

You are invited to a scheduled Zoom meeting.

Topic: City Council Meeting

Time: January 4, 2021 @ 7:00 PM Eastern Time (US and Canada)

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<https://us02web.zoom.us/j/5886184757>

Meeting ID: 588 618 4757

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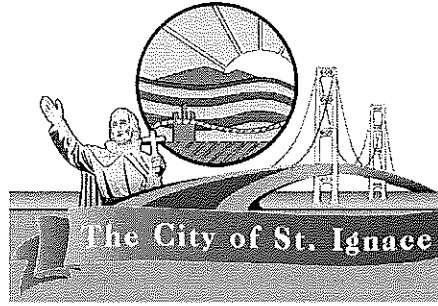
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CITY COUNCIL MEETING
St. Ignace, Michigan
Monday, January 4, 2021 – 7:00 p.m.
Remote Attendance Meeting

*****A G E N D A*****

- 1) Call to Order
- 2) Pledge of Allegiance
- 3) Invocation
- 4) Roll Call
- 5) Public Comment (3 minute limit)
- 6) Consideration of Minutes of the December 21, 2020 meeting
- 7) Consideration of Bills
- 8) Old Business
- 9) New Business

A. WEBSITE PROPOSALS

B. COMMITTEE APPOINTMENTS

- 10) Public Comment (3 minute limit)
- 11) City Manager's Report
- 12) Committee Reports
- 13) Council Member Comments

**City of St. Ignace
Council Proceedings
(Unofficial)**

A Regular Meeting of the St. Ignace City Council was held on Monday, December 21, 2020, remotely via Zoom video conference.

The meeting was called to order at 7:00 p.m. by Mayor Litzner, followed by the Pledge of Allegiance. Councilmember Clapperton gave the invocation.

PRESENT/ZOOM FROM CITY: Councilmembers Clapperton (St. Ignace), Fullerton (St. Ignace), Mayor Litzner (St. Ignace), Mayor Pro-Tem Paquin (St. Ignace), Councilmembers Pelter (Rapid City, SD), St. Louis (St. Ignace) and Tremble (St. Ignace).

ABSENT: None.

STAFF PRESENT/ZOOM: Darcy Long, City Manager; Kyle Mulka, City Assessor; Charles Palmer, City Attorney; Andrea Insley, City Clerk/Treasurer; Bill Fraser, DPW Director; Tony Brown, Police Chief; Lauren Yoder, Marina Director.

PUBLIC HEARING FOR ORDINANCE NO. 652:

It was moved by Mayor Pro-Tem Paquin, seconded by Councilmember Pelter, to open the Public Hearing.

Roll Call Vote:

Yes: Councilmember Fullerton, Mayor Litzner, Mayor Pro-Tem Paquin, Councilmembers Pelter, St. Louis, Tremble and Clapperton.

No: None.

Motion carried unanimously.

After some discussion regarding Little Bear East (LBE) expenses and administrative processes and policies, it was moved by Councilmember St. Louis, seconded by Councilmember Tremble, to close the Public Hearing.

Roll Call Vote:

Yes: Mayor Litzner, Mayor Pro-Tem Paquin, Councilmembers Pelter, St. Louis, Tremble, Clapperton and Fullerton.

No: None.

Motion carried unanimously.

LIMITED PUBLIC COMMENT:

Public comment was received regarding an update of the new building for the Michilimackinac Historical Society, LBE Park project expenses, staff pay rates consideration for 2021 and Recreation Board consideration of upcoming budget for LBE.

CONSIDERATION OF MINUTES OF THE DECEMBER 7, 2020 REGULAR COUNCIL MEETING

It was moved by Councilmember Clapperton, seconded by Councilmember Tremble, to approve the minutes from December 7, 2020.

Roll Call Vote:

Yes: Mayor Pro-Tem Paquin, Councilmembers Pelter, St. Louis, Tremble, Clapperton, Fullerton and Mayor Litzner.

No: None.

Motion carried unanimously.

CONSIDERATION OF BILLS

It was moved by Councilmember Tremble, seconded by Councilmember Fullerton, to approve payment of the bills in the amount of \$ 45,387.42.

