

## **Board of County Commissioners Agenda Request**

**Date of Meeting:** January 2, 2018

**Date Submitted:** December 12, 2017

**To:** Honorable Chairperson and Members of the Board

**From:** Dee Jackson, Interim County Administrator  
Ulysses D. Jenkins, Special Projects Coordinator

**Subject:** Approval and Award of RFQ No. 17-18 for County Web Redesign

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### **Statement of Issue:**

This agenda item seeks approval to enter into a contractual agreement for professional services with ReviZe to redesign and host the County's website.

### **Background:**

In August of 2013, the BOCC approved the use of professional website services with eGov Strategies. We have concluded the contractual agreement with eGov Strategies including the automatic twelve-month renewal.

### **Analysis:**

Staff solicited sealed bids for a new website provider on July 3, 2017. The bids were opened on July 28, 2017. The ranking committee met on November 13, 2017 and reviewed 8 out of 13 proposals. There were 5 proposals that either exceeded the appropriated budget for this project or were not deemed favorable by the committee. An average score of the three reviewers was used to gather a composite score of the 8 remaining proposals.

On November 28, 2017, the committee hosted presentations with 4 vendors who scoring 80 or higher in the initial rankings. Those presenting were:

- AHA! Consulting – A Municode Company
- CivicLive
- SGS
- ReviZe

On December 5, 2017, the committee hosted a second round of presentations from the top 2 vendors.

- ReviZe
- CivicLive

After exhaustive reviewing of the products and their capabilities, the committee recommends that RFQ 17-18 be awarded to ReviZe.

The contract for the current provider ended on December 31, 2017. We have entered into a month-to-month agreement for services until the new vendor has completed the website design. Based on a projected timeline submitted by the selected vendor, we estimate that the “Go-live” will occur between 16 to 21 weeks.

**Fiscal Impact:**

Upon approval, the fiscal impact will be \$24,000. Available funds for this project have been identified within the current budget.

**Options:**

1. Approve and award RFQ 17-18 to ReviZe and authorize the Chairperson to execute all related documents.
2. Do not approve.
3. Board direction.

**Interim County Administrator’s Recommendation:**

Option 1.

**Attachment(s):**

1. RFP Bid No. 17-18
2. Bid Tab
3. List of Vendors
4. Revize Website Proposal
5. Revize Website Sales and Service Level Agreement
6. Initial Rankings
7. Presentations
8. Second Presentations

Request for Proposal  
Bid No. 17-18

Gadsden County Board of County Commissioners (hereinafter referred to as "County") plans to engage a qualified entity, including but not limited to, a **Public Relations Firm and/or Web Design Firms** (hereinafter referred to as "Vendor") to **Design and Host a New County Website**.

Official RFP documents may be obtained from the County at 5-B East Jefferson Street Quincy, Florida 32351, by calling (850) 875-7243 or by downloading these documents from the County's website at [www.gadsdengov.net](http://www.gadsdengov.net).

If you are interested in preparing a response to this RFP, the Vendor must submit one (1) original and **5** bound copies of their proposal. Your response is considered a binding offer and must remain a firm offer for a period not to exceed ninety (90) days from public opening. The vendor(s) will be required to enter into an agreement with the County.

If you have any immediate questions regarding the Specifications for intended work, or if you have procedural questions, please submit your questions in writing to **Shelia Faircloth** at [sfaircloth@gadsdencountyfl.gov](mailto:sfaircloth@gadsdencountyfl.gov) no later than five (5) days before proposal opening.

Please submit **sealed** proposals for **Request for Proposal to Design a New County Website** to the Management Services Department, 5-B E. Jefferson Street, Room 204, Quincy, FL 32351 on or before **10:00 a.m., Friday, July 28, 2017**. The proposals will be opened and read aloud immediately thereafter. No late proposals can or will be accepted.

The County reserves the right to formally amend or clarify the requirements of the proposal Specifications where it deems necessary. Any such addendum/clarification shall be posted to the County's website ([www.gadsdengov.net](http://www.gadsdengov.net)) prior to the deadline for submission of proposals. It is the sole responsibility of the Vendor to check the website for any project addenda.

The County reserves the right to reject any and all proposals, to waive defects in the form of proposal, re-advertise for proposals, also to select the proposal that best meets the requirements of the County.

There will be no pre-proposal conference for this project.

All firms are hereby placed on **NOTICE** that the County does not wish to be lobbied, either individually or collectively, about a project for which a firm has submitted a proposal. Firms and their agents are not to contact any members of the County's selection review team(s) for such purposes as meetings of introduction, luncheons, dinners, etc.

During the process, **from the posting of any Solicitation to final Board approval**, no firm or their agent shall contact any person at Gadsden County Board of County Commissioners involved with selection review (including staff, consultants, advisory boards, if applicable, and the elected officials) in reference to this proposal, with the exception of the Project Manager handling the project. Failure to abide by this provision may serve as grounds for disqualification for award of this contract to the firm. EEO/AA

Issued on July 6, 2017

## **Section I      Scope of Work and Technical Requirements**

### **Scope of Work**

Gadsden County Board of County Commissioners is seeking the services of an experienced public relations/website design firm to redesign, develop, implement, and host a new County website utilizing posted information on its existing websites, as well as new information, products and features as suggested by the County.

The County's existing website contains general County information and separate pages for its departments.

The County seeks the most cost-effective way to achieve the project's goals. The County is interested in the respondents' ideas for content and approach in achieving these goals and is encouraging them to consider and propose alternative solutions.

### **PROJECT MISSION STATEMENT**

A redesigned Gadsden County website will be the public face of the local government and the community. The website will attract more business to the County, make County services easier to access and improve communication. The redesign of the Gadsden County website should align with Board's priority of transparency, sustainable services and economic growth.

The Gadsden County website will serve a wide range of services for users. It will introduce Gadsden County to prospective visitors, residents and business owners and make it easier for those who currently live and work in the County to get the help they need from local government.

**It will benefit residents** by being the "go to" place at any time to find the answers to questions about County services. It will save trips to the County office and phone calls and will provide up-to-date County news, a calendar of meetings and events and an e-newsletter covering local government issues and important dates. There also will be an option to sign up for automatic notification by email and/or phone about emergencies or hazardous conditions.

**It will benefit businesses** by providing instant access to County information and regulations.

**It will benefit prospective homeowners and business owners** by offering them a comprehensive profile of the community, including attractive photos, demographics, recreational and cultural opportunities. The website should be a marketing tool that conveys the upscale look, rural charm and feel of a highly desirable destination. The user interface, images and copy tone should be consistent with this objective.

**It will benefit visitors** by presenting an engaging, enticing view of the County. Specific functions for visitors would include driving, maps of the major business areas, special event listings, descriptions of parks and open spaces, diagrams and/or locations of pedestrian and bike trails.

**It will benefit County employees** by relieving them of time-consuming, redundant requests for information. Instead, they will be able to direct people to details on a Web page or to an online permit application. The new website will be easy to maintain with users from each department authorized to post, edit and delete specific content. The improved website would support efficient use of County computing resources by connecting ancillary sites, such as the Tourist Development County and Gadsden County Economic Development Council.

**It will link to the community development site to benefit service providers** who serve both homeowners and business owners planning to remodel or add on to their home or business who need access to up to date information on County planning codes and processes, as well as forms and handouts needed for planning applications and requirements.

## **OVERALL PROJECT GOALS**

1. Develop a highly beneficial, cost-effective, easy-to-use, interactive and architecturally sound and flexible website that supports the County's needs
2. Create a standardized format and enhanced user experience for all pages, thereby establishing a unified theme but allowing some level of individuality and/or functionality between County functions and departments by creating multiple custom templates for departments to choose from
3. Create a website that allows multiple users in different departments to have responsibility in managing their information
4. Incorporate design elements that make the website ADA Section 508 accessible, easy to navigate, appealing, functional and searchable
5. Provide a framework and architecture that will permit future expansion and the addition of new online services as the County's budget, technology needs and demand dictate
6. Provide a secure site that meets emerging industry standard guidelines on privacy and accessibility
7. Create a site that is mobile responsive

## **Section II**

### **GUIDELINES**

In preparing their proposals, respondents should consider the following criteria:

#### **User Criteria**

1. Visually appealing – Design of this site is extremely important. The rural charm and big bright future of Gadsden County should be conveyed from the initial impression given on the homepage. The redesigned website should reflect Gadsden's beauty and unique charm, while offering an easy-to-use user interface.
2. Common theme – Each section of the site should have a unified look and feel that reinforces Gadsden's image. Each section of the site should visually relate, yet retain some degree of individuality that reflects the service, department or audience being served.
3. Easily updated – Once the site has been completed and accepted by the County, the site should be easy to maintain by non-technical members of the County's staff. The content management system should provide for at least page level specific permissions, approvals and roles, including creating and publishing as well as version control.
4. Fast-loading pages – The website must be designed with a balance of text and graphics so that the average page loads in an acceptable amount of time on the average computer (100kb/s or faster connection).

5. Easy to navigate – The site should be easy to navigate, with information grouped and presented in a logical manner. During the initial phase of the project, the successful contractor will be required to develop a comprehensive site map, which shows the strategy for information architecture decisions.
6. Search engine - The site should provide a rapid search capability of the entire site, generating results of high relevance to users.
7. Future flexibility – The site should include a flexible design template that can easily accommodate the addition of new functionality at a later date.
8. Mailing lists – There should be a mechanism that permits users to sign up (using a double opt in system) to be on various mailing lists targeted at different topic interests. Users should also be able to opt out at any time.

#### **System Operations and Technical Features-**

The website must provide for high-speed upload/download response times for low-end to high-end computers that are used by the average citizen and the site should be developed to minimize loading times.

1. The site must provide the same level of service to individuals with visual, hearing, motor or cognitive disability as to the general public, pursuant to the Americans with Disabilities Act. All proposals must be Sec 508 ADA compliant and include the utilization of W3C Content Accessibility Guidelines with the website development. Respondents are requested to offer suggestions regarding accessibility.
2. The site must be accessible and useable with current versions of commonly used browsers including IE5+, Netscape 7+, Opera, Safari, Mozilla, Google Chrome and Fire Fox, across most widely used operating environments. Respondents should provide a test matrix by platform, operating system and browser.
3. The site must be hosted on a dedicated server and provide the County with a mandatory root permission clause.
4. All documents, including maps and tables, should be in HTML, Portable Document Format (PDF), or in a format approved by the County to provide ease of viewing, printing and downloading, and in alternate ADA acceptable download formats.
5. All documents formatted in PDF must include the ability to perform a full text search within the PDF document.
6. The site should be able to provide a news feed via Real Simple Syndication (RSS).
7. The site should provide Social Media Plugins
8. The vendor's logo must not be advertised on any space within the site.
9. The site should provide a basis for e-government transactions, such as permit fees and other interactive forms.
10. Email feedback/contact forms should have configurable distribution list and be offered on the home page as well as on departmental pages.
11. The site should support the functional use of the County's existing computing resources and its ancillary sites, including the Tourist Development Council and the Gadsden County Economic Development Council.

12. Vendor should possess the flexibility to host online payments from a third party system hosted by CiviTek.

## **Security**

1. The vendor must consider the appropriate and secure use of interactive forms for confidential information such as personnel applications and records.
2. The site must be secured from email harvesters.
3. The site should be built to withstand security attacks including Cross Site Scripting (XSS) and Cross Site Request forgeries (CSRF).
4. The County must be able to control levels of permission and approval for County employees uploading information to the site, and must have the ability to immediately delete permissions for terminated employees.

## **Other Minimum Requirements and Features:**

1. Cross-referenced information should be hyperlinked from page to page within the website, with the home page link always visible.
2. Graphic files should be relative to the site and provide for quickest loading.
3. It must have capability to maintain an archive of existing and past records, such as agendas, minutes, press releases and newsletters, with version control (e.g., Version 1.0, followed by Version 1.1).
4. The vendor shall assist departments with information design, as requested, for the initial website design.
5. The vendor shall provide both stock and professional photography, where necessary on the website, and guarantee all rights upon project completion.
6. The County staff will maintain the information on the site. A system needs to be in place with capabilities for updating information by nontechnical staff.

## **Other Information**

1. The selected firm must hold meetings with test groups to test the site's functionality and fix any functionality obstacles discussed at the target meetings prior to rolling out the site.
2. The selected firm will be required to attend County Board meetings to respond to any questions the Board may have relative to the project as needed.
3. The selected firm must provide warranty/guarantee language in their proposal.
4. The selected firm should include in their proposal an hourly rate on items that are not covered under warranty, and items that are new in scope for future use.
5. For questions and clarification, please contact:

Ulysses D. Jenkins, Special Projects Coordinator  
[ujenkins@gadsdencountyfl.gov](mailto:ujenkins@gadsdencountyfl.gov)  
(850)875-8671

**REQUESTED INFORMATION AND PROPOSAL FORMAT**

The proposal submitted should include the costs of

1. The Base Bid, which must include:
  - a. Designing, building the basic site, and hosting the site, including migrating content and a site map
  - b. A content management system with levels of permission and approvals
  - c. Stock and professional photography
  - d. Annual Web content management software licensing and support costs
2. Additional Items/functionalities (to be selected based on funds available and County priorities), may include:
  - a. Migrating content for all existing pages beyond the top-level
  - b. Additional functionality. The bidding firm may respond to all or some of the functionalities listed below based on its knowledge and experience with such functions. For example:
    - i. Events Calendar
    - ii. Site search capability,
    - iii. Ecommerce,
    - iv. Online permitting,
    - v. Archiving (with version control capability),
    - vi. Emergency notification to residents
    - vii. Citizen request/complaint tracking
    - viii. Experience with providing county guidelines for use
    - ix. Other \_\_\_\_\_
3. The proposal should include details on the firm's years of experience related to website design, the names of all principals and the resumes of all principals who would be involved in the project, as well as their roles and responsibilities for the project.
4. The proposal should include the approach and timeline for completion of the project with a delineation of tasks/activities required of County staff.
5. The proposal should include basic training for a minimum of 10 employees, a training plan, online tutorials and/or documentation and a training timeline.
6. The respondent should provide a list of comparable websites, including those of counties, municipalities and governmental agencies that have been designed by the firm. Each site listed should include the website address, company/agency contact, emailing address and telephone number. These companies/agencies will be contacted for references.
7. The proposal will be prepared and submitted at the respondent's sole expense. Proposals will become the property of Gadsden County Board of County Commissioners and will not be returned.



8. Submit 1 original and 5 hard copies of the proposal by 10:00 am on July 28.

### **SELECTION CRITERIA AND PROCESS**

The following will be used in evaluating the responses.

- Experience – The County will consider the respondents’ experience in designing websites, particularly government sites, and overall understanding of site architecture, navigation, search capabilities and other components of website design. References will be verified.
  - Maximum of 30 points
- Value to users – The County will evaluate the respondent’s proposal to add value to users including recommendations on visual appeal, design consistency, features offered, and technical support.
  - Maximum of 30 points
- Maintenance and upgrades – The County will consider how easy the site is to maintain by various users, including non-technical staff, and the ease with which additional features may be added later.
  - Maximum of 20 points
- Investment – The County will consider the total cost of annual support, license fees, and the effort required to maintain the site.
  - Maximum of 10 points
- Project management – The County will evaluate the team and the methodology proposed for carrying out the project.
  - Maximum of 10 points

The County reserves the right to accept or reject any and all proposals, waive any irregularities in the proposal process, and award a contract as a whole or part, as may be in the County’s best overall interests. The County will be the sole judge of the suitability of products, services and system designs offered.

The top respondents may be invited to present their proposals and a demonstration of sample projects before the selected Review Committee at a date specified by the Project Manager. After the interview process has been completed, the County staff will make a final determination regarding the selection of a firm and a contract. The selected firm will be required to enter into an Agreement for the project, subject to the County’s contract policy.

### **ANTICIPATED CALENDAR REVIEW & APPROVAL PROCESS.**

(Subject to change at County’s sole discretion)

Thursday, July 6 - release RFP on Website Redesign, Development and Implementation Services

Thursday, July 28 – last day for submittal of RFP response by noon. Proposals will be opened immediately after 10:00 a.m.

TBD – the committee will complete selection of proposals

TBD – present contract to County Board for approval

### **OWNERSHIP AND INTELLECTUAL PROPERTY**

1. All screens, graphics, domain names, photography, content and the “look and feel” of the site developed will be the property of Gadsden County Board of County Commissioners, together with all layered Photoshop or Flash files. Any type of source files, which would be necessary for the County to update or change the design of the site, must be delivered at the end of the project.
2. All intellectual property developed in connection with the website will be owned solely by Gadsden County Board of County Commissioners.
3. In developing the website, the vendor will not infringe or violate the copyright and other intellectual property rights of third parties.
4. The vendor is responsible for securing various rights, licenses, clearances and other permissions related to works, graphics or other copyrighted materials to be used or otherwise incorporated in the website.
5. All applicable copyright notices will be displayed on the website.

### **COUNTY’S RESPONSIBILITY**

1. The Department of Management Services, with assistance from the Special Projects Coordinator, will be designated to monitor all technical aspects and assist in administering the contract.
2. The County will be responsible for providing the vendor with the specific information on the content of the website.

### **MISCELLANEOUS**

The vendor will hold Gadsden County Board of County Commissioners, its officers, agents and employees harmless from liability of any nature or kind on account of use of copyrighted or un-copyrighted composition, secret process, patented or unpatented inventions, article or appliance furnished or used under the quotation.

The County reserves the right to reject any bids that do not address all the terms and conditions of this bid request. In addition, the County may reject any and all bids at any time when it is determined to be in the County’s best interests not to make the award from among the submitted bids.

