giving tips to the community and inviting the community to let us know if they encounter and difficulties regardless of the standards.

Other tools:

BUDGET ALLOCATOR

Budget Allocator assists budget development processes and an understanding of the difficult choices that need to be made within limited budgets and competing priorities. http://budgetallocator.com/

Budget Allocator encourages intelligent and informed input into budget development and generates qualitative and quantitative data to support decision-making.

Key capabilities of each individual Budget Allocator include:

- Capacity to create key budget categories, sub-set budget categories and individual budget items to match your budget framework
- Capture and analyze individual budget item comments from participants
- Ability to provide detailed descriptions of service delivery outcomes through the inclusion of budget item impact statements for each individual budget item
- Ability to indicate over budgeting and response message including automatically calculated rate rises
- Access to data reports in real time including participant name and email addresses

Strategic support includes:

- Full technical support and hosting on our servers
- Liaison and advice via a dedicated Client Liaison

MORE ABOUT US...

Bang the Table's online community engagement platform, EngagementHQ, is used by over 200 organizations in the US, UK, Canada, Australia and New Zealand. The EngagementHQ platform provides access to a range of feedback tools and is designed to be flexible to suit individual project needs and is easy for both your staff and community to use. EngagementHQ has a proven track record of getting both specific and broad communities involved in community engagement projects.

Bang the Table are leaders in the field of online community engagement and are by far the most experienced providers in Australia. The team has extensive skills in communications, government relations, public policy, strategic planning, data analysis, conflict management and community engagement and provide an integrated and robust service supported by sound methodological and strategic advice.