Roll Call Vote:

Yes: Councilmembers Pelter, St. Louis, Tremble, Clapperton, Fullerton, Mayor Litzner and Mayor Pro-Tem Paquin.

No: None.

Motion carried unanimously.

Ace Hardware	Golf - November 2020 Statement	\$45.71
Ace Hardware	November 2020 Statement	\$350.16
Airgas	Rental Gas	\$147.69
Amazon Business	CMGR - City Hall Laptop	\$849.00
Anderson, Tackman & Company, PLC	2019/2020 Audit/GL Tie Out	\$702.50
Apex Software	Annual Maintenance Renewal - Assessor	\$235.00
Belonga Plumbing	LBE Parts	\$55.17
Colby Investigations	Investigation Expense ICMA Annual Membership Dues	\$3,388.58
Darcy D. Long	Reimbursement	\$600.00
Election Source	Tabulator Coding November General Election	\$350.00
ETNA	Water Line Parts	\$1,134.00
Graham Motor/Standard Electric	Motor Replacement/Repair	\$486.41
Grainger	SIFD - Air Filter	\$209.85
KSS	LBE Hand Cleaner/Deodorizer	\$143.38
Kustom Signals Inc.	Antenna Repair	\$144.32
Lynn Auto Parts	November 2020 Statement	\$1,172.67
Mark Wilk	DPW Repair/Marina Repair	\$105.00
Mark's Tire	T-35 Tires	\$1,712.92
McVeigh's Truck Springs, Inc.	U-Bolt/Center Bolt/King Pin Set	\$900.90
MI Municipal Executives	City Manager 2021 Membership	\$145.00
MMRMA	Property & Liability Insurance	\$25,844.00
Northern MI Code Officials Assoc.	Building Inspector 2021 Membership/Split with Moran Twp.	\$50.00

Ok Industrial Supply	Safety Vests/Gloves	\$348.28
Oscar W. Larson Co	Marina Seasonal Shutdown/Account Credit	\$504.57
Pitney Bowes	Postage Meter Lease/Ink	\$583.26
Pomasl	SIFD Parts	\$56.61
Printing Systems Inc.	Cemetery Deed Books	\$109.28
Quill	Envelopes/Paper	\$187.87
R & R Fire Truck Repair	SIFD - 2004 Pierce Rescue-Repair	\$3,754.98
Shell Small Business/Wex Bank	SIPD Fuel	\$31.65
Spartan Nash/Family Fare	November 2020 Statement	\$85.19
St. Ignace True Value	November 2020 Statement	\$953.47
	Total	\$45,387.42

OLD BUSINESS

No old business was discussed.

NEW BUSINESS

A. INTRODUCE ANNUAL APPROPRIATION BILL 2021 ORDINANCE 652:

City Manager Long presented the 2021 Annual Appropriation Bill Ordinance 652 to Council, describing some of the differences in the approach to the upcoming budget from procedures in prior City budgets.

B. ADOPT ANNUAL APPROPRIATION BILL 2021 ORDINANCE 652:

After some discussion of the 2021 budget document, it was moved by Councilmember St. Louis, seconded by Mayor Pro-Tem Paquin, to adopt Ordinance 652, the 2021 Annual Appropriation Bill.

Roll Call Vote:

Yes: Councilmembers St. Louis, Tremble, Clapperton, Fullerton, Mayor Litzner, Mayor Pro-Tem Paquin and Councilmember Pelter.

No: None.

Motion carried unanimously.

C. PROPOSED REZONING OF DOCK 3:

Mayor Litzner informed Council that the Planning Commission received public comment during a Public Hearing regarding the rezoning of the Dock #3 area near the Arnold Freight operation. A request from Arnold Freight to expand their working area had been submitted. After some discussion about the remaining steps in the process, it was moved by Councilmember Fullerton, seconded by Mayor Pro-

Tem Paquin, to move forward with the re-zoning and continue the project to expand the working area for Arnold Freight.

Roll Call Vote:

Yes: Councilmembers Tremble, Clapperton, Fullerton, Mayor Litzner, Mayor Pro-Tem Paquin, Councilmembers Pelter and St. Louis.