## DRUG-FREE WORKPLACE CERTIFICATION

The undersigned vendor, in accordance with Florida Statute 287.087 hereby certifies that \_\_\_\_\_ does:  
Name of Business

- 1.Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- 2.Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance program, and the penalties that may be imposed upon employees for drug abuse violations.
- 3.Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
- 4.In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- 5.Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
- 6.Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirement.

\_\_\_\_\_  
Name \_\_\_\_\_ Vendor's Signature \_\_\_\_\_ Company

**Must be executed and returned with attached bid at time of bid opening to be considered.**

PUBLIC ENTITY CRIMES  
(For Information Purposes Only)

Section 287.133, Florida Statutes, was revised by deleting the requirement for vendors to file a public entity crime statement. The following paragraph contains a statement informing persons of the provisions of paragraph (2)(a) of Section 287.133, Florida Statutes:

A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

The bidder certifies by submission of this bid, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any State or Federal department/agency.

**SIGNATURE FORM**

\_\_\_\_\_  
Name of Company

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
City      State      Zip

\_\_\_\_\_  
Authorized Signature, Title

\_\_\_\_\_  
Name (Typed or Printed)      Date

\_\_\_\_\_  
Phone Number (Including Area Code)

\_\_\_\_\_  
Fax Number (Including Area Code)

\_\_\_\_\_  
Website/Email Address

\_\_\_\_\_  
Date

**STATEMENT OF NO BID**  
**Bid No.**

We, the undersigned, have declined to respond to your bid for the following reasons:

- \_\_\_\_\_ We do not offer this service
- \_\_\_\_\_ Our schedule would not permit us to perform
- \_\_\_\_\_ Unable to meet specifications
- \_\_\_\_\_ Others (Please Explain)

We understand that if the no-bid letter is not executed and returned, our name may be deleted from the County’s list of qualified bidders.

Organization Name\_\_\_\_\_

Signature\_\_\_\_\_

Name (Print/Type)\_\_\_\_\_

Address\_\_\_\_\_

Telephone No.\_\_\_\_\_

FAX No.\_\_\_\_\_

**SWORN STATEMENT UNDER SECTION 287.133(3)(a),  
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES**

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICE AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted to Leon County Board of County Commissioners by:

\_\_\_\_\_ for:  
[print individual's name and title]

\_\_\_\_\_  
[print name of entity submitting sworn statement]

whose business address is \_\_\_\_\_

\_\_\_\_\_

and (if applicable) its Federal Employer Identification Number (FEIN) is\_\_\_\_\_  
(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement:

\_\_\_\_\_.)

2. I understand that a "Public Entity Crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means:
1. A predecessor or successor of a person convicted of a public entity crime: or
  2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
5. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **(Indicate which statement applies)**

- Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor any affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.
- The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989, AND (Please indicate which additional statement applies.)
- The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989, AND (Please indicate which additional statement applies.) However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to not place the entity submitting this sworn statement on the convicted vendor list. (attach a copy of the final order)

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES, FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

-----  
[signature]

-----  
[date]

STATE OF -----

COUNTY OF -----

PERSONALLY APPEARED BEFORE ME, the undersigned authority,

----- who, after first being sworn by me, affixed his/her signature in the space  
[name of individual signing]

provided above on this \_\_\_\_ day of \_\_\_\_\_, 19\_\_\_\_.

-----  
NOTARY PUBLIC

My commission expires:



**VENDOR INFORMATION**

Name of Company: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

Authorized Signature, Title: \_\_\_\_\_

Name: (Typed or Printed) \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Website/Email Address: \_\_\_\_\_

Date: \_\_\_\_\_

**BID RESPONSE FORM**

**BID NUMBER:** \_\_\_\_\_

**BIDDER:** \_\_\_\_\_  
(Indicate correct name of bidding entity)

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**PRINTED NAME:** \_\_\_\_\_

**TITLE:** \_\_\_\_\_

**SUBMITTAL DATE:** \_\_\_\_\_

By my signature above I certify that this Bid will remain firm for a period not to exceed 90 days from the date of submission.

**BID AMOUNT:** \_\_\_\_\_

## **BID TABULATION FORM**

<b>BID TITLE: Gadsden County Website</b> <b>BID NUMBER: 17-18</b> <b>OPENING DATE: 7-28-2017</b> <b>TIME OF OPENING: 10:00 a.m.</b>	<b>OPENED BY: Shelia Faircloth</b> <b>TABULATED BY: Shelia Faircloth</b> <b>VERIFIED BY: Jeff Price,</b>
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BIDDER LIST	BID AMOUNT	MET SPECS	NOTES
CivicPlus, Inc. 302 S. 4 <sup>th</sup> Street, Suite 500 Manhattan, KS 66502	\$54,480.00		
AHA Consulting P O Box 2235 Tallahassee, FL 32316	\$23,000.00		
Vision Technology Solutions, LLC 222 N Sepulveda Blvd, Suite 1500 El Segundo, CA 90245	\$48,020.00		
AKA Comp Solutions, Inc. 5875 N Lincoln Ave., Suite 132 Chicago, IL 60659	\$28,121.00		
ReviZe 1890 Crooks Road Troy, MI 48084	\$24,000.00		
Elite Business Source, LLC 3375-H Capital Circle NE Suite 2 Tallahassee, FL 32308	\$47,500.00		
Yoodle LLC 8595 College Blvd, Suite 135 Overland Park, KS 66210	\$23,500.00		
Civiclive (West Interactive Services Corp.) 100 Enterprise Way, Ste. 300-A Scotts Valley, CA 95066	\$31,400.00		
Americaneagle.com 2600 S River Road Des Plaines, IL 60018	\$72,450.00		
Atlantic Business Technologies, Inc. 4509 Creedmoor Road Raleigh, NC 27612	\$83,750.00		
SGS Technologie	\$27,360.00		

6817 Southpoint Pkwy. Suite 2104 Jacksonville, FL 32216			
Safety Research Corporation of America 133 Research Lane Dothan, AL 36305	\$16,000.00		
Opencities, Inc. 1885 Mission Street San Francisco, CA 74103	\$24,990.00		
<b>Adjourned @ 10:20 am</b>			

## Shelia Faircloth

---

**From:** Ulysses D. Jenkins  
**Sent:** Thursday, June 15, 2017 4:22 PM  
**To:** Shelia Faircloth  
**Subject:** Website Design Companies

- ✓1. <https://www.municode.com/>
- ✓2. <https://www.evogov.com/>
- ✓3. <https://www.civicplus.com/>
- 4. <http://www.revize.com/>
- ✓5. <https://www.webascender.com/>
- 6. <http://govoffice.com/design>
- ✓7. <https://www.ahaconsulting.com/>
- ✓8. <http://www.visioninternet.com/>

- ✓ <https://www.thecreativemomentum.com>
- ✓ <http://www.ultrawebmarketing.com>



*7-3-17; sent notices via email—*

Ulysses D. Jenkins  
Special Projects Coordinator  
County Administrator's Office  
9-B East Jefferson Street  
Quincy, Florida 32353-1799  
850-875-8671 - Office  
850-743-8324 - Cell  
[ujenkins@gadsdencountyfl.gov](mailto:ujenkins@gadsdencountyfl.gov)  
[www.gadsdengov.net](http://www.gadsdengov.net)



# PROPOSAL FOR Gadsden County, Florida

Prepared by Thomas J. Jean

[Thomas.Jean@revize.com](mailto:Thomas.Jean@revize.com)

1890 Crooks Rd, Troy, MI 48084

Ph: 248-269-9263 x14 Fax: 866-346-8880

[www.revize.com](http://www.revize.com) July 24, 2017



Dear Gadsden County Website Committee,

Thank you for considering Revize as your web development partner. For nearly two decades, Revize has been a leader in providing high quality, government-compliant web solutions. A myriad of industry awards and hundreds of satisfied clients stand as testament to the quality and value of our work.

Every member of the Revize team understands that your website is more than a website. It's a valuable resource that can help you build a better community.

Visitors are drawn to websites that are appealing yet functional, user friendly with a plethora of services, and accessible on a wide range of devices. A Revize website will allow your residents and businesses to easily fill out and submit documents, review and pay bills and taxes, perform searches to answer frequently asked questions and perform a suite of other tasks that would otherwise require staff assistance. What's more, a Revize website will enable you to increase staff productivity and decrease costs by reducing off-line departmental operations.

Some of our great clients in include:

- The City of Logan, UT [www.loganutah.org](http://www.loganutah.org)
- The City of Seguin, TX [www.seguintexas.gov](http://www.seguintexas.gov)
- Flagler County, FL [www.flaglercounty.org](http://www.flaglercounty.org)
- The City of St. Petersburg, FL [www.stpete.org](http://www.stpete.org)
- The City of Cedar Rapids, IA [www.cedar-rapids.org](http://www.cedar-rapids.org)
- Dade City, FL [www.dadecityfl.com](http://www.dadecityfl.com)
- Eustis City, FL [www.eustis.org](http://www.eustis.org)
- And Many More!

We will work closely with you to design and develop a dynamic, functional and easy to navigate website that will perfectly fit your community. Then we empower you to control your digital presence with the industry's best administrative management applications. Revize training ensures that your team has the skills needed to expertly update and manage website content and delivery.

## **Government clients select Revize because we can help them**

- Effectively engage residents.
- Enhance their web presence and build an online communications center.
- Empower non-technical web content editors and administrators to easily execute changes.
- Implement a scalable solution that allows them to affordably grow their web presence for the long term.

---

# “Revize Websites build engagement with your constituents.”

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We have worked hard to establish a reputation for creating online community websites that engage, inform, and increase participation of your community. With our help, your community’s website can serve your residents better, inspire them more, and get them actively involved in your government.

Please contact me if you have any questions at all.

Sincerely,

Thomas J. Jean  
Project Manager  
248-269-9263 x14  
[Thomas.Jean@revize.com](mailto:Thomas.Jean@revize.com)



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# Executive Summary

Thank you for considering Revize Software Systems for your new website project. We understand the importance of this undertaking and know how motivated your government/community is to selecting the right vendor; one who will work with you through all the steps required to build the perfect website featuring a plethora of high quality online services that your constituents will want to use regularly. In more than two decades of working with government leaders, as well as through nationwide surveys, we have learned that the key to choosing a website vendor is finding the right balance between the total cost of the solution and the quality of the design, online apps and user functionality. In simpler terms, you need a solution that works for you and serves your constituents.

## About Us

With more than 1,200 government clients nationwide, Revize Software Systems is one of the industry's leading providers. We credit our rapid growth to our 20-year track record of building award-winning government websites and content management systems. When you work with Revize, you're not just a client, you become part of the Revize family and will receive the service and support you need and expect! We are among the most highly respected government website experts in the United States and we proudly stand by our work.

## Our Innovative Responsive Web Design (RWD) and Web Apps

Revize has been a pioneer in implementing the latest trends in design by using Responsive Web Design (RWD). This technology ensures that site visitors have an optimal viewing experience — easy reading and navigation with a minimum of resizing, panning, and scrolling — across a wide range of devices, from desktop monitors to mobile phones. RWD provides flexible and fluid website layouts that adapt to almost any screen. When you implement a dynamic new website powered by Revize, you will not only get an outstanding look, layout and navigation, but you also receive 24/7 access to our Government Communication Center for residents, business and visitors.

## Here you will find the communication tools you need such as

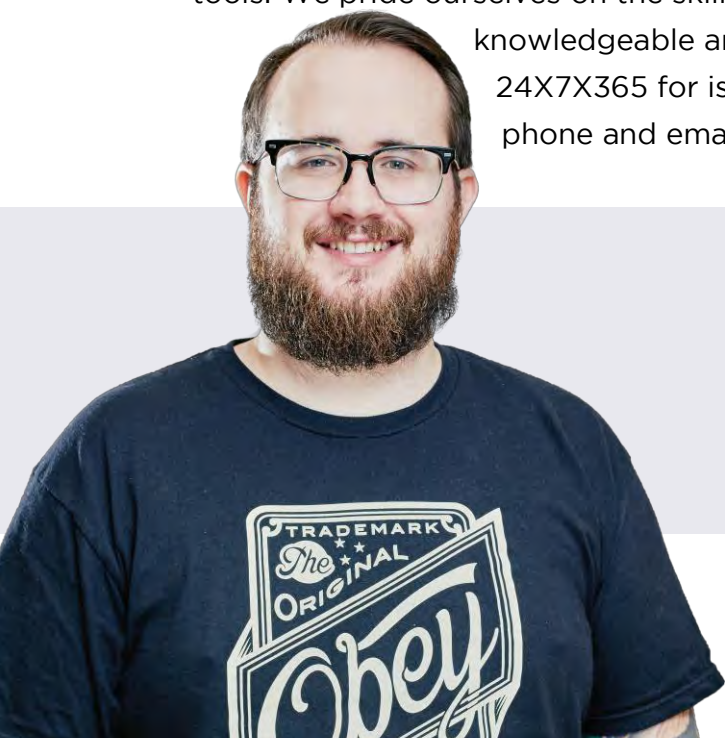
- Public Service Request App
- Calendar of Events
- E-Notification Modules
- On-Line Payment Portal
- Facilities Reservations
- News Center with Facebook/Twitter Integration
- Emergency Alerts
- Online Forms / Survey Tools
- E-Newsletter Applications
- Job Posting and Tracking Module
- Public Records Request Track

## Our Award-Winning Government CMS

Revize is renowned as a leader in providing practical, high-value, easy to use content management software Government CMS. This simple-to-use yet powerful solution enables clients to manage their online presence with high functionality and style. With applications such as an online document center, public service request app, public records request tracker, agendas and minutes, frequently asked questions and more, Revize ensures that our clients have the tools they need to make information and services available for website users at the click of a mouse.

## Quick Deployment, Personalized Training and Support

Revize addresses time concerns by completing websites in considerably less time than our competitors. And because our software is so easy to use, we are also able to effectively train our clients in less than half the time it takes our competitors. Our training program is customized based on each client's needs, and we provide hands on training the way you want it - either onsite or off site through web conferencing tools. We pride ourselves on the skills of our support staff, who are responsive, knowledgeable and helpful. Our online support portal is available 24X7X365 for issue tracking and management. We also provide phone and email support during regular business hours.



### Did you know?

Our technical support staff are trained developers. When you call for tech support, you'll be speaking to staff with direct knowledge of development!

# Company Profile

FOUNDED	HEADQUARTERS	PHONE	WEB SITE
1995	1890 Crooks Road, Troy, MI 48084	248-269-9263	<a href="http://www.revize.com">www.revize.com</a>

Revize Software Systems was founded in June, 1995 as a "new media" development company specializing in the creation of interactive web design, multimedia content delivered on CD-ROM, and video production. Since then, Revize has made an unsurpassed name for itself in the web/internet industry as THE master of government website design, which remains our specialty. We now boast more than 1200 clients in North America and have created acclaimed website designs for hundreds of municipalities and counties, as well as government departments and agencies. In September, 1996 as the Internet was becoming a world-wide reality, Revize began developing a Web Content Management System (CMS) for the government market to enable non-technical contributors to quickly and easily update content on their websites. The result was the creation of our state-of-the-art Revize Government CMS. Our mission has always been to enhance the communications of government organizations nationwide with their varied and valued audiences. This is based on our vision statement, which reads:

---

“The empowerment of people  
through simplified information  
management technologies.”

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Focused exclusively on creative web design, government web apps and content management technologies, Revize continues to invest in its technology, continually adding new capabilities and features that manifest our vision. While many municipalities choose Revize to develop and cost-effectively manage their website

content, clients also use Revize as an information-sharing platform. Our suite of Revize Government web-based solutions has proven valuable as a powerful technology that empowers clients to build and maintain sophisticated web sites, all while using the Internet and internal Intranets/Extranets to acquire, analyze, process, summarize and share information – ensuring that the right people always have the right information at the right time.

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“We are proud of our award winning web designs, technologies, continued innovations to build government centric modules and apps, web content management, training and support capabilities. We are especially proud of being recognized as one of the industry’s top government website experts and innovators. We are committed to pursuing the continued evolution of all our services to provide increased value to our government clients.”

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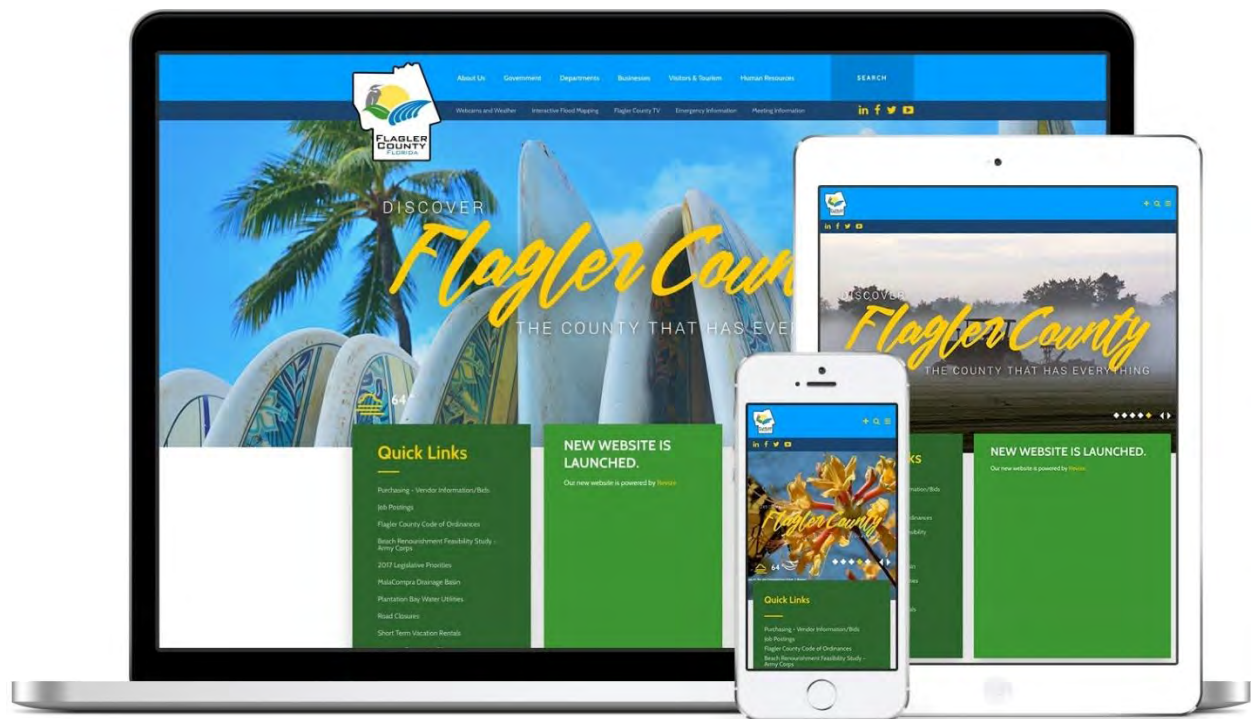
**Did you know?**

Revize will submit your website to website grading agencies after go live!