No: None.

Motion carried unanimously.

D. RESOLUTION PAY NON-UNION EMPLOYEES 2021:

RESOLUTION

The following Resolution was offered for adoption by Councilmember Tremble, supported by Councilmember St. Louis:

WHEREAS, the City Council of the City of St. Ignace desires to establish certain conditions of employment for personnel, and

WHEREAS, it is the desire of the City Council to:

1. Secure and retain the services of certain employees and to provide inducement for them to remain in such employment;
2. To make possible full work productivity by assuring adequate compensation for certain employees; and

THEREFORE, IT IS HEREBY RESOLVED that the City Council of the City of St. Ignace does hereby approve the following employees' annual wage increases as indicated below:

City Manager.....Darcy D. Long		\$ 75,000.00
Effective date of January 1, 2021		
Executive Sec/Deputy Treas.....Helen Thibault	\$.38/hr	\$ 19.55/per hr.
Effective date of January 1, 2021		
Clerk/Treasurer.....Andrea Insley	\$ 936.72	\$ 47,772.72
Effective date of January 1, 2021		
Assessor.....Kyle Mulka	\$ 818.72	\$ 41,754.72
Effective date of January 1,2021		
Police Chief.....Anthony Brown	\$ 4,000	\$ 54,000.00
Effective date of January 1, 2021		

Marina Director.....Lauren Yoder	\$ 618.72	\$ 31,554.72
Effective date of January 1, 2021		
Recreation Director...Morgan Mills	\$ 800	\$ 40,800.00
Effective date of January 1, 2021		
Events/Program Coordinator...Megan Lamb (\$3,707 Health Benefit)		\$ 32,000.00
Effective date of January 1, 2021		
DPW Director.....William Fraser	\$ 1,996.26	\$ 59,032.26
Effective date of January 1, 2021		
Fire Chief.....Gary Sorenson	\$ 320.19	\$ 16,329.52
Effective date of January 1, 2021		
Assistant Fire Chief.....Matt Bowlby	\$ 58.83	\$ 3,000.46
Effective date of January 1, 2021		

AND FURTHER BE IT RESOLVED, that the City Council does hereby agree to the terms and conditions as set forth in the "Contract Agreements" dated January 1, 2021 between the respective parties.

ROLL CALL VOTE:

Yes: Councilmembers Clapperton, Fullerton, Mayor Litzner, Mayor Pro-Tem Paquin, Councilmembers Pelter, St. Louis and Tremble.

No: None.

Absent: None.

Resolution declared Adopted.

E. RESOLUTION AMENDED TRUNK LINE MAINTENANCE 2019-2024:

RESOLUTION

The following Amended Resolution was offered for adoption by Mayor Pro-Tem Paquin, supported by Councilmember St. Louis:

BE IT RESOLVED THAT the State Trunk Line Maintenance contract between the Michigan Department of Transportation and the City of St. Ignace for the Period of 10/1/2019 to 9/30/2024, is hereby accepted and City DPW Director William Fraser is designated as Maintenance Superintendent on sections of State Trunkline Highways as shown on the Municipal Route Section Map and Budget Sheets.

BE IT FURTHER RESOLVED THAT the City Clerk and City DPW Director, are authorized to sign the said maintenance contract.

Roll Call Vote:

Yes: Councilmember Fullerton, Mayor Litzner, Mayor Pro-Tem Paquin, Councilmembers Pelter, St. Louis, Tremble and Clapperton.

No: None.

Absent: None.

Resolution declared adopted.

F. PROCLAMATION JILL GUSTAFSON RETIREMENT:

PROCLAMATION

WHEREAS, Jill Gustafson, has worked for the City of St. Ignace from 1977 to 2020 for a total of 43 years with her faithful companion Issy by her side on weekends for 11 and a half years; and

WHEREAS, Jill has conducted herself professionally and was an asset to the Police Department and the Water Department; and

WHEREAS, Jill has worked in the City Police Department as Police Clerk from 1977 -1981, the City Water Department as Plant Operator from 1981-2020 and was the AFSCME Union Steward for over 20 years; and

WHEREAS, Jill has continued her education by achieving certifications for MDEQ licenses D-3 and F-4; and

WHEREAS, Jill has been the lead and Senior Plant Operator in charge of Quality Assurance and Quality Control; and

WHEREAS, Jill trained all new employees in the Water Plant's operations and procedures with her attention to detail in keeping things running smoothly and safely concerning all public health regulations; and

THEREFORE, BE IT PROCLAIMED, that the City of St. Ignace and its employees recognize Jill Gustafson for her selfless dedication for working long hours and many Holidays.

NOW THEREFORE BE IT PROCLAIMED, that the City of St. Ignace honor Jill Gustafson and her faithful companion Issy on this 21st Day of December, 2020, for their dedicated service to the City of St. Ignace. They will be greatly missed.

G. APPROVAL OF LAW ENFORCEMENT FLEET PROPOSAL:

Police Chief Brown informed Council of a proposal to enter into a lease program with Enterprise for the Police Department's patrol cars instead of purchasing vehicles. The existing vehicles in the fleet would be sold, and three new vehicles would be acquired by the Police Department through the termed-lease program.

After some discussion regarding the financial details, it was moved by Councilmember Pelter, seconded by Councilmember St. Louis, to authorize participation in the Enterprise lease program and sell three of the Police vehicles owned by the City beginning in 2021.

Roll Call Vote:

Yes: Mayor Pro-Tem Paquin, Councilmembers Pelter, St. Louis, Tremble, Clapperton, Fullerton and Mayor Litzner.

No: None.

Motion carried unanimously.

H. BUDGET 2021:

City Manager Long presented the 2021 Budget Document through the Chat capability in Zoom so the public could view it during discussion. Some comments were received regarding expected changes in some of the seasonal departments and the City's intention to create a Corrective Action plan regarding PA 202 in response to the State of Michigan's requirements.

At this time, it was moved by Councilmember Tremble, seconded by Councilmember St. Louis, to support the financial plan of the 2021 Budget Document as presented.

Roll Call Vote:

Yes: Councilmembers Pelter, St. Louis, Tremble, Clapperton, Fullerton, Mayor Litzner and Mayor Pro-Tem Paquin.

No: None.

Motion carried unanimously.

I. FINANCIALS:

City Manager Long presented the November 2020 Financials to Council for review.

It was moved by Councilmember Fullerton, seconded by Mayor Pro-Tem Paquin, to approve the November 2020 financials.

Roll Call Vote:

Yes: Councilmembers St. Louis, Tremble, Clapperton, Fullerton, Mayor Litzner, Mayor Pro-Tem Paquin and Councilmember Pelter.

No: None.

Motion carried unanimously.

J. SCHEDULE SPECIAL MEETING FOR 2020 BUDGET AMENDMENTS:

City Manager Long requested Council's approval to hold a Special Meeting to consider amendments for the 2020 budget.

It was moved by Councilmember Fullerton, seconded by Councilmember St. Louis, to schedule a Special Council meeting for Wednesday, December 30th at 6:00 p.m. via Zoom conference to consider 2020 Budget Amendments.

Roll Call Vote:

Yes: Councilmembers Tremble, Clapperton, Fullerton, Mayor Litzner, Mayor Pro-Tem Paquin, Councilmembers Pelter and St. Louis.

No: None.

Motion carried unanimously.

PUBLIC COMMENT:

Public comment was received regarding employee and management policies and extended directives for "no shut offs" in water utilities.

CITY MANAGER'S REPORT

No report was given at this time.

COMMITTEE REPORTS

City Manager Long informed Council that both a Negotiations meeting and a Finance Committee meeting were held in the past week.

COUNCILMEMBER COMMENTS

Mayor Pro-Tem Paquin announced that Ben Brown will be retiring from the St. Ignace Golf Course this year and will be greatly missed.

Mayor Litzner and the other Councilmembers announced Merry Christmas to the public and thank you to the staff at the Golf Course for their dedication in the past years.

There being no further business, the meeting adjourned at 8:25 p.m.