# Government Project Experience

## Flagler County, Florida

[www.FlaglerCounty.org](http://www.FlaglerCounty.org)



## Details:

Flagler County is a County of over 100,000 residents about 24 miles north of Daytona Beach. Flagler has many departments with varying levels of needs on the website. The success of any county or large city website relies on balancing these departmental needs, whilst showcasing a unified vision. In this website, we did just that. While respecting the County's history, we also designed the site to towards innovation. Users will notice that they can easily find the most important online services without having to search through line after line of text. Also, the Revize HR application was added into this website for a seamless hiring process. All 3<sup>rd</sup> party applications are integrated in a way that was right for each particular department. This website is the perfect mix of functionality and design!



## Montgomery County, Ohio

[www.mcoho.org](http://www.mcoho.org)

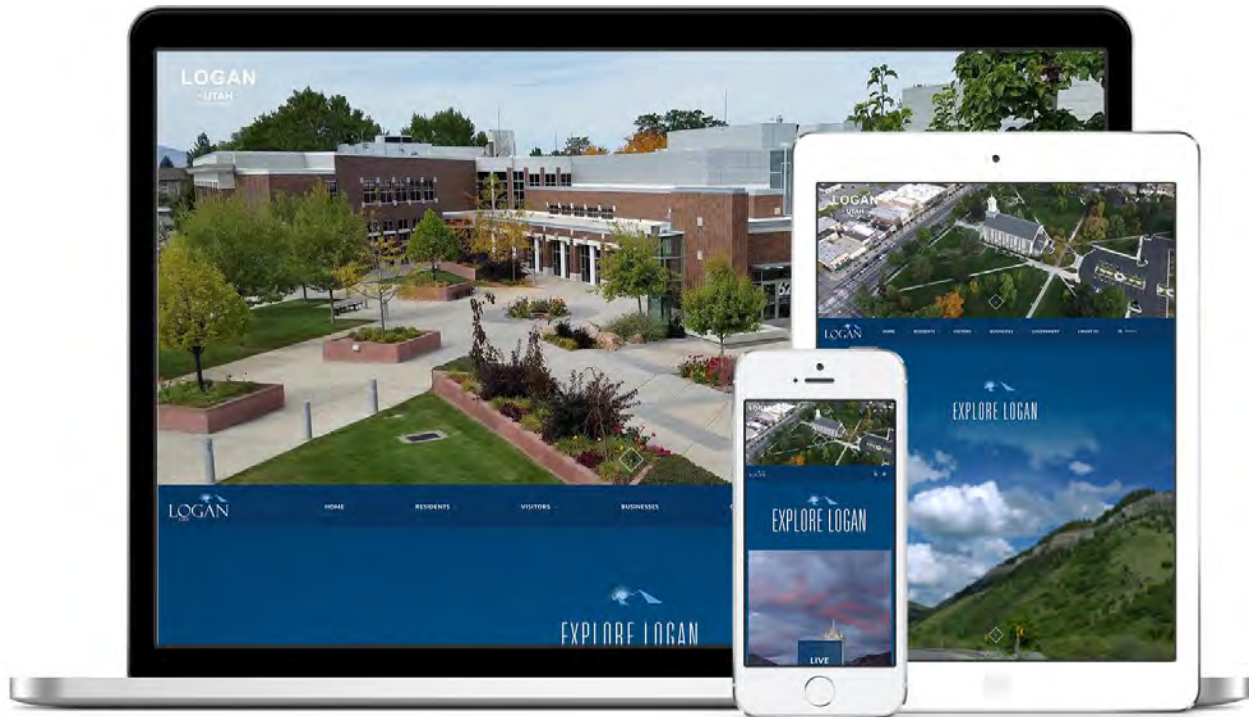


### Details:

Montgomery County is a County of over half a million residents encompassing the City of Dayton, Ohio. Montgomery has many departments with varying levels of needs on the website. The success of any county website relies on balancing these departmental needs, whilst showcasing a unified vision. In this website, we did just that. While respecting the County's history, we also designed the site to be branded towards innovation. Users will notice that they can easily find the most important online services without having to search through line after line of text. All 3<sup>rd</sup> party applications are integrated in a way that was right for each particular department. This website is the perfect mix of functionality and design!

## The City of Logan, Utah

[www.loganutah.org](http://www.loganutah.org)



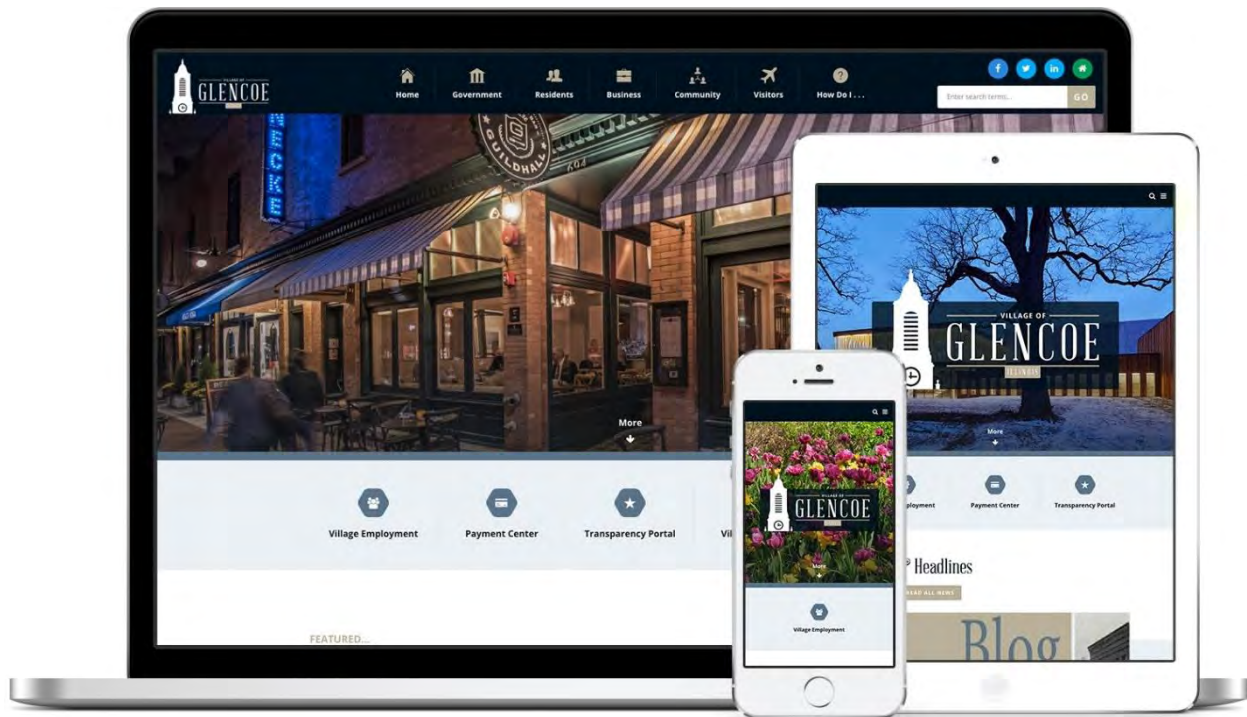
### Details:

Logan, Utah wanted a design unlike any City out there. With this design we pushed the limit of what people think when they see a City website. We integrated a video that plays on the full width homepage. In addition, this site features more scrolling than you may notice on more traditional websites. That is a good thing! Users are now, more than ever, viewing websites on their hand-held devices. Some estimates say this is as high as 60% of all internet usage! With more scrolling we are able to give the user a lot of information, without having to squeeze it into such a small space. We use images, icons, and interactive features to create an experience for the user. This type of design also allows us to extend the City's brand in a way that is unmatched in the industry!



## The Village of Glencoe, Illinois

[www.villageofglencoe.org](http://www.villageofglencoe.org)



### Details:

The Village of Glencoe is beautiful community on the shores of Lake Michigan just north of Chicago. This website brings together an amazing design with a full suite of web apps to engage Village residents. Smooth transitions from the home page to interior pages of this website allow users to find exactly what they are looking for easily. The Revize Public Service Request App, Village Manager's Blog, fillable online form database, and a high traffic featured news and headlines area round out this website!

## The City of St. Petersburg, Florida

[www.stpete.org](http://www.stpete.org)

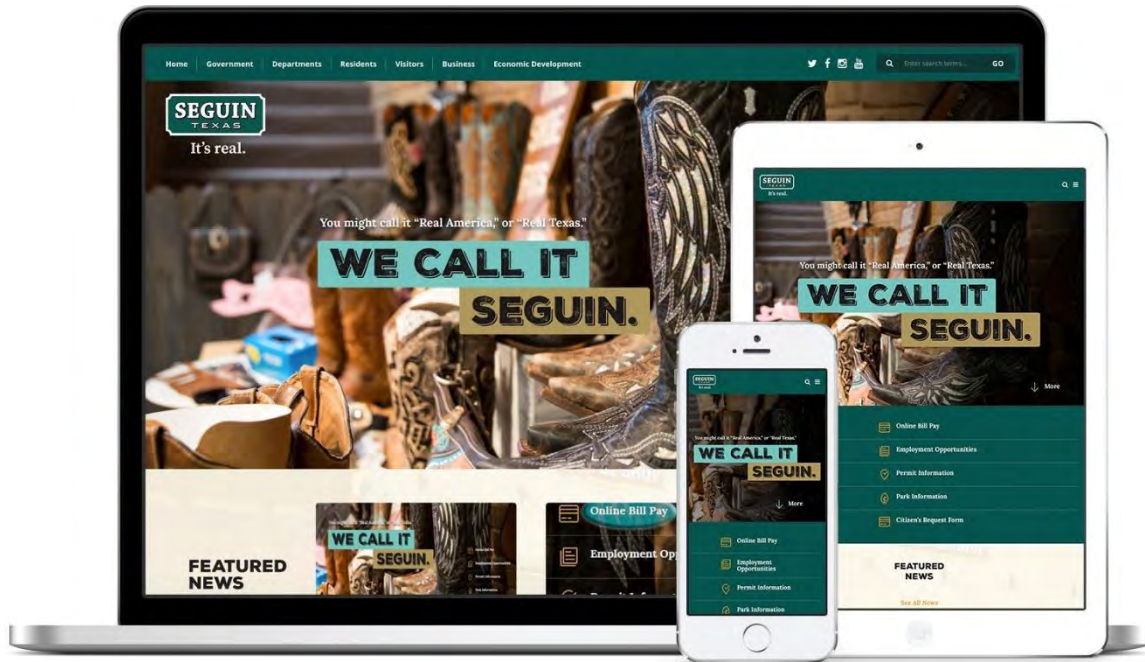


### Details:

As Florida's 5<sup>th</sup> largest, St. Petersburg is an iconic City with something to offer everyone. Because St. Pete is a longtime Revize client, their team worked very closely with ours and actually provided their own design concepts. We did the integration/pre-launch work and their staff was with us every step of the way. Inner pages are flexible to allow departments to have dedicated pages with a cohesive feel across all pages. Social media feeds from Instagram, Flickr, Facebook, Twitter, and YouTube all on the homepage! St. Petersburg also uses the Revize API to develop their own templates. This website is an elite representation of the power and beauty of the Revize process.

## The City of Seguin, Texas

[www.seguintexas.gov](http://www.seguintexas.gov)



### Details:

The City of Seguin, Texas is a clear example of how we adapt to our clients' needs and custom tailor our process. During our on-site discovery meeting in Seguin, we determined that, in addition to the city website, there were some overarching goals of economic development and increasing the library's presence online. Therefore, instead of "shoehorning" those departments in the main City website, we built a new City website, EDC website, Visitors website, and Library website, all with a similar brand but a unique design. Our focus is to help achieve the goals of our clients. While we cannot guarantee this type of addition, we are always looking for ways to deliver more than our clients expect!

- [www.seguintexas.gov](http://www.seguintexas.gov)
- [www.seguinedc.com](http://www.seguinedc.com)
- [library.seguintexas.gov](http://library.seguintexas.gov)
- [www.visitseguin.com](http://www.visitseguin.com)

# Government Account References

**Client: Flagler County, FL**

*Julie Murphy, Public Information Officer*

Phone: (386) 313-4039

Email: [JMurphy@FlaglerCounty.org](mailto:JMurphy@FlaglerCounty.org)

Website: [www.FlaglerCounty.org](http://www.FlaglerCounty.org)

**Client: Montgomery County, OH**

*Melissa Carito, Communications Department Designer*

Phone: (937) 496-6955

Email: [CaritoM@mcohio.org](mailto:CaritoM@mcohio.org)

Website: [www.mcohio.org](http://www.mcohio.org)

**Client: City of Wylie, TX**

*Craig Kelly, Public Information Officer*

Office: (972) 516-6016

Email: [craig.kelly@wylietexas.gov](mailto:craig.kelly@wylietexas.gov)

Website: [www.ci.wylie.tx.us](http://www.ci.wylie.tx.us)

**Client: City of Seguin, TX**

*Morgan Ash, Public Information Officer*

Office: (830) 386-2590

Email: [mash@seguintexas.gov](mailto:mash@seguintexas.gov)

Website: [www.seguintexas.gov](http://www.seguintexas.gov)

**Client: City of Acworth, GA**

*Keith Wilson, IT Manager*

Office: (770) 974-8844

Email: [kwilson@acworth.org](mailto:kwilson@acworth.org)

Website: [www.acworth.org](http://www.acworth.org)

**Client: Benzie County, MI**

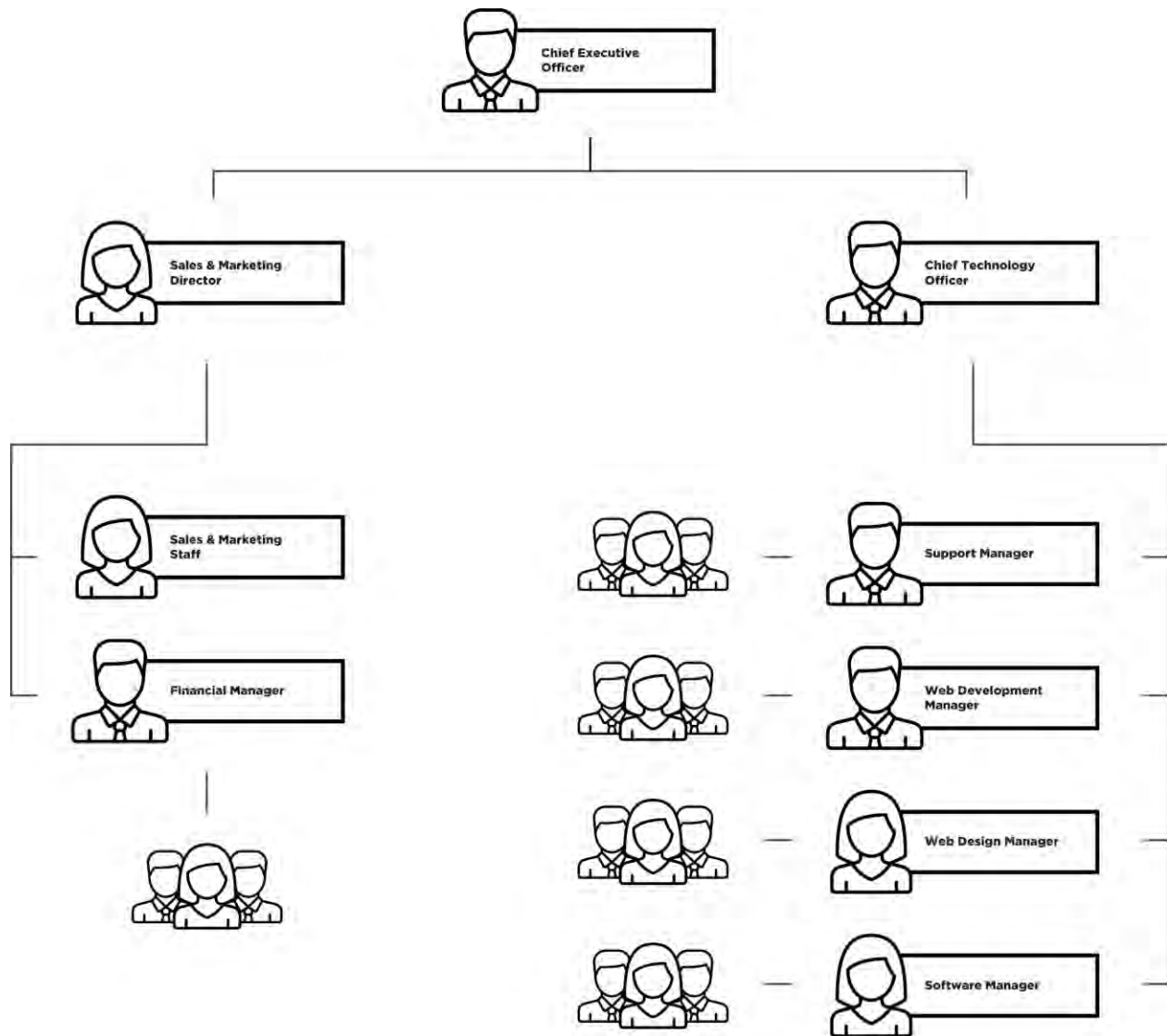
*Dawn Olney, County Clerk*

Office: (231) 882-9671

Email: [dolney@benzieco.net](mailto:dolney@benzieco.net)

Website: [www.benzieco.net](http://www.benzieco.net)

# Revize Organization Chart





# Why Choose Revize?

## **We Have Government Specific Experience and Outstanding Client Testimonials**

You can rely on Revize and our 20 years of experience building and maintaining websites for municipal, county and government agencies of all sizes throughout North America, to deliver a customized site design that improves layout, navigation, usability and content. Using Revize ensures that your website will be reliable, W3C and ADA compliant, and allow for easy integration with existing or future web applications and third-party software. But there's no need to take our word for it -- we encourage you to peruse our massive file of testimonials from our many satisfied clients.