Connie Litzner, Mayor

Andrea Insley, City Clerk/Treasurer

Invoices for Approval
Monday, January 4, 2020

Amazon	City Manager Two Computers	\$1,498.00
Cedarville Marine	SIFD - Hi-Flo Filter	\$155.35
ETNA	Annual Support/Parts	\$3,559.00
Fastenal	Plow Bolts for Dump Truck Blades	\$100.57
Hawkins	Water Plant Chemicals	\$2,658.58
KSS	SIFD - Floor Mats and Dispenser	\$305.02
KSS	Cleaner City Hall	\$58.80
McVeigh's Truck Springs	T-35 Spring/Water 3 Part	\$969.06
Miller, Canfield, Paddock & Stone, PLC	Marina and Police Attorney Matters	\$6,165.50
Netexpress/AVD	January 2020 Statement	\$680.67
OK Industrial	Leather Gloves	\$33.96
OTIS	Annual Maintenance Water Plant	\$1,368.96
Paragon Labs	Water Service	\$13.00
Pro-Tech	SIPD-Alteration/Carrier	\$165.00
Uline	SIFD - Steel Shelving	\$2,232.35
USA Blue Book	Wastewater Chemicals	\$646.72
Valley Truck Parts	T-35 Axle Seat	\$15.00

Total \$20,625.54

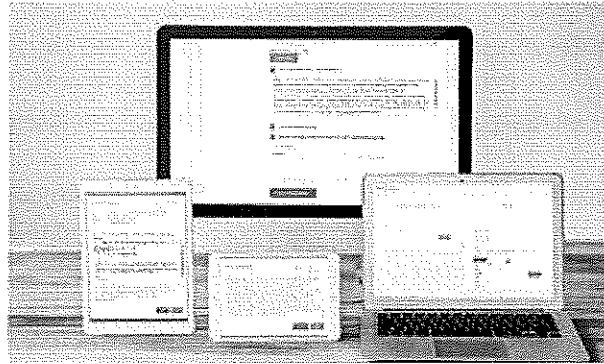
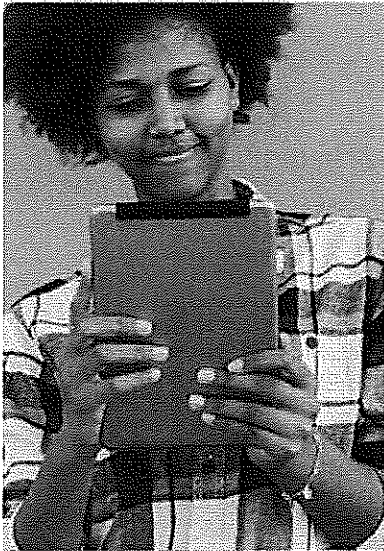
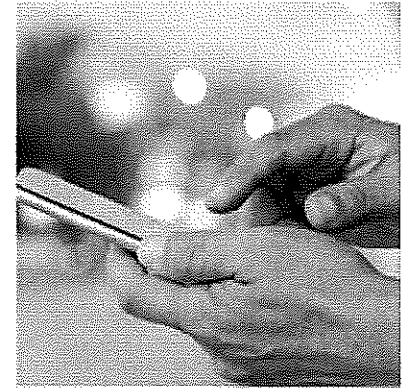
*Invoices and Purchase Orders Available for Inspection in the Clerk's Office

* Fund Number Breakdown Can be Requested by Emailing dclerk@lighthouse.net

PROPOSAL

1

CIVICCMS



CIVICCMS®

City of St. Ignace, MI

Website Redesign, Development, and
Implementation Services

Presented by
Richard Jones
rjones@civicplus.com
(785) 323-4713

Letter of Introduction

Elle Jansen
Town Fellow
City of St. Ignace
396 N. State Street
St Ignace, MI 49781

December 15th, 2020

Dear Elle,

I am delighted to submit this quote for a website redesign for the City of Ignace.

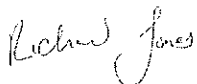
CivicPlus is the leading developer of municipal websites in the United States, with over 4,000 clients. Our sole focus is the municipal sector, including counties, cities, townships, villages, boroughs, special districts and municipal related associations.

As you consider your options, I did want to highlight the following:

- We have numerous municipal clients throughout the state of MI
- You will receive a custom new design and layout, built in Responsive Design, to accommodate the various sizes of mobile and tablet devices currently in use.
- This proposal includes content development, migrating existing pages and building out new content, as provided.
- Our CMS is very intuitive, and we believe the easiest to use in the industry.
- We can also provide optional software for a variety of online services such as Emergency Notifications and 311 Services.

We are committed to forming a long-term partnership with the city, providing a cost-effective upgrade to your website now while planning for future challenges as your needs evolve. Thank you for reviewing our services and considering our government specific application.

Sincerely,



Richard Jones
Michigan Sales Representative
rjones@civicplus.com

Executive Summary

The following is a brief overview of what we feel are our key differentiators and what has led to our national success serving the municipal sector.



Created to Meet Your Needs

Developing your new website under the Open Source Initiative provides CivicCMS with the flexibility to develop new features and modules to help you meet your goals and vision.



Our Drupal Platform

CivicPlus will develop your site on one of the industry's most trusted open source platforms, Drupal. It is the platform of choice by national, state, and local governments all over the world.



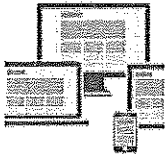
We Build Long-Term Relationships

Our partnership with you is only beginning at go-live! We provide ongoing customer support and our Account Management team will work with you to help you evolve your web environment throughout your relationship with CivicPlus.



Easiest System for Updating & Adding New Content

Your new CivicCMS website will be specifically designed for ease-of-use so your staff, regardless of their technical skill level, can maintain and update your new website easily and efficiently.



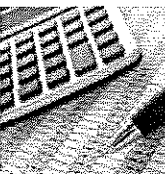
Custom & Responsive Design

Your custom-designed website will be fully responsive on multiple devices including smart phones, tablets and wide screen monitors.



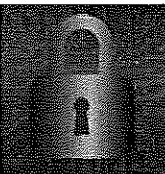
Useful & Relevant Modules

CivicCMS is flexible and scalable to grow with your web environment at your speed and need without extra features and functionalities that are not as relevant.



Affordable Cost, Flexible Payments

We understand the fiscal challenges municipalities face on a daily basis, so CivicPlus offers payment options to meet your budgeting needs.



Security and Protection—Priority One!

Our Tier IV secure hosting facilities are monitored 24/7 and your website is backed up daily off-site. We deploy state-of-the-art hardware and software to prevent DDoS and hacking attacks to protect your investment.

CivicPlus Company Profile



CivicPlus is the leading national provider of local municipal websites—the most innovative, user-friendly and comprehensive source for engaging constituents online. Our clients' solutions are based on the latest in web coding technologies. They function across all major browsers, platforms (including mobile) and incorporate engaging features such as social media integration.

CivicPlus was founded over 20 years ago. Today, we have 350 staff members and continue to implement new technologies and services to maintain the highest standards of excellence and efficiency for our more than 3,500 clients and over 70,000 administrative users. Our commitment to setting the standard in website design, management and government communication has been instrumental in making CivicPlus a leader in web design, communication programming and hosting.

Your new website will convey a sense of place for your community, be visually appealing and utilize the latest technology to provide a convenient source of information to communicate and engage your community so they can find the information they need, when they want it.

Why should the City of St. Ignace choose CivicPlus to achieve its vision?

- We are driven by client service, not billings. Our goal is to become your trusted partner and deliver what you need.
- We set the industry standard and have the reputation to back it up, for helping governments better connect with citizens and constituents and we will bring that same expertise to your project.
- We deliver in-house professional services to provide direction for your vision, alignment, consistency and peace of mind knowing your website will be what you need today and tomorrow.
- We develop highly usable, mobile responsive sites so your website is available anywhere at any time.

- We create a website specific to how you and your citizens will use it and design it to be both end-user and maintenance friendly. We securely host your site in our state-of-the-art facilities – keeping it safe. We exceed industry standards maintaining over 99.9% up time for our clients' websites!
- Our proven step-by-step implementation process has been effective for clients throughout the United States, Canada and Australia.