## **We Will Build a Government Communication Center that Works for Your Community!**

The Revize website design, Government CMS and interactive tool sets have been developed exclusively for our government clients to help them effectively communicate with their key target audiences such as residents, businesses and visitors. Some of our most popular website and Government applications and modules include: a new and improved Online Calendar, the comprehensive Forms Center, our News Center with real-time social media connectivity, Emergency Alerts, E-Notifications, Citizen Request Tracker, Parks & Shelter Reservations System, Document Center, and Online Payment Portal.

---

“We Build Superior Technology  
into Every Website with CMS  
Performance & Reliability That’s  
Second to None.”

---

What sets Revize apart from other companies? Revize's superior technical architecture, unsurpassed staff expertise and highly effective publishing engine provide our government clients with the most reliable website solutions in the industry today. By ensuring our client's data security and providing redundant server architecture and back-up data centers, Revize has a nearly 100% up-time rate. Plus, our clients never have to worry about data loss or data corruption because of our instantaneous back-up process and our data center's tape back-up processes. Revize believes that investing a higher percentage of our profits into our technology and security makes us the best choice for the short and long term for governments seeking the best value for their community's website.

---

## “We Always Provide Knowledgeable, Friendly and Responsive Service!”

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All this, and a reliable IT partner too! Our website development is superior, and our Government CMS and suite of online apps is easy to learn and administer, but our 24/7 technical support will also be there for you to help you get over the hurdles! Our technical support team is widely considered to be among the industry's best. We also provide a sophisticated backup infrastructure which allows us to guarantee 99.99 percent uptime. Plus regular updates and improvements to ensure that your site will remain current with industry standards and keep running smoothly for years to come. The Client Owns the CMS License and the Code!

We often hear the question: “What happens if we want to move the website to another vendor? Do we lose all access or any of our website data?” The answer is 100% NO! As our client, you own the template source code, the CMS, and any data that you put onto the website. We understand that clients may come and they go, but we always make sure they know they are just as important to us at the end of our tenure as they were at the beginning. If you decide to run the CMS in your own server, we can transfer the CMS license and software to your server as you own the license and you can run it from your server as long as you want.

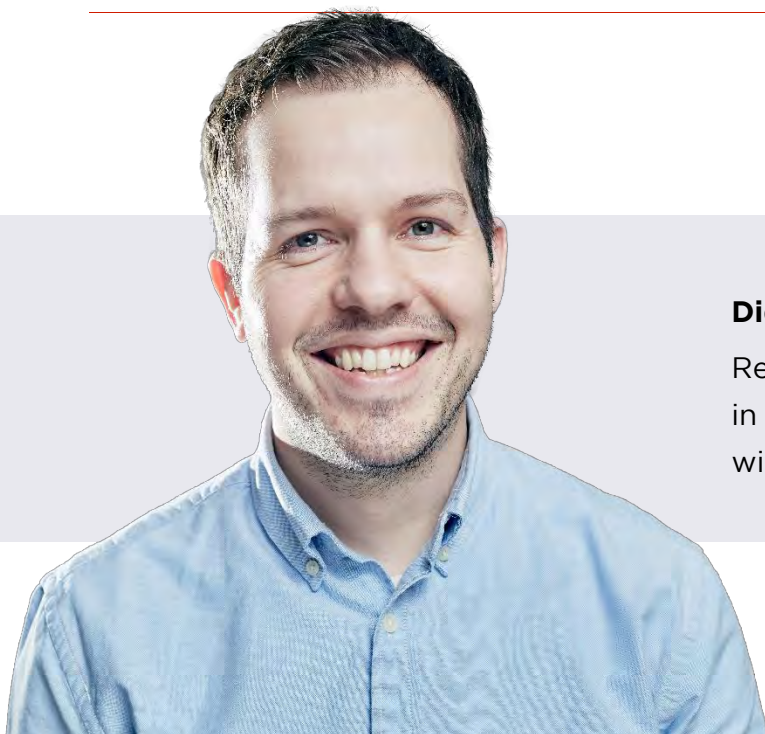
## Top Ten Reasons Why Revize gives you the Greatest Value!

- Modern, timeless and unique website design integrated with online Government apps
  - On-time delivery
  - Competitive pricing
  - Responsible stewardship of the organization's stakeholders
  - Full functionality to update and manage your website
  - All the tools/apps needed to increase communications with citizens
  - An easy CMS to train employees quickly
  - Extended phone and email support
  - Unlimited Upgrades: Revize provides unlimited FREE upgrades to new and existing modules at no additional cost to you.
  - 1,200+ satisfied government clients Unlimited Upgrades: Revize provides unlimited upgrades to new and existing modules at no additional cost to you. Once you invest in Revize, you will receive free upgrades and feature enhancements for life.
- 

“The Revize responsive website design is second to none for us providing an excellent experience for the growing number of residents, visitors and businesses accessing WylieTexas.gov on mobile devices. Our website’s progressive look captures the vibrant culture of our community.

— Craig Kelly, Public Information Officer, City of Wylie, TX

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### Did you know?

Revize CMS is the most advanced CMS in the government web design industry with over 15 years of development.



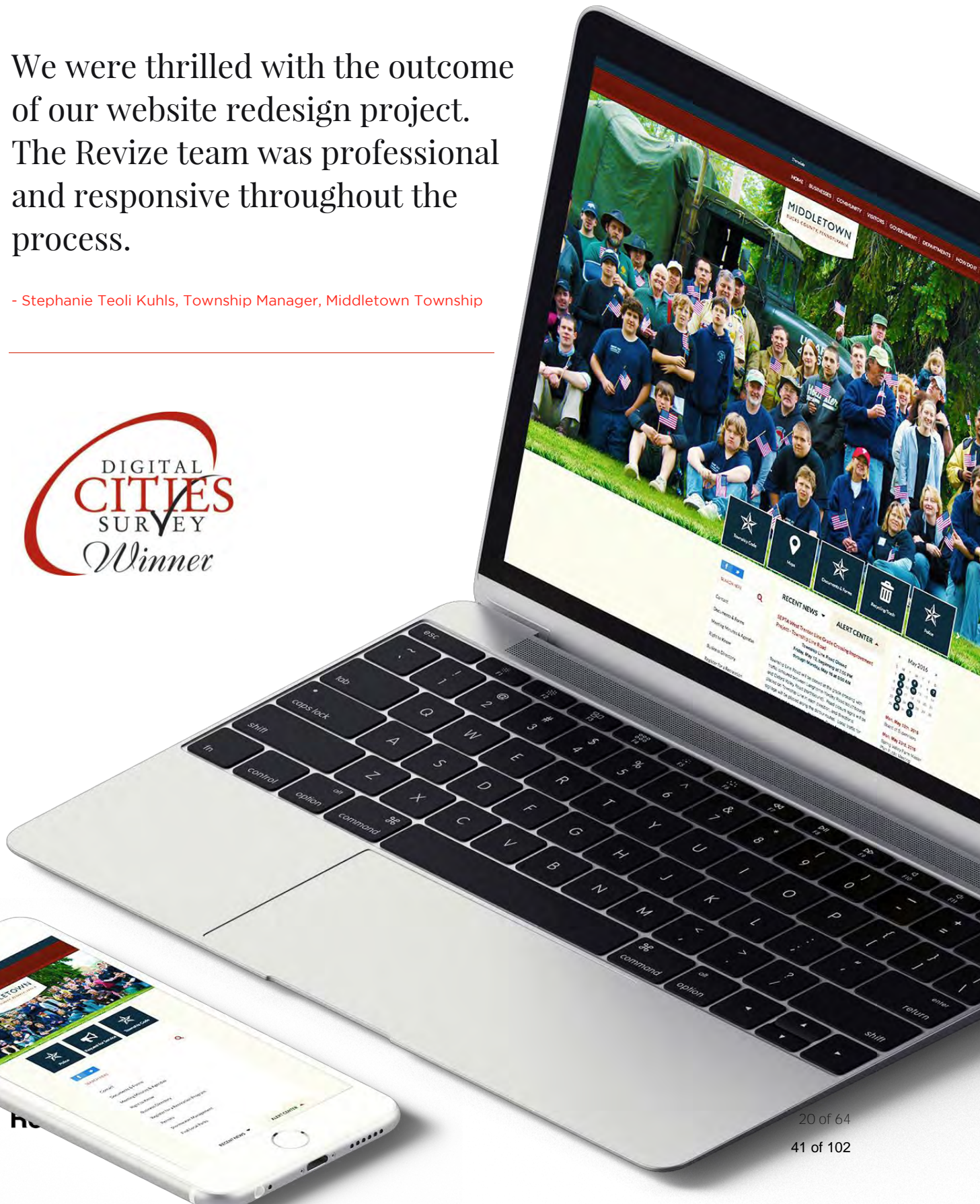
# Awards & Accolades

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We were thrilled with the outcome of our website redesign project. The Revize team was professional and responsive throughout the process.

- Stephanie Teoli Kuhls, Township Manager, Middletown Township

---



Revize provided a dynamic website platform for Genesee County. It allowed us to apply the best practices for counties in conveying vital information to citizens and businesses.

Jamal Powell – IT Systems Manager, Genesee County, Michigan



# The Revize Solution

## Project Planning and Setup

What makes Revize unique in its project approach and experience is our thorough preparation for each individual community combined with the range of website deployments and creative, customized fit we implement for each client. From small to large, rural to urban, the Revize project management process guarantees a perfect fit between the concept of the deployment and the expectations of the client's level of engagement preferences.

---

We don't use a "one size fits all" approach because it doesn't make sense.

---

However we do use a standard, proven effective process methodology. Each client is unique and we tailor our process to fit their unique needs. For as long as you are our client you will have staff dedicated to your account and access to an on-line portal for communication, design process and on-going support.

**Dedicated Accounts Manager:** Your dedicated Account Manager will handle all issues related to your contract, pricing, future product add-ons, and general account satisfaction. During the initial kick-off meeting, your Account Manager will introduce you to the team, explain roles and responsibilities, and place you in the very capable hands of your Dedicated Project Manager and Designer.

**Dedicated Project Manager:** Your dedicated Project Manager will handle all issues related to the website design, development, navigation, content, training, timelines and deliverables, as well as ensuring that feedback and communication occurs promptly in order to keep the project on-track. Also, the dedicated project manager will be the point of contact for any future technical support or issues that need to be addressed during the deployment and post deployment of the site.



**24/7/365 Project Portal Access:** From day one, your project and on-going support is tracked in the Revize On-line Project Portal. The main point of contact you select for the project will receive an invitation to register, including setting up a secure user name and password. The Project Portal serves as a communication tool for any matter pertaining to your website design, development and on-going support even after your website is launched.

---

“We guarantee the best support in the industry  
that’s 24/7 365 by the trained developers &  
technicians”

---



**Did you know?**

Revize has launched over municipal 1200 websites both small and large.

# Timeline

Project Timeline		
Phase	When	Duration
Phase 1: Initial Meeting, Communication Strategy, SOW	Weeks 1 thru 3	3 Weeks
Phase 2: Discovery & Design	Weeks 4 thru 8	5 Weeks
Phase 3: Template Development, CMS Integration	Weeks 9 thru 11	3 Weeks
Phase 4: Module Setup	Weeks 12 thru 14	3 Weeks
Phase 5: Custom Development	Weeks 15 thru 16	2 Weeks
Phase 6: Quality Assurance Testing	Week 17	1 Weeks
Phase 7: Sitemap Development / Content Migration	Weeks 18 thru 20	3 Weeks
Phase 8: Content Editor and Web Administrator Training on your new website, final content changes and Go Live preparation	Week 21	1 Weeks
Go-Live (Average)		16-21 Weeks



## Did you know?

Revize was the first to bring Responsive Modern Web Practices to the government industry.

# Revize Project Life Cycle

## **Phase 1: Initial Meeting, Communication Strategy, SOW**

Your Revize Account Manager will set up the initial internal project planning meeting where we will talk about the overall management of your project, establish a timeline, and devise a Revize-Client Communication Strategy that will keep everyone engaged and up-to-date on the progress of the project. We will also discuss specific technical requirements of the project and determine the phases through which those requirements will be addressed. In addition, Revize will address the content strategy of the new site, any new content that needs to be written and how to fit the existing content into the new site. Additionally, as an optional item, Revize will discuss the process of conducting online surveys to gather feedback from your constituents for the new website layout and requirements. After this meeting, Revize will develop a Statement of Work and provide it to the client for review and approval. Prior to the design kick-off meeting, you will receive our questionnaire to complete with various answers that will help our designers gather information regarding your needs and preferences. Our team will also brainstorm ideas and suggestions with you during the meeting.

### **The questionnaire addresses various issues such as:**

- As a result of a new website design and navigation, what are the main improvements you hope to achieve?
- What are some key points and areas you may want featured on the Home Page?
- Do you need help with logo design? Image? Marketing & branding?
- What key modules do you want featured in your web site, like Document Center, Report a Request, News & Events, Events Calendar etc.
- Do you need social media features need to be highlighted in the new site? etc..

## **Phase 2: Discovery & Design**

If there is client approval, we will collect feedback from the residents on the new design layout by setting up an online survey with a set of standard questions. The survey questions need to be approved by the client prior to our adding a link from your current website. This link can also be distributed through other channels like email, newsletter or any other form of communications you might be using to stay in touch with your residents. Usually there is a 1- to 2-week survey period.

Once survey results have been tabulated and your needs have been determined, you and your Revize team will participate in a Design Kick-Off Meeting. A senior designer and team will conduct an in-depth interview, and brainstorm ideas with you about your vision for the look and feel of your custom website. Our efforts on this project will extend far beyond placement of provided information within a stunning design. It's about uncovering how your audience wants to be informed, and applying our 20+ years of web design and development expertise to create the most effective ways of displaying that information and getting users to access and use your website. We always strive for nothing less than an award winning design!

## **Revize Design Principles**

The Revize Web Application Developers are not only responsible for the look, functionality, and performance of your website. They are also responsible for the security of the web content and web-based applications they create. They ensure that the code supports secure authentication and authorization, and provides access control mechanisms as required.

Good design principles are always based on readability, taking into consideration appropriate font type and size for headlines and text area, as well as line height – ensuring all page elements are balanced. Our designers also pay meticulous attention to their use of shadows and gradients. To the layman's eye there may not appear to be a shadow, however on the website the font will appear sharper (or maybe softer depending on the amount of shadow used).

Of course color cannot be overlooked. Our designers first take the client's preferences, official logo colors, and pictures into consideration to create a color scheme consisting of no more than three colors. We then use variants and hues to create visual appeal, contrast, eye-catching allure and invoke the overall feeling that the client desires.

Last but not least is effective use of page elements such as call to action buttons, social sharing icons, email newsletter sign-up, and promotion areas. The ultimate goal is to provide an easy to navigate webpage that is informative without being overwhelming. Therefore, it is the designer's job to guide the client in making appropriate placement choices for needed items.

## Revize Design Trends

There are some exciting new design trends, and Revize is always on the cutting edge, implementing the best of these innovations in our websites. We are especially pleased at how effectively they are proving to be in increasing engagement in government websites.

**#1 Responsive Web Design** – The most important development in website design in years, Responsive Web Design (RWD) automatically conforms and optimizes websites for any screen size. With the substantial increase in smartphone and tablet users today, people are going online using a vast number of devices with wildly different screen sizes. Our websites offer this very important feature of easily and cleanly conforming to computer, tablet and mobile device screens.

**#2 Liquified Content** – This is another important trend that address the fact that information is no longer static or concrete. Instead, content is specifically customized for each unique user. Liquidity of content enhances the immediacy and flexibility of content. The more liquid your community's content, the easier it is for residents and businesses to access this information in ways and via the channels of their choice: fixed or mobile, interactive and live. Revize is able to effectively make your content liquid. This will make it adaptable to various situations and, therefore, easy to reuse in different contexts distributed for a variety of display formats and communication channels.

**#3 Image Tiles** – This is a trend that enables developers to display content in a pin board style of display. Revize now offers this feature, which creates a very visually appealing display of content, such as pictures or social streams. Image tiles also help promote engagement by encouraging site visitors to comment or reply to items from directly within the image tile. This is an especially useful option for web pages promoting tourism.

**#4 Parallax Scrolling** – This is a highly advanced, innovative design technique for sophisticated websites. Parallax Scrolling allows Revize to build websites in multiple layers, with content that moves across the screen at different speeds as visitors scroll. This unique design technique is very visually engaging and can help improve time-on-site metrics.



**#5 Innovative Typography** – This plays a very important role in website design, image and branding, and is especially important for maximizing the look and feel of the website when accessing it from mobile devices. Our designers are experts in effective typography and take many factors into consideration when selecting the type of fonts, font sizes, and colors to be used for a website.

**#6 Social Feeds** – With the proven ability to strengthen and deepen interpersonal connections, social networks present a wonderful opportunity for government organizations to increase community engagement and make governments more accessible to the people they serve. One method already mentioned for improving social activity is using pin boards; another is creating a social area or social wall that combines activity from multiple social networks, like Facebook, LinkedIn, YouTube and Pinterest. Revize offers a comprehensive line of popular social media applications and networking.

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“Over the past 20 years, Revize has mastered the art of designing government websites.”

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## Key Phase Objectives & Deliverables:

The following steps are followed while designing new sites

- **Establish Needs and Creative Direction:** Understand your objectives and requirements, and provide recommendations for effective online branding pertinent to your requirements, existing branding and your web audience’s needs. The Revize designer will also conduct his own research in order to capture the character and “feel” of your area, which will inspire ideas for the overall design direction of the website.

- **Main Menu Navigation & Home Page Wireframes:** Work with you to establish a main-level navigational architecture and identify key items accessible from your home page. This establishes a baseline for the navigational structure, as well as the preferred content structure (wireframe\*) for the home page.
- **Page Layout and module placement:** We will follow all the best practices to layout the different features and modules so that they can be easily accessed by your residents. For example, on the home page there will be sliding picture gallery and quick link buttons for Notify Me, Report a Concern, Document Center, FAQs etc. Also the news and announcements module and events calendar would be integrated into the website, along with the Social Media Center.

Please Note: The home page “wireframe” will simply serve as a realistic guideline in terms of content placement, but will not include the final text nor final imagery for this phase. Please see a sample wireframe to concept development snapshot in the next page.



### Did you know?

Revize is one of the fastest growing web design companies.

# Wire Frame to Concept

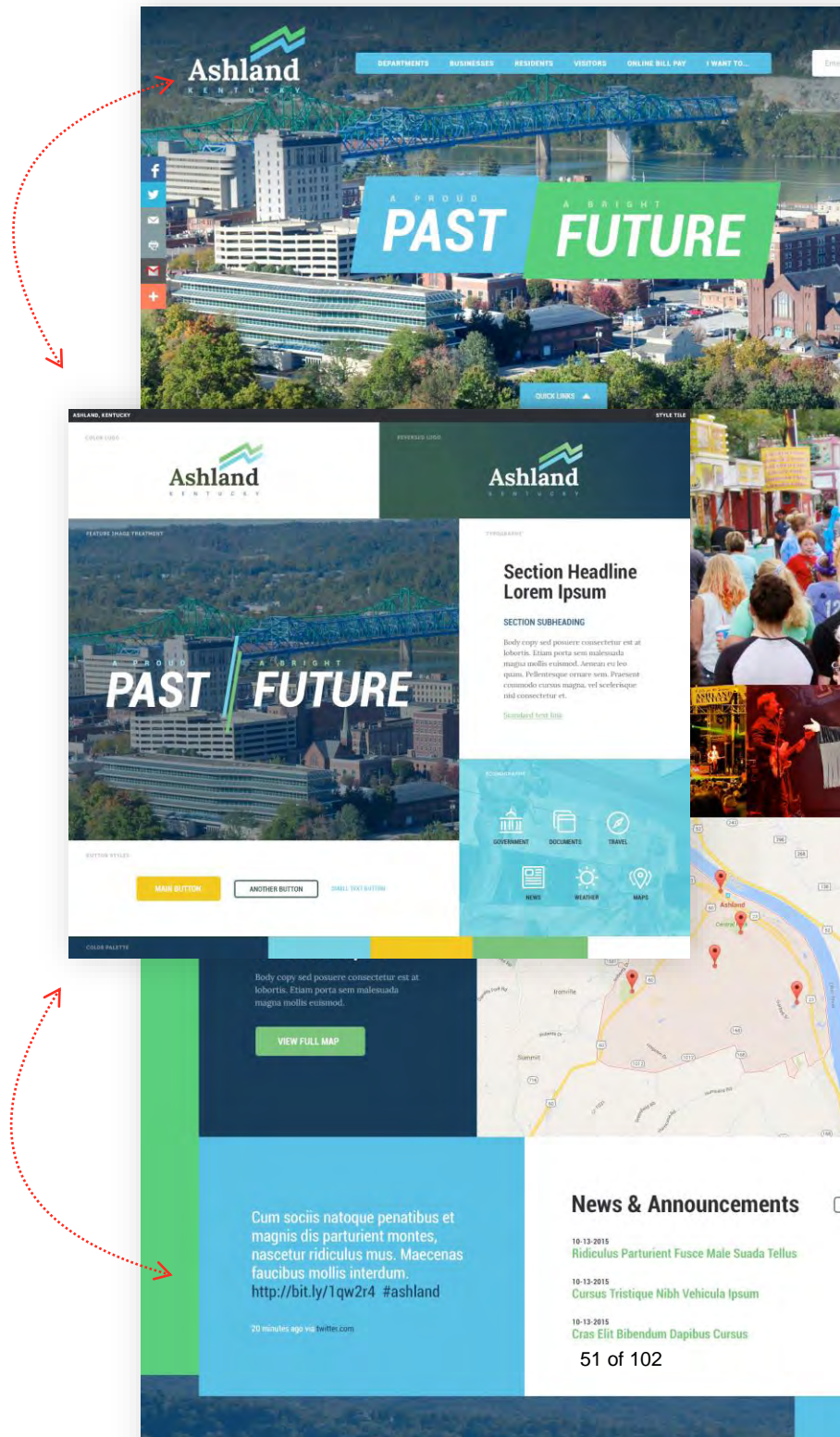
- **Design Deliverable:** The design concepts for this phase will be based on one or possibly two home page layouts. The client will review and provide design feedback to the designer for changes. Revize asks that clients have no more than three iterations of changes up to the point that the final concept is approved.

- **Final Home Page Sign Off:**

When all changes have been made, Revize will present your final home page design and layout for approval. Customer approval is required to proceed to the next phase, the inner pages of the website, and the process repeats itself before the actual HTML & CSS is written.

- **Final Inner Page Sign Off:**

When all changes have been made, Revize will present your final inner page designs and layouts for approval. Customer approval is required to proceed to the next phase, when the actual HTML & CSS is written.



### **Phase 3: Template Development, CMS Integration**

First, the Revize development team will transform the approved designs from mere pictures into fully-functioning HTML/CSS and Revize Smart Tag enabled web page templates using the Revize Dreamweaver Extension. The Revize Smart Tags are fully customizable and allow customers to expand functionality as needed. To maximize this extensibility, the full Revize Java API is provided to clients with our Advanced Training Program.

### **Phase 4: CMS Modules Setup**

In this phase, all of the features and modules the client has requested will be set up, e.g. calendar, document center, picture galleries, alert center, e-Notify, etc. are all brought to life and made functional while also being tested in the Revize CMS. Revize enhances current modules and adds new modules continuously, and you will receive all future updates to modules at no additional cost.

### **Phase 5: Custom Functionality Development**

In this phase and according to your specifications, custom functionality of existing CMS modules, database scripting and programming, as well as any custom application development will be executed. The Revize development team will be interfacing directly with your technical staff to obtain information and test information exchange and application functionality. This phase may overlap phases 2 – 4.

### **Phase 6: Quality Assurance Testing**

In our testing phase, we ensure that your website meets functionality, performance and security standards. Our QA team uses mock data to test navigation and interfaces of the templates, along with any custom developed applications or modules. Additionally, through a series of tests, we perform input validation to ensure that security mechanisms cannot be bypassed if anybody tampers with data he or she sends to the application, including HTTP requests, headers, query strings, cookies, and form fields. We also ensure that when errors do occur, they are processed in a secure manner to reduce or eliminate exposure of sensitive implementation information.

## **Phase 7: Content Development / Content Migration**

Revize will develop all of the pages for your site to make the initial content available upon site deployment. Our content development and migration experts use the latest standard formatting practices to develop the navigation and create the most effective content possible for your website. This includes spelling and style corrections into the new website.

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There are no limits to the number of pages you can create after you have gone through training.

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Revize will implement an effective website architecture with the latest technology and usability trends so your website visitors can find information in an instant. We will also assess your current website content and incorporate what you currently have with additional content to maximize interest and excitement for your readers. Our content experts are educated in proper writing and terminology, and will use correct grammar, spelling and punctuation.

Our web designers use creative typography which makes the website more visually appealing and also plays a role in defining the hierarchy of content to be placed on the web page. Variations in size and color are used, as well as strategic placement on the page to highlight certain site areas so the visitors can easily navigate the site. Effective typography also ensures that your website will look good on desktop, laptop, mobile and tablet devices.

## **Phase 8: Training Your Staff (in-person or web based training)**

Once your website is ready for you to begin editing, you will be able to easily revise your content as often as needed. Revize will train you on how to operate the Administrative and Content Editor functions so you can manage your website. We typically provide this training on-site; however, we can also provide on-line training for your staff if you prefer. For your convenience, training materials can be downloaded from the Revize website. After training, our friendly and responsive support staff is always here to answer questions and provide training refreshers as needed.



## Standard Training Agendas

### **Basic Administrator Training (How to)**

- Sign-in
- Create users
- Assign roles
- Set page level permissions
- Set section level permissions
- Configure and set up workflow approval process

### **Content Editor Training (How to)**

- Sign-in
- Edit page content
- Copy/paste content or add new
- Create a file link
- Create a link to another web page or external web site
- Create a new page and link to it
- Insert/update a picture
- Insert/update a table
- Spell check
- Save and Save as Draft
- History of the page content (content archive)
- Create a survey form or any other type of online web form
- Create navigation pages (top/left menus)
- Create new calendar and create/edit calendar events
- Edit metadata

### **Advanced Administrator Training (How to)**

- Run back-end reports
- Run Google Analytics reports

### **Training on use of specific Modules included, such as**

- Emergency Notification Center
- Public Service Request App
- Web Calendar
- E-Notify
- Quick Links
- Document Center
- Form Center
- News Center
- Frequently Asked Questions

- Request Center
- Bid Posting Center
- Job Posting Application
- RSS
- And more....

### **Revize Maintenance Covers**

- 4 CMS upgrades per year
- Software and modules upgrades (Automatic Install)
- Server Hardware & OS upgrades
- Immediate bug fixes/patches
- Round the clock server monitoring
- Data Center network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Tape backup of all website assets
- Quarterly newsletters on major feature updates
- Regular Webinars on CMS features and usage



### **Did you know?**

Revize has launched over municipal 1000 websites both small and large.

# Hosting Service

Revize has four state-of-the-art physical data centers located in Chicago, Detroit, San Diego and Houston with around-the-clock (24/7/365) monitoring of all server activities. Remote data backups are scheduled nightly with Carbonite data backup service. Additionally, Revize utilizes multiple Tier 1 bandwidth providers such as Level 3, Wiltel, and Cogent for redundancy and continuous connectivity. These procedures provide our clients with up to 500Mbps of fast fiber optic up-stream connectivity.

Revize hosts your web services on redundant (1TB Hard Drive, 3.2 GHz CPU and 32 GB RAM) servers in order to provide enhanced performance, as well as accurate security and data restoration for your website. The Revize technology architecture physically separates the CMS from the website in order to provide another layer of redundancy. With this model, we keep an up-to-the-minute exact duplicate of your website in the event your site must be restored. Revize support staff will simply republish your site within a guaranteed two hours (as opposed to the several hours or days timeframe our competitors offer).

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“Revize provides clients with unlimited data storage server space for each website.”

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Revize will host both your Extranet and Intranet; your Intranet is secure and only accessible by authorized users through a login system.

There are no special software requirements to run a Revize hosted website and CMS solution. We make it all very simple. All you need is an internet connection and a browser. We also provide complete maintenance of your website, which includes but is not limited to: OS patches, intrusion prevention, antivirus, and software upgrades.



## **Final Phase: You Go Live!**

At last, your website content is complete and your staff is sufficiently trained! The final phase in the process is to redirect your website domain name from your old site to your beautiful new one. Once this is completed, Revize will closely monitor the transfer for the first 24 hours to ensure that everything is working properly. Any issues that arise will be immediately resolved.

## **Marketing & Ongoing Consultation**

Revize seizes on every effort to make our clients' sites highly visible. We draft press releases for posting on our website and for distribution locally, and will continuously monitor your site after it goes live so that you can take advantage of all marketing opportunities. We also look to submit your site for different awards and recognition competitions to further maximize your site's exposure.

## **Search Engine Registration and Marketing**

Revize will input all the targeted keywords to make your web pages search engine friendly, thus enabling users to find targeted information when they do a Google, Yahoo or any other search on your site.

## **Security**

Revize takes website security very seriously and we provide our clients with the very best website protection protocols. Our data centers are located on secure premises equipped with card-reader access, security cameras and guards on duty 24/7 to ensure the physical protection from unauthorized entry.

Our web and network administrators monitor network activity 24-hours-a-day to ensure system integrity and protection against threats such as Denial of Service (DoS) attacks that could corrupt your website or block user access. Maintaining the secure configuration of our web servers is managed through application of appropriate patches and upgrades, security testing, vulnerability scans, monitoring of logs, and backups of data and OS.

## Security Controls, SSL, and Active Directory (LDAP)

- Anti-malware software such as antivirus software, anti-spyware software, and rootkit detectors
- Shield Plus Security Bundle to prevent DDoS attacks
- Intrusion detection and prevention software (such as file integrity checking software)
- Host-based firewalls to protect CMS servers from unauthorized access
- Patch management software
- Security and Authentication Gateways
- Content filters, which can monitor traffic to and from the web server for potentially sensitive or inappropriate data and take action as necessary
- HTTPS (Hypertext Transfer Protocol over SSL), which provides encryption and decryption for user page requests that require more secure online transactions
- SSL (Secure Socket Layer) provides an encrypted end-to-end data path between a client and a server regardless of platform or OS
- If you have an existing SSL Certificate we can transfer it to the new website. Otherwise, if included, we will install a new SSL Certificate upon go live.
- Active Directory (LDAP) is compatible with the Revize CMS. It can be set up in a variety of configurations. As part of the process we will work with you to determine which configuration will best meet your needs.

## Application Security Authentication

- Role-Based Security: Role-based authentication to add individual user accounts and assign them system roles like Editor, Developer, Administrator, Workflow Approvers, etc., or department roles and empower the department to assign specific roles to users.
- Permission-Based Security: Ability to set up Content Owners/Editors and restrict which site pages they are authorized to update
  - Global & Department Workflow Management: Create workflow management and approval processes where authorized department personnel become approvers



### Did you know?

Revize will host your website in multiple server locations!

### Maximum Response Times

- 1 hour for crisis issues
- 4-6 hours for critical issues
- 24 hours for normal issues

### Revize Support

- 8 a.m. – 8 p.m. EST Phone Support (Monday thru Friday)
- 24X7X365 Portal & Email Support
- Dedicated support staff to provide assistance and answer all questions
- New and existing user training
- Training refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- E-Newsletter module support
- Automatic upgrades of CMS Modules such as Calendar, Document Center, etc...

### Software Maintenance

Revize rolls out two new versions of the Revize CMS, and six to eight product updates every year. The Revize CMS is continuously enhanced to keep pace with cutting edge technologies and industry trends. When a software update or new version is rolled out, Revize will automatically update all servers used by our subscription service clients.

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“As a Revize client, you will receive full access to all enhancements to the core components and modules in the Revize CMS at no additional charge.”

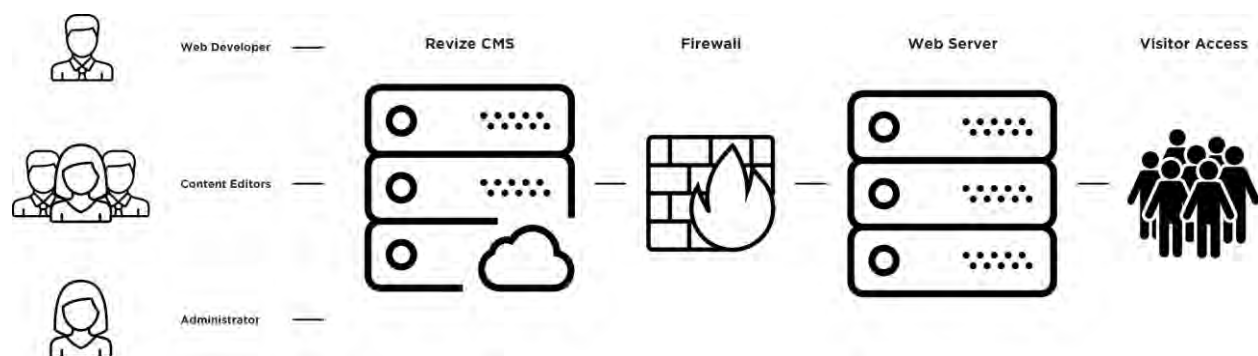
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# Revize Technology Architecture

The Revize Government CMS is a standards-based, open architecture software product without any proprietary restrictions. Revize uses leading technologies to avoid integration problems with existing systems and comes complete with its own Integrated Publishing Engine, Embedded Relational DB, JSP/Servlet Engine, and Application Server.

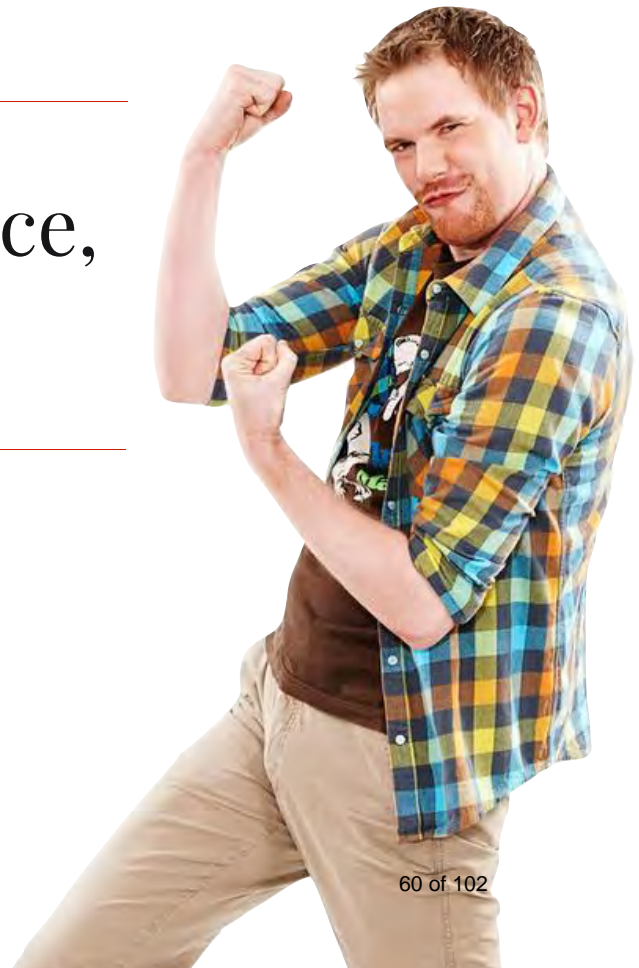
## Revize Intelligent Publishing WCM



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“Security, Performance,  
Redundancy”

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# Revize Project Team

Revize understands the importance of having a talented and experienced staff. We are proud of our well-respected team of top notch experts in the field of government website design, development, analysis, content management, training and support. From the first creative concepts through to the design phases, and from site launch to training of personnel and continued support of your website project, we have the right group of seasoned professionals to work with you through the website process and beyond. We are pleased to introduce them:

## Thomas Jean

Project Manager

As a Government Subject Matter Expert, business development and account executive, Thomas has brought to Revize a very special skill set. Not only does he sell Revize products and services, he is also a genuine subject matter expert when it comes to the inner workings of government. As an elected Township Trustee in Genesee Township Michigan, he knows the advantages that come with modernizing the way government does business. Additionally, he serves as President of a registered 501c3 non-profit organization, Genesee Forward, that promotes community development. With his unique background as an elected official, president of a non-profit organization, and education from one of the nation's top universities, Thomas is uniquely experienced to give an honest and accurate assessment of your community's website needs.

- **Philosophy:** As a township trustee, I know the challenges that elected officials face and what is important to them. I very much enjoy helping them by showing them all of the advantages of modernizing a community's technology.
- **Education:** BA degree in Political Science from University of Michigan; studied under top government academics.
- **Expertise:** Business development, business management, government procedure, public affairs, community development.
- **Role on your website project:** Account and client management

## Joseph J Nagrant

Business Development Director

Joseph is an accomplished professional internet and website design consultant with more than 20 years of successful business development and account management leadership experience. He has worked with well over 400 townships, cities, counties, educational institutions, companies, and non-profit organizations. He's a foremost expert in translating technical solutions into compelling living websites and other online community building opportunities. Additionally, he is a board member for Mott Community College (Flint, MI) MTEC Center, IT Advisory Council, Education Advisory Group. He also participates in many government discussions regarding the Internet for government use, including being a frequent guest on WDET (NPR) public radio and in The Detroit News. He has an excellent reputation for building and sustaining effective, long lasting client relationships.

- **Philosophy:** "Put yourself in the client's shoes and do what is best for them."
- **Education:** BS in Electrical Engineering, Lawrence Tech University, MS in Business, Central Michigan University.
- **Expertise:** 29+ years of project, sales and marketing experience with government, education, corporate, and non-profit organizations.
- **Role on your website project:** Supervisor of account management between client and project team.

## Ray Akshaya

Technical Director

Ray has 20+ years of extensive technical experience with internet and website solutions. He has worked on hundreds of government, non-profit and educational websites and has a keen eye for web visitor requirements, information architecture, and usability. He is also a long-time veteran of Revize Software Systems and our clients enjoy working with him. In his career, he has deployed and/or assisted with technical solutions for more than 500 websites. When working on a project, Ray always visualizes himself in the client's chair at the closing stages of the project and makes sure that all decisions made on a project are in alignment with the client's vision and best practices for developing the system.

- **Philosophy:** "Work Hard, Help People and Live Honest."
- **Education:** MS in Engineering Science, Louisiana State University, Baton Rouge



- **Expertise:** Client Management, Project Management, Technology Development for CMS & Web Apps
- **Role on your website project:** Technical Director

## Samir Alley

Creative Director

Samir has more than a decade of experience in managing web site design projects. He has deployed 360+ municipal websites and has a solid background in web design and the latest web technologies. Formerly with Google, Samir is a leader equipped to handle any kind of sophisticated web project. He is an exceptional communicator with an innate listening skill that gives him the ability to understand and deploy a client's unspoken needs. Samir's blend of creativity, proficiency, and technical knowledge is unsurpassed in the industry.

- **Philosophy:** "Empathy, Focus, and... Impute"
- **Expertise:** Web Project Management - Adobe Design Premium CS5.5: Photoshop, Illustrator, InDesign, Flash, DreamWeaver, Fireworks, HTML, CSS, CSS3, SEO, PHP, JavaScript, MySQL, JQuery and HTML5.
- **Role on your website project:** Graphic design of website and backup support.

## Tom Gooden

Website Developer / Graphic Designer, Illustrator

Tom is a senior front-end developer and designer with Revize with more than 10 years of experience in website development. He is highly skilled in his ability to leverage the latest technologies to create fast and innovative web solutions. He commands an intense, yet light-hearted creative presence at Revize, producing excellent design work.

- **Philosophy:** Design and development are constantly evolving, and learning new methods and practices gives me a "geeky" excitement. What I truly enjoy most is that I can create what is considered to be art, but at the same time serves a very functional purpose.
- **Expertise:** Skilled in Adobe Design Premium CS5.5: Photoshop, Illustrator, InDesign, Flash, DreamWeaver, Fireworks, HTML, CSS, CSS3, SEO, PHP, JavaScript, MySQL, JQuery and HTML5.
- **Role on your website project:** Graphic design of website and backup support.

## Denise Brazier

Project Manager/Trainer

Denise is an educator by nature. Her 20 years of experience in the public school system has made her a master of engaging participants during training. She effortlessly builds effective relationships with all clients. Denise has served as Advisory Counselor, Coordinator, Publicity Director, and Project Manager for several organizations in the education, non-profit and public sectors. She has been appointed to the state's quality committee evaluating organizational policies and procedures for recognition.

- **Philosophy:** “Always explain things in the terms of your audience to ensure their understanding”
- **Education & Training:** MS in the Art of Education from Marygrove College. Certification in Secondary Education
- **Expertise:** Training, education, teaching, public affairs and project management.
- **Role on your website project:** Trainer for the Content Management toolset and project manager



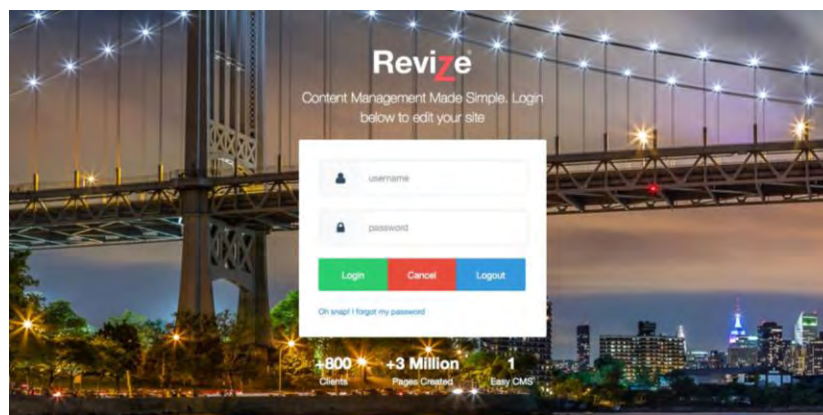
### Did you know?

Revize has launched over government 1200 websites both small and large.



# Revize Government CMS User Interface

## 1. Revize CMS User Interface Home Page

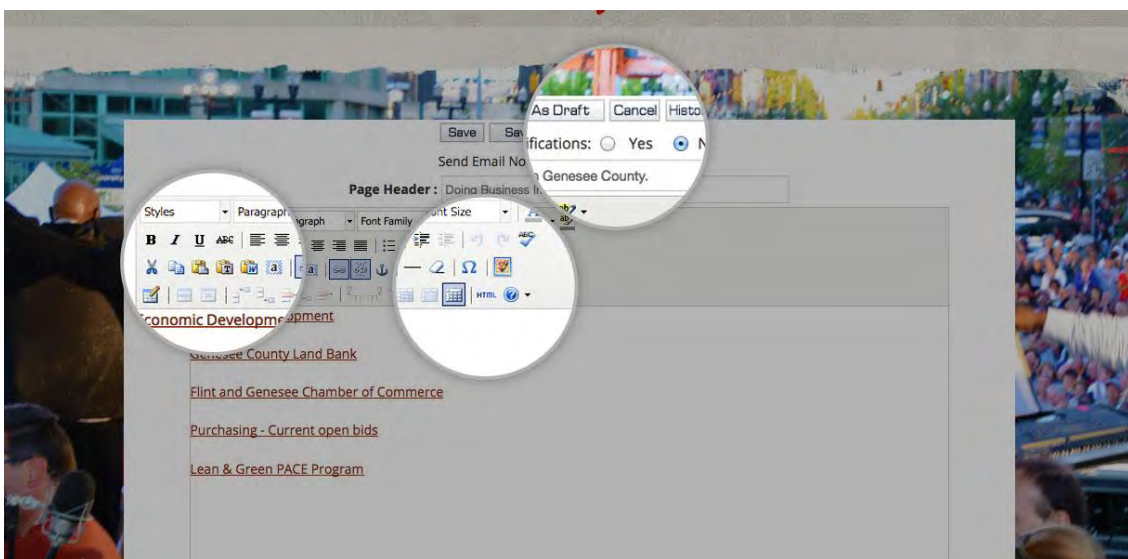


2. Users simply browse to a page that they want to edit, select the Login button, and then insert their Login Name and Password into a login screen as shown below.

3. Edit buttons appear on the page after the Login executes. Based on users roles/permissions, the appropriate buttons are displayed.



The input form appears as shown below. Content Editors can change banner, page heading and the content displayed in the center of the page. Notice the content is changed using a “Word Like” editor.



After the page is “saved”, the page can be sent to an approver for review or immediately published to the web site.

# Revize Quote

Phase 1: Project Planning and Analysis, SOW	\$3,500
Phase 2: Discovery & Design from scratch - One concept, three rounds of changes, home page template and inner page design and layout, includes Responsive Web Design for great viewing on any size handheld internet viewing device complete with pictures and no need to zoom in on the text!	\$5,500
Phase 3 & 4: Revize Template Development - Set-up all CMS modules listed on the following page with linking to any additional 3rd party web application. You also receive all updates to all CMS modules for the life of your Revize relationship. And you own the technology, design and content!	\$7,200
Phase 5: QA Testing	\$900
Phase 6: Site map development/content development for all the top tier department home pages and content migration from old website into new website including spell checking and style corrections – up to 2,700 webpages and documents	\$5,300
Phase 7: Content editing and site administration training (two day session)	\$1,600
Phase 8: Go live!	Included
Annual tech support, CMS software updates (unlimited users), and website health checks. website hosting Included free of charge (Unlimited storage space): First Year Included!	\$5,900
Grand Total (1st year) Second year and onward investment	\$24,000 \$5,900/year

## Payment Options

Revize provides a free website redesign during year four of service, if the client chooses to sign a locked-in rate contract for five years. This includes a lifetime warranty.

### Optional Payment Plan – The Revize Client First Plan

The Revize Client First Plan offers local governments an alternative payment plan that makes it easier to purchase a new website on your budget and spreads the one-time project design and development costs over a longer period of time.

Through a minimum three-year contract, The Revize Client First Plan dramatically lowers the one-time project development and start-up costs of launching a new website. What Revize does is combine the one-time and recurring fees and spreading them over the life of the contract. And because we value our continuing relationships with our customers, those who extend their contract beyond the three-year minimum will receive a redesign at the end of their fourth year with Revize Free of Charge.

### The Revize Client First Plan Annual Recurring Fees – Interest Free

First Year (Annual hosting/maintenance included at no charge).....	\$ 8,000
Second Year.....	\$ 13,900
Third Year.....	\$ 19,900
Fourth Year.....	\$ 5,900



### Additional Services (Optional – not required)

On-Site Training Program: Two day on-site training, classroom style. Content editor and administrator training, all travel expenses	Included
Content Migration: If needed, additional content migration “as is” available at \$3 per web page or document	
On-Site Consulting: On-site consulting and thought gathering sessions, requirements gathering, survey creation, all travel	Included
Content Copywriting:	\$98 per hour
Design Services:	\$75 per hour
Content Editing by Revize:	\$50 per hour, 30 minimum

### Included Features:

The Following Applications & Features will be integrated into Your Website:  
In addition to the Government Content Management System that enables non-technical staff to easily and quickly create/update content in the new web site, Revize provides a suite of applications and features specifically designed for municipalities. All of those apps and features are fully described in the following section. The applications and features are grouped into five categories:

- Citizen’s Communication Center Apps
- Citizen’s Engagement Center Apps
- Staff Productivity Apps
- Site Administration and Security Features
- Mobile Device and Accessibility Features

### **Citizen's Communication Center Apps**

- Notification Center with Text/Email Alerts
- Bid Posting
- Document Center
- Email Notify
- FAQs
- Job Posting
- Multi use Business Directory
- News Center with Facebook/Twitter Integration
- Online Forms
- Photo Gallery
- Quick Link Buttons
- Revize Web Calendar
- "Share This" Social Media Flyout App
- Sliding Feature Bar
- Language Translator

### **Citizen's Engagement CENTER Apps**

- Citizen Request Center with Captcha
- Public Service Request
- Public Records Request App
- Citizen Connect (Community Blog)
- Parks Reservation App
- Online Bill Pay
- RSS Feed

### **Staff Productivity Apps**

- Agenda Posting Center
- Job Posting App
- Image Manager
- iCal Integration
- Intranet
- Link Checker
- Menu Manager
- Online Form Builder
- Staff Directory
- Website Content Archiving
- Website Content Scheduling
- Newsletter App

## **Site Administration and Security Features**

- Audit Trail
- Auto Site Map Generator
- Dreamweaver Extension (Revize API)
- History Log
- Intranet (Secure Area)
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics
- Workflows by Department

## **Mobile Device and Accessibility Features**

- Font Size Adjustment
- Alt-Tags
- Responsive Website Design (RWD)

# Revize Support Includes

- 8 AM – 8PM EST Phone Support (Monday thru Friday)
- 24X7X365 Portal and Email Support
- Staff provides assistance and answers all questions
- Dedicated support staff
- New/existing user training
- Free Training Refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- E-Newsletter Module support
- Automatic upgrade of CMS modules, such as Calendar, Document Center, etc.
- Four major CMS upgrades per year
- Software and modules upgrades (automatic install)
- Server hardware and OS upgrades
- Immediate bug fixes/patches
- Round the clock server monitoring
- Data Center Network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Tape backup of all website assets
- Quarterly Newsletters on major feature updates
- Regular webinars on CMS features and usage



## Did you know?

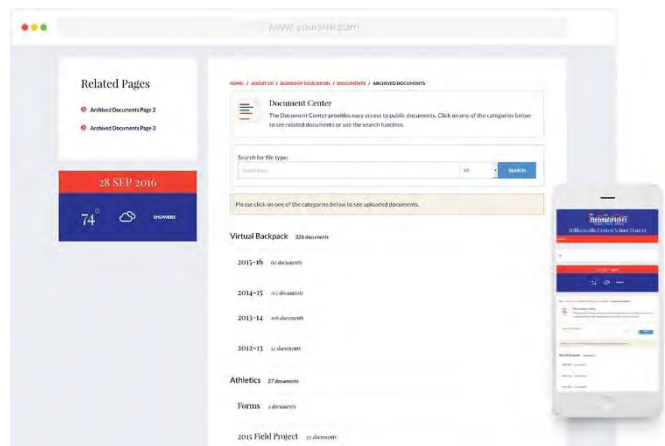
Revize updates your Content Management System 4 times per year!



# Citizen's Communication Center Apps

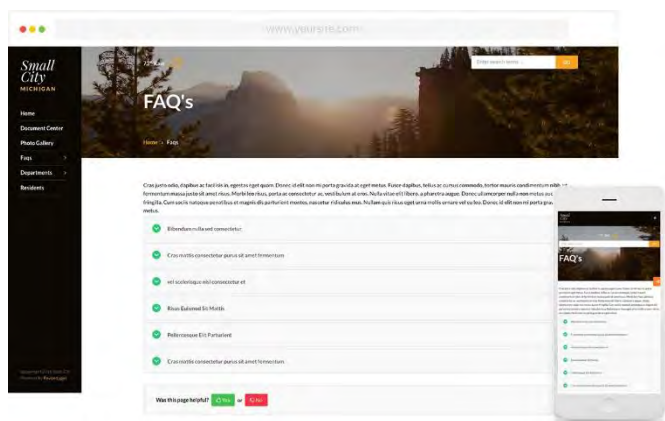
## DOCUMENT CENTER APP

Revize helps clients save thousands of dollars each year in employee time and resources with our Document Management Center. Using this module you can create and archive the documents your site visitors need: applications, brochures, manuals, policy and data sheets, research papers, meeting minutes, and more. By providing all of your documents online, your site visitors can access them 24/7 – usually within two clicks -- and you won't incur any printing or postage costs.



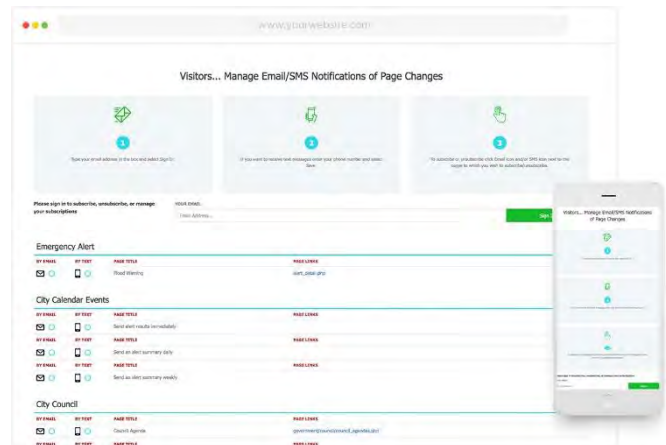
## FAQ

FAQ's make it easy for site visitors to find answers to common questions and will greatly decrease the number of calls coming into your switchboard each day. In fact, within six weeks of a Revize website launch, our clients typically experience a significant decrease in the number of daily phone calls... some by as much as 23%!



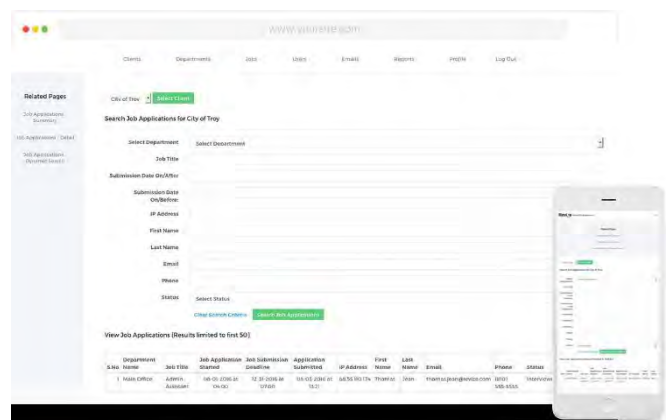
## E-NOTIFY

Many of our municipal clients include an email/text notification option on their Meeting Minutes and Meeting Agendas pages so that interested citizens can sign up for automatic updates anytime there is a new posting.



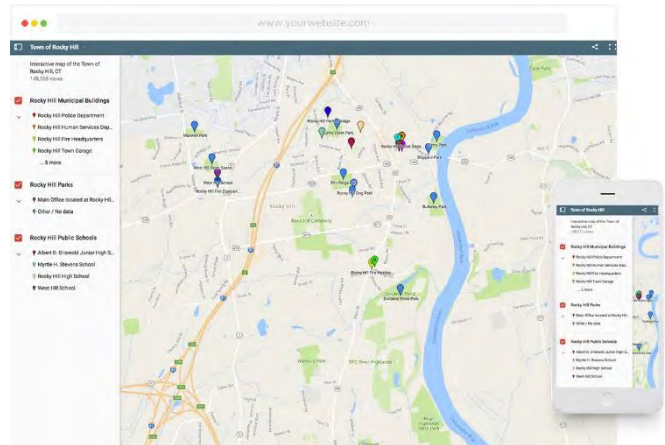
## JOB POSTING

Revize's job postings app allows your site visitors to view and apply for open positions online. Postings are removed automatically based on the job expiration date input by your HR personnel. You can provide as much detail as you like and link to or upload any number of files that fully describe the job position. Best of all, with the form fill interface, new openings can be posted in minutes by non-technical staff.



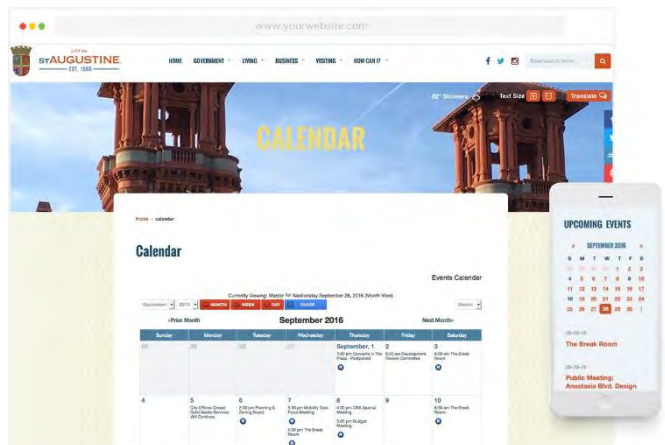
## INTERACTIVE MAP

Not only does the Revize CMS ensure that your site is easy for visitors to navigate, we've made it even easier for them navigate the real world surrounding your location. Specific buildings, parks, bike paths, mass transit stations, nearby businesses, tourist attractions, parking lots, voter polling locations, and more are incredibly easy to identify with the familiar Google Maps highlighted with Pins.



## CALENDAR APP

The Master/Sub Calendar provides an easy-to-use tool to enhance usability and encourage the communication of events both internally and externally. It provides visibility and transparency into activities, meetings, and events with a visually appealing display and easy to find event contact information. The ability to insert recurring events saves time by allowing you to create the event once then repeat automatically; great for Board and City Council meetings.



## **NOTIFICATION CENTER**

You can't fool or control Mother Nature. But you can protect members of your community from her wrath. Posting emergency notifications on your home page, any other page, or throughout your site, this module allows your content editor to accurately explain the situation and instruct members of your community on the next steps to take.

## **BID POSTING**

The Bid Postings App provides a simple and easy-to-use method for organizing and presenting bids, RFPs and RFQs online for vendors or local contractors interested in providing products and services to your community.

## **BUSINESS DIRECTORY**

Ideal for municipalities, chambers of commerce or any membership organization, this module allows you to easily create and maintain a searchable directory for either members or businesses within the website. Listings can be added, removed and categorized by non-technical staff in a simple table interface.

## **NEWS CENTER WITH FACEBOOK INTEGRATION**

Many of our municipal clients include an email/text notification option on their Meeting Minutes and Meeting Agendas pages so that interested citizens can sign up for automatic updates anytime there is a new posting.

## **ONLINE FORMS**

Using this module, you can create -- from scratch -- an unlimited number of online forms on any page of your site using various field options such as long answers, radio buttons, drop-down lists, multiple choice, etc. Having online web forms provides a quick and easy alternative for users to communicate with you and provide important feedback, opinions or complete tasks online. These forms can be used to have web visitors contact you with questions, comments and requests, give feedback, volunteer, or to sign-up for various events, activities or programs.

## QUICK LINKS

The Quick Links module allows site visitors to navigate to their areas of interest, much like FAQs. Examples for users: Where do I... Get Registered for Summer Camp Where do I... Get a Marriage License.

## SHARING APP

Provides a one click drop down to multi-social media and utility buttons. A common widget used on the web, it is intuitive and easy to use.

## SLIDING FEATURE BAR

This feature is a mainly for visual appeal. It helps to break up pages with an interesting slide bar that can be populated with any subjects or areas that you want to draw attention to. For example, you may want to feature Parks & Rec, Landmarks and Tourist Attractions.

## TRANSLATOR

Revize integrates the Google Translator into your website templates and translates from English to over 40 other international languages. Provides users a large visual display at the top of the web page to choose any language to convert the text into.



# Citizen's Engagement Center Apps

## **PUBLIC SERVICE REQUEST APP**

This app allows residents to submit requests based on a map view. Each time an issue is submitted, a staff member will receive an email notification. From there they are able to respond directly to the requests. Photo submission, automatic escalation, mobile app integration, and archived reporting make this one of our most powerful features!

## **CITIZEN REQUEST CENTER**

This app allows customers, residents, participants, students, or any website visitor to post requests online. By the use of a drop down menu, individuals can forward the request, idea, or comment to the party of interest. That item is then forwarded via email to the proper recipient. You can add or delete department names as well as individuals in the drop down menu at any time. Captcha is integrated to ensure each request is genuine and not a spam.

## **PUBLIC RECORDS REQUEST TRACKER**

This app allows public to order copies of the public records maintained by a municipality. The request is routed to the record custodian within a department and automated response is generated with a unique tracking number. The system allows the full tracking, correspondence and online handling of all types of public record request. The record request form is very flexible and customizable for every municipality.

## **CITIZEN CONNECT**

This app helps open up the lines of communication between administrators and their constituents, increasing transparency and constituent interaction. It is a blog that features the option to allow constituent comments for feedback (comments can be moderated before being published to the website).



This app allows the display of parks shelters and their amenities and to manage their availability to the public. A website visitor can search for facilities by type available, review the amenities for each facility and easily reserve the facility including the option to pay for its use.

Allows clients to set-up secure on-line payment processing for credit card transactions. Can be used for utility and tax payments; Purchasing items on-line; or making donations to non-profit organizations.

Site visitors will be eating out of the palm of your hand with our RSS feeds module. Revize's CMS allows customers to generate RSS (Real Simple Syndication) feeds for any genre of news or events. RSS feeds are a trusted way to communicate important information to site visitors while ensuring that they remain engaged with your organization and regularly return to your site.



# Staff Productivity Apps

## **AGENDA POSTING CENTER**

Using this app, you can upload agendas, meeting packets, meeting minutes, proposals for review, and more, all into one area on your website for easy access and review before, during, or after each meeting. Old meeting agendas and information are archived per meeting for quick access at any time.

## **JOB POSTING APP**

This app allows you to post a job and receive resume submissions online. Candidates can fill in all the fields and submit the job application online. Once the job application is submitted, a link to the filled in application form will be emailed to the responsible HR person which they can view, print and file for their records.

## **IMAGE MANAGER**

Allows approved staff to upload images from their computer or network folders. This very simple interface allows you to upload new pictures and stores uploaded pictures for reuse. Each department can create their own image folders and organize image libraries by department. Also, obsolete images can be deleted from the image library.

## **INTRANET**

Provides a Dynamic CMS-enabled area with secure login to build out an entire Intranet for employee specific information only. It benefits your employees to have an internal organization landing page that can be updated with news, events, alerts and many of the same modules used on the extranet.

## **LINK CHECKER**

When a new link is created, the Revize system checks if the URL (link) is valid or not. If not, an error message will be displayed. This benefits the Content Editor by double checking bad links before they are saved on your website.



## **MENU MANAGER**

Allows approved content editors to add or edit site-wide top navigation, department or section specific links (e.g. left or right navigation). This feature gives you control to change and update the Navigation menus of your website for continuous improvement.

## **NEWS LETTER APP**

The system allows non-technical staff to build attractive, informative newsletters and disseminate them with one click to everyone on your distribution list. Activity metrics include emails sent successfully to help you validate email addresses. The application provides the ability to import contact lists, upload images, add groups, assign contact lists to groups, as well as export lists.

## **ONLINE FORM BUILDER**

Having online web forms provides a quick and easy alternative for users to communicate with you and provide important feedback, or complete tasks online. These forms can be used to have web visitors contact you with questions, comments and requests, give feedback, volunteer, or to sign-up for various events, activities or programs.

## **WEB CONTENT ARCHIVE**

Your site history will never be a mystery because all content edits for your site are archived on the Revize CMS database. Your content editors can click on the History button to view previous versions of a particular page or content block from your site.

## **WEB CONTENT SCHEDULE**

This feature eliminates the possibility of having dated or past events being promoted on your site AFTER the event has passed, thus potentially undermining the perceived accuracy and currency of the site's content in the minds of your audience.



## **AUDIT TRAIL**

This is a powerful administrative tracking tool that provides reports on the content change activities of any webpage within the system. The administrator can gauge how often the site is updated, which departments are most active; and also use the audit trail for recovery of data if necessary.

## **AUTO SITEMAP TOOL**

Revize CMS provides this tool to automatically generate a sitemap. Anytime a new page is added or deleted from the system, the sitemap will republish to show the change. An up-to-date sitemap is very critical to boost the ranking of your website in different search engines.

## **HISTORY LOG**

Administrators can view all the archived versions of any web page and restore any old/archived page. It is a very useful feature for referring to any archived legal documents or press releases.

## **ROLES/PERMISSION SETUP**

Our CMS uses a role based authentication system where you can add individual user accounts and assign them system roles like Editor, Developer, Administrator, Workflow Approvers etc., or you can add roles for each department and assign department-specific roles to each user.

## **SECURE SITE GATEWAY**

Provides a secure login area for either users of an intranet or users to access information not available to the general public. Once users are set-up with a secure login ID, they can manage their own password changes as necessary.

## **WEBSITE STATISTICS**

Revize integrates Google's Web Analytics tool to track number of site visits, website traffic sources, etc. Your website administrator can run various reports to collect important data on the usage of your website.

## WORKFLOWS BY DEPARTMENT

Provides a method for Supervisory Oversight of content updates. The process allows an authorized “approver” to compare the current page with the proposed new page content (side-by-side) for easy review and comparison.

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“Our innovative solutions are custom-tailored to meet the needs of each individual client.”

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### Did you know?

Revize introduced responsive web design to the government industry



## ALT-TAGS

## FONT SIZE ADJUSTMENT

## RESPONSIVE WEB DESIGN

Revize uses pixel rendering Responsive Web Design to accommodate better viewing of text and graphics for any size screen, i.e., smart phones, tablets, iPads and iPhones.

Thank you  
For Considering Revize

Prepared by Thomas J. Jean  
1890 Crooks Rd, Troy, MI 48084  
Ph: 248-269-9263 x14 Fax: 866-346-8880  
[www.revize.com](http://www.revize.com)

## DRUG-FREE WORKPLACE CERTIFICATION

The undersigned vendor, in accordance with Florida Statute 287.087 hereby certifies that Revize LLC does:  
Name of Business

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance program, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirement.

Name Akshaya Ray Vendor's Signature Revize LLC Ak Ray Company

**Must be executed and returned with attached bid at time of bid opening to be considered.**



**SIGNATURE FORM**

Revize Government Websites

Name of Company

1890 Crooks Rd

Mailing Address

Troy, MI 48084

City State Zip



Project Manager

Authorized Signature, Title

Thomas Jean 7/24/2017

Name (Typed or Printed) Date

248-269-9263 Ext. 14

Phone Number (Including Area Code)

866-346-8880

Fax Number (Including Area Code)

[www.revize.com/Thomas.Jean@revize.com](http://www.revize.com/Thomas.Jean@revize.com)

Website/Email Address

7/24/2017


Date

**VENDOR INFORMATION**

Name of Company: Revize Government Websites

Contact Person: Thomas Jean

Mailing Address: 1890 Crooks Rd  
Troy, MI 48084

Authorized Signature, Title:  Project Manager

Name: (Typed or Printed) Thomas Jean

Phone Number: 248-269-9263 ext. 14

Fax Number: 866-346-8880


Website/Email Address: www.revize.com/Thomas.Jean@revize.com

Date: 7/24/2017

## BID RESPONSE FORM

**BID NUMBER:** RFP No. 17-18

**BIDDER:** Revize LLC dba Revize Government Websites  
(Indicate correct name of bidding entity)

**SIGNATURE:**  **DATE:** 7-27-17

**PRINTED NAME:** Thomas Jean

**TITLE:** Project Manager

**SUBMITTAL DATE:** 7/24/2017

By my signature above I certify that this Bid will remain firm for a period not to exceed 90 days from the date of submission.

**BID AMOUNT:** \$24,000

## Revize Web Services Sales Agreement

This Sales Agreement is between Gadsden County, Florida ("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179 Date: 12-21-17

<b>CLIENT INFORMATION:</b>	<u>Gadsden County</u>	<b>REVIZE LLC:</b>
<b>Company Name:</b>	<u>Board of County Commissioners</u>	<b>Revize Software Systems</b>
<b>Company Address:</b>	<u>9-B East Jefferson St. P.O. Box 1799</u>	<b>1890 Crooks, Suite 340</b>
<b>Company City/State/Zip:</b>	<u>Quincy, FL 32353</u>	<b>Troy, MI 48084</b>
<b>Contact Name:</b>	<u>Ulysses Jenkins</u>	<b>248-269-9263</b>
<b>Phone:</b>	<u>850-875-8671</u>	
<b>Email:</b>	<u><a href="mailto:ujenkins@gadsdencountyfl.gov">ujenkins@gadsdencountyfl.gov</a></u>	

The CLIENT agrees to purchase the following products and services provided by REVIZE:

<u>Quantity</u>	<u>Description</u>	<u>Price</u>
1	Phase 1 – Project Planning and Analysis, onetime fee:	\$3,500.00
1	Phase 2 – Website Design, 1 concept, 3 rounds of changes, onetime fee:	\$5,500.00
1	Phase 3 & 4 – Revize Template Development, CMS module Integration, onetime fee:	\$7,200.00
1	Phase 5 – Quality Assurance Testing, onetime fee:	\$900.00
1	Phase 6 – Content Migration up to 2,700 webpages & documents on current site:	\$5,300.00
1	Phase 7 – Content Editing/Administrator Training, two-day session, onetime fee:	\$1,600.00
1	Phase 8 – Go Live, onetime fee:	Included
1	Revize Annual Software Subscription, Tech Support, CMS Updates, and Website Hosting, pre-paid annual fee, Unlimited Users, Unlimited GB website storage:	\$5,900.00
1	<b>Grand Total First Year</b>	<b>\$24,000.00</b>

### Terms:

1. Revize requires a check for \$9,000 to start this initiative
2. First year of annual tech support, maintenance, and hosting is included and starts on the date of the kickoff meeting. Year 2 of annual support, maintenance, and hosting will be due upon the 1 year anniversary of the kickoff meeting.
3. Five year agreement with free website redesign during year 4
4. Payments: All Invoices are due upon receipt. Work begins upon receiving initial payment.
5. Additional content migration, if requested, is available for \$3 per web page or document.
6. Both parties must agree in writing to any changes or additions to this Sales Agreement.
7. This Sales Agreement is subject to the laws of the State of Florida.

### AGREED TO BY:

**Signature of Authorized Person:**

**Name of Authorized Person:**

**Title of Authorized Person**

**Date:**

### CLIENT

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### REVIZE

\_\_\_\_\_  
**Thomas Jean**  
**Project Manager**  
\_\_\_\_\_

Please sign and return to:

Thomas@revize.com

Fax 1-866-346-8880

**Revize will add in the following features to your website**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Agenda Posting Center</li> <li>• Alt-Tags</li> <li>• Audit Trail</li> <li>• Auto Site Map Generator</li> <li>• Bid Posting</li> <li>• Citizen Connect (Community Blog)</li> <li>• Citizen Request Center with Captcha</li> <li>• Document Center</li> <li>• Dreamweaver Extension (Revize API)</li> <li>• Email Notify</li> <li>• FAQs</li> <li>• Font Size Adjustment</li> <li>• History Log</li> <li>• iCal Integration</li> <li>• Image Manager</li> <li>• Intranet</li> <li>• Intranet (Secure Area)</li> <li>• Job Posting</li> <li>• Job Posting App</li> <li>• Language Translator</li> <li>• Link Checker</li> <li>• Menu Manager</li> <li>• Multi use Business Directory</li> <li>• News Center with Facebook/Twitter Integration</li> <li>• Newsletter App</li> </ul> | <ul style="list-style-type: none"> <li>• Notification Center with Text/Email Alerts</li> <li>• Online Bill Pay</li> <li>• Online Form Builder</li> <li>• Online Forms</li> <li>• Parks Reservation App</li> <li>• Photo Gallery</li> <li>• Public Records Request App</li> <li>• Public Service Request</li> <li>• Quick Link Buttons</li> <li>• Responsive Website Design (RWD)</li> <li>• Revize Web Calendar</li> <li>• Roles and Permission-based Security Mode</li> <li>• RSS Feed</li> <li>• Secure Site Gateway</li> <li>• Sliding Feature Bar</li> <li>• Social Media Flyout App</li> <li>• Staff Directory</li> <li>• Unique Login/Password for each Content Editor</li> <li>• URL Redirect Setup</li> <li>• Web Statistics and Analytics</li> <li>• Website Content Archiving</li> <li>• Website Content Scheduling</li> <li>• Workflows by Department</li> </ul> |
|--|---|

## Service Level & CMS License Agreement

### 1.1 Statement of Intent

The aim of this agreement is to provide a basis for close co-operation between Gadsden County, Florida (known in this agreement as *Client*) and *Revize Software Systems, LLC.*, for support services to be provided by *Revize Software Systems, LLC.* to *Client* and, thereby ensuring a timely and efficient support service is available to *Client* end users. The objectives of this agreement are detailed in Section 1.2.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

### 1.2 Objectives of Service Level Agreements

1. To create an environment which is conducive to a co-operative relationship between *Revize Software Systems, LLC.* and *Client* to ensure the effective support of end users
2. To document the responsibilities of all parties taking part in the Agreement
3. To ensure that *Client* achieves the provision of a high quality of service for end users with the full support of *Revize Software Systems, LLC.*
4. To define the commencement of the agreement, its initial term and the provision for reviews
5. To define in detail the service to be delivered by *Revize Software Systems, LLC.* and the level of service which can be expected by *Client*, thereby reducing the risk of misunderstandings
6. To detail via a question list, information *Revize Software Systems, LLC.* requires *Client* to extract from end users prior to *Revize Software Systems, LLC.* involvement
7. To institute a formal system of objective service level monitoring ensuring that reviews of the agreement are based on factual data
8. To provide a common understanding of service requirements/capabilities and of the principals involved in the measurement of service levels
9. To provide for all parties to the Service Level Agreement a single, easily referenced document which caters for all objectives as listed above

### 1.3 Period of Agreement

This agreement will commence on the date specified in this following the acceptance by both parties and will continue until terminated.

Either party hereto may terminate this Contract upon giving ten (30) days' written notice to the other in the event that such other party substantially fails to perform its material obligations set forth herein. This Contract may be terminated by the *Client* without cause upon thirty (30) days' written notice to the Professional. In the event of such a termination without cause, the *Client* shall pay the Professional for all services rendered prior to the termination, plus any reasonable expenses incurred and unpaid which would otherwise be payable hereunder. In such event, the Professional shall promptly submit to the *Client* its invoice for final payment.

## 1.4 Review Procedure

This agreement will be reviewed on one year from the date of commencement, or at a mutually agreed date, by *Client* and Revize Software Systems, LLC.. The review will cover services provided, service levels and procedures. Changes to this agreement must be approved by both signatories.

## 1.5 Representatives

*Client* and Revize Software Systems, LLC. nominate the following representatives responsible for the monitoring and maintenance of the service agreement:

<i>Client:</i>	<i>Agency Representative</i>
<i>Revize Software Systems, LLC.:</i>	<i>Joseph Nagrant – Account Manager</i>

## 1.6 Service Level Monitoring

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided to customers and support areas on the service provided.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by both *Client* and Revize Software Systems, LLC. In the event of a discrepancy between actual and targeted service levels both *Client* and Revize Software Systems, LLC. are expected to identify and resolve the reason(s) for any discrepancies in close co-operation.

Service level monitoring will be performed by *Client*. If *Client* suspects that response times for faults do not adhere to expected response times in table 2.2 they should follow provide information to Revize in response to items in 4.2

Service level monitoring and reporting is performed on response times for faults, as specified in Section 3.4 of this agreement.

## 1.7 Complaints

All complaints relating to the operation of the help service, including:

- Expected level of support
- Actual support offered and delivered
- Personnel responsible for providing or administering support
- Any other issue relating to this document or the relationship between *Client* and Revize Software Systems, LLC.



## Client Responsibilities

### 2.1 Functional Overview

To provide a service for the registration, referral and resolution of all computer related faults and queries (supported products only) encountered by end users throughout the *Client*. This includes the following specific responsibilities:

- Provision of a main point of contact during *Client* business hours.
- Extracting information from end users as per *Revize Software Systems, LLC.* specified list of questions (detailed in section 4)
- Timely referral of faults to *Revize Software Systems, LLC.* as per method detailed in section 4
- Fault resolution monitoring, and production and distribution of Service Level Monitoring reports as and when required

### 2.2 Response Times

Table 2.2 shows the priority assigned to faults according to the perceived importance of the reported situation. The priority assignment is to refer to the initial telephone response to the client as per Section 2.3 of this document. The support level refers to the *Client* guide for support available as illustrated in Section 2.3 of this document.

Table 2.2 - Response Priority

	Crisis	Urgent	Critical	Normal	Request For Service
Priority	Immediate	Urgent	High	Normal	Normal
Time for Response	< 1 Hour	1 Hour	4-6 Hours	24 Hours	Dependent Upon Request
Report Method	Revize Live Phone Support 248-269-9263	Revize Customer Portal	Revize Customer Portal	Revize Customer Portal	Revize Customer Portal

## 2.3 Client Guide for Support (Report Method Details)

- **Crisis:**
  - Crisis issues are issues that make your website completely inoperable. In this case you should call our tech support team immediately at 248-269-9263
- **Urgent:**
  - Urgent issues are issues that render your system partially inoperable. These requests can be submitted to our tech support team through phone or within our customer portal [www.support.revize.com](http://www.support.revize.com)
- **Critical:**
  - Critical Issues are issues that deny you the ability to perform a core function of the system. These requests should be submitted to the customer portal [www.support.revize.com](http://www.support.revize.com)
- **Normal:**
  - Normal issues are issues that deny usability of limited functions of the system. These requests should be submitted to the customer portal [www.support.revize.com](http://www.support.revize.com)
- **Request for Service:**
  - Requests for service are completed with the mindset that we do not “nickel and dime” our clients. Your annual maintenance agreement includes requests for service that you and staff may not be able to do yourselves. These types of requests include new icons, graphics, buttons, photo editing, page types, and custom applications. Revize will add in these services with no charge up to a level of reasonability. These requests should be submitted to the customer portal [www.support.revize.com](http://www.support.revize.com). If there is no charge, Revize will complete the changes as requested. If there is any charge, we will respond to you with alternative free options or a quote for the additional work.

## 2.4 Priority Level Response/Resolution Times

Table 2.2 shows the required initial telephone/portal response times for the individual priority ratings. All times indicated represent telephone response time during specified working hours of 8 a.m. to 8 p.m. Eastern Time Monday to Friday, unless otherwise indicated in this document, or otherwise agreed upon by *Client* and *Revize Software Systems, LLC.*

The indicated response time represents the maximum delay between a fault/request being reported to the *Revize Software Systems, LLC.* and a *Revize Software Systems, LLC.* representative contacting the *Client* by telephone or through the customer portal. The purpose of this contact is to notify the client of the receipt of the fault/request from *Client* and provide the client with details of the proposed action to be taken in respect of the particular fault/request.

Due to the nature and variety of issues that could be reported by the client, resolution times vary dependent upon the issue itself. It is not uncommon for a perceived “quick fix” to take multiple working days, or a perceived long term request to be completed in a matter of hours. When possible, Revize will provide an estimated time of resolution upon initial report from the client. If, after further investigation, Revize determines the expect time to significantly change, Revize will contact the client to discuss the details and new suspected time frame

### 3. Revize Software Systems, LLC. Responsibilities

#### 3.1 Functional Overview

*Revize Software Systems, LLC.* is a provider of computing software maintenance service and support to the *Client*.

#### 3.2 Hours of Operation

A *Revize Software Systems, LLC.* representative will be available to provide support functions between the hours of 8 a.m. and 8 p.m. Monday to Friday, public holidays excepted, unless alternative arrangements have been agreed to by *Client*. The Revize Customer portal is monitored 24 hours a day. Beyond the 8 a.m. to 8 p.m. EST Revize does not guarantee response times. Response times through the customer portal officially begin at 8 a.m. EST and end at 8 p.m. EST. However, we do reserve the right to respond to requests outside of these hours.

#### 3.3 Response Times

The *Revize Software Systems, LLC.* will accept the priority assigned to a fault by *Client*, as per Fault Matrix in 2.3 and Priority Assignment criteria in 4.1.

#### 3.4 Service Level Targets

The *Revize Software Systems, LLC.* will respond within the time specified by the priority allocation. *Client* will issue reports as and when required to the *Revize Software Systems, LLC.* Support staff for the purpose of gauging *Revize Software Systems, LLC.* performance.

### 4. Supported Products/ Applications/Systems

#### 4.1 Software Support Services

##### Software Products Supported:

- Revize CMS
- Hosted Website
- Source Files
- All Included Revize Web Applications

Contact Details:

Live Phone Support:

248-269-9263

Customer Portal:

[www.support.revize.com](http://www.support.revize.com)

Email (Unofficial Channel):

[Support@revize.com](mailto:Support@revize.com)

### **Priority Assignment Criteria:**

As assigned by the *Client* fault matrix in section 2.3 of this document. This response time is to indicate the initial telephone response by *Revize Software Systems, LLC.*, as described in Section 2.4 of this document, to the client as detailed on the *Client* Fault Report Form.

### **Method of Fault Referral:**

- Customer Portal transmission of *Client* Fault Report Form by *Client* staff to *Revize Software Systems, LLC.* At [support.revize.com](http://support.revize.com)
- Telephone contact by *Client* operator.

### **4.2 Information to be provided by Client for Timely Response:**

- Complete description of issue
- Time estimate of when client started experiencing this issue
- Whether a change was requested recently in relation to this issue
- URL where issue is occurring (if applicable)
- Screenshot of this issue (optional)

### **Method of Return of Resolved Faults:**

Immediately following actual resolution of each individual fault/request a *Revize Software Systems, LLC.* representative will notify *Client* by telephone, email, or customer portal of the completion of the fault/request. Within 48 hours of resolution *Revize Software Systems, LLC.* will provide *Client* with details of resolution.

### **Other (Details):**

*Revize Software Systems, LLC.* maintains a real-time project support portal where fault issues can be reported by the *Client*. This portal can be found at [support.revize.com](http://support.revize.com) where a user name and password will be required. This project support portal will have an updated status of the completion progress of each issue as determined by *Revize*.

Although each issue is updated when key objectives are met, *Client* may request an update at any time. When *Client* has issues outstanding in this portal, they will check in at least once per week to answer any follow up questions from *Revize*. If there are no outstanding issues this is not required. For a general update request, *Client* will make request notating each outstanding fault they would like an update on. *Revize* will respond with details of current status and return the report to *Client* within 72 hours of receipt of the report.

## 5. Revize CMS License

### 5.1 Enterprise Revize CMS License

As part of this agreement *Revize Software Systems, LLC.* will provide to the *Client* a full Enterprise Revize CMS Software license. This software is a proprietary software built and maintained by *Revize Software Systems LLC.* and is intended to allow for the *Client* to easily update the content of their website. *Client* agrees that this license will only be used to maintain the websites included in this agreement. Sharing of the content management system, by the *Client*, with other entities not identified in this agreement is prohibited.

Revize will maintain, update, and host the Revize CMS during the contract period. In the event that the contract is terminated, for any reason, Revize will provide the latest version of the Revize CMS to the *Client*. This system will then have the ability to be hosted and used by the *Client* as long as they wish. Revize will provide reasonable support in transferring the CMS system to the *Client's* decided upon hosting architecture.

#### Products Provided to Client Include:

- Revize CMS License
- Hosted Website
- Source Files
- All Included Revize Web Applications



## Evaluation Form for Designing a New County Website Score Sheet

**Name of Project:** RFQ No. 17-18

**Evaluation Date:** November 13, 2017

**Evaluation Team:**

Dee Jackson, Ulysses D. Jenkins, and Kembrew Jackson

Respondent	Experience Score  30 points	Value to Users Score  30 points	Maintenance & Upgrades Score  20 points	Investment Score  10 points	Project Mgmt Score  10 points	Total Score
CivicPlus *						
AHA Consulting	29	25	18	10	9	91
Vision Technology Solutions, LLC *						
AKA Comp Solutions, Inc.	17	18	6	4	5	50
ReviZe	26	22	19	9	9	85
Elite Business Source, LLC *						



## Evaluation Form for Designing a New County Website Score Sheet

Respondent	Experience Score 30 points	Value to Users Score 30 points	Maintenance & Upgrades Score 20 points	Investment Score 10 points	Project Mgmt Score 10 points	Total Score +
Yoodle, LLC	13	15	14	5	6	53
Civiclive	27	26	15	5	10	83
Americaneagle.com*						
Atlantic Business Technologies, Inc. *						
SGS Technologie	29	25	15	7	10	86
Safety Research Corporation of Amercica	13	14	10	8	6	51
Opencities, Inc.	24	20	13	8	7	72
Evaluation Team Recommendation			Invite all scores that are 80 and above to do a presentation.			

### Key:

\* Bid not evaluated due to being out of budget range of \$35,000.

+Total score is derived from an average of the three evaluators for each category then added for a total score. Vendors that score above 80 will be invited to host an online presentation for the evaluation team for a final recommendation.





## Evaluation Form for Designing a New County Website Score Sheet

**Name of Project:** RFQ No. 17-18 (Presentations)

**Evaluation Date:** November 28, 2017

**Evaluation Team:**

Laurel Bradley, Dee Jackson, Ulysses D. Jenkins and Kembrew Jackson

Respondent	Experience Score 30 points	Value to Users Score 30 points	Maintenance & Upgrades Score 20 points	Investment Score 10 points	Project Mgmt Score 10 points	Total Score +
Municode (AHA!)	20	16	15	7	7	76
ReviZe	26	28	16	10	10	90
Civiclive	28	25	20	10	10	93
SGS	15	10	3	0	2	30
Evaluation Team Recommendation			Invite ReviZe and Civiclive for a more detailed presentation			

**Key:**

+Total score is derived from an average of the three evaluators for each category then added for a total score. Vendors that score above 80 will be invited to host an online presentation for the evaluation team for a final recommendation.



## Evaluation Form for Designing a New County Website Score Sheet

**Name of Project:** RFQ No. 17-18 (2<sup>nd</sup> Presentation)

**Evaluation Date:** December 5, 2017

**Evaluation Team:**

Laurel Bradley, Ulysses D. Jenkins and Kembrew Jackson

Respondent	Experience Score 30 points	Value to Users Score 30 points	Maintenance & Upgrades Score 20 points	Investment Score 10 points	Project Mgmt Score 10 points	Total Score +
ReviZe	29	30	20	10	10	99
Civiclive	26	30	20	10	10	96
Evaluation Team Recommendation			ReviZe			

**Key:**

+Total score is derived from an average of the three evaluators for each category then added for a total score. Vendors that score above 80 will be invited to host an online presentation for the evaluation team for a final recommendation.