Since our inception nearly 20 years ago, our focus has been and continues to be, helping local governments work better and that involves knowing what you need to be successful in your procurement process. From the RFP process and finalization interviews to contract negotiation and approval to accounting and billing, CivicPlus brings the experience and familiarity with procurement processes to help keep your project moving forward and moving smoothly.



In the last four years, CivicPlus clients have been honored with more than 290 top website awards. With a concentrated focus on e-government, transparency, usability, functionality, unique design and Web 2.0 technologies, your municipality cannot only receive the rewards that come from a seamless communications platform, but also the honor of industry and peers.

Through the implementation of strategic website solutions CivicPlus clients have won top awards from the nation's premier government associations.

- City-County Communications & Marketing Association (3CMA)
- National Association of Government Webmasters (NAGW)
- National Association of County Information Officers (NACIO)
- California Association of Public Information Officials (CAPIO)
- Center for Digital Government Digital Counties Survey
- Public Technology Institute
- Best of the Web Awards

Here is a link to some of our award winners:

<https://www.civicplus.com/local-government-website-awards>



We Make Government Work Better.

CIVICCMS[®]

Project Goals & Guidelines

Overall Project Goals

- 1.) Your new CivicCMS website will be a fully custom, modern responsive design utilizing a feature-rich content management system (CMS). We believe our platform is the best value for our customers and is tailor-made for the small government market, in which municipal staff juggle many roles and often lack sufficient technological support. Our websites are easy to use, easy to maintain, and will meet or exceed the city's needs.
- 2.) Our expert designers will guide your team towards the perfect homepage design and consistent user experiences for all departments and subpages. Google Analytics is integrated with the CivicCMS platform to track website performance after launch.
- 3.) We do not limit the number of content administrators you may configure within the system. Our user account system offers many ways to control access to your department pages and allows each group to manage their own material. Advanced, site-wide administrators may support these individuals, as needed, in addition to performing higher level management of the website.
- 4.) Your CivicCMS website is highly ADA compliant upon launch. We have partnered with accessibility services provider AudioEye to offer additional functionality for those clients who prioritize compliance beyond our existing best practices.
- 5.) Our Drupal-based platform enables us to deliver new functionality to our customers over time. Many additional modules or advanced features may be leveraged at a future date, once the city is ready to build upon our base implementation.
- 6.) We proudly meet the rigorous security and infrastructure standards demanded by thousands of government entities for their websites and related applications.

Project Guidelines

- 1.) You will work with our designers to achieve a unique homepage for the city that combines graphical and navigation elements in a refreshing and functional way. We do not restrict you to a certain number of mockup iterations during the ideation process.
- 2.) You will approve department/subpage formatting during the design process. The training process will guide website administrators how to maximize functionality within these general parameters of the page, including how to add photos where desired.

3.) The CivicCMS platform is easily managed by users of all comfort levels. Editing pages is comparable to editing Word Documents. Our team regularly trains municipal staff, and we understand how internal processes can be complemented or streamlined with our platform and, therefore, adapt training to match our customers' needs.

4.) The search module quickly scans all pages AND uploaded files for your keywords, saving time for both residents and city staff members who use or manage website content. Google Analytics is included with every CivicCMS implementation.

5.) We frequently connect residents with 3rd party services. A cursory review of the city's website, CivicCMS will have the ability to expand services as the city grows.

6.) Your new CivicCMS website uses responsive design. The content will adjust itself for any size screen or device. Your administrators can perform edits on mobile devices and tablets, as well.

7.) Our team is prepared to migrate all of your current website material to the new environment. Two general exclusions, however, include audio files and video files (if applicable). These file types must be stored externally. CivicCMS includes a popular integration with YouTube and Vimeo for adding video players on department pages.

8.) Your website will be hosted in a state-of-the-art, Tier 4 facility, with N+2 power, cooling, generators, armed guards and manned 24/7/365. More information is available in the "Support, Maintenance & Hosting" section of this document. Regarding emails, our webform module protects staff and board member addresses from abuse.

9.) The CivicCMS platform is based in Drupal, one of the most popular open-source frameworks used by government entities for their websites.

10.) Your Implementation Consultant can work with you to develop a site map and content organization that meets your preferences and the needs of your residents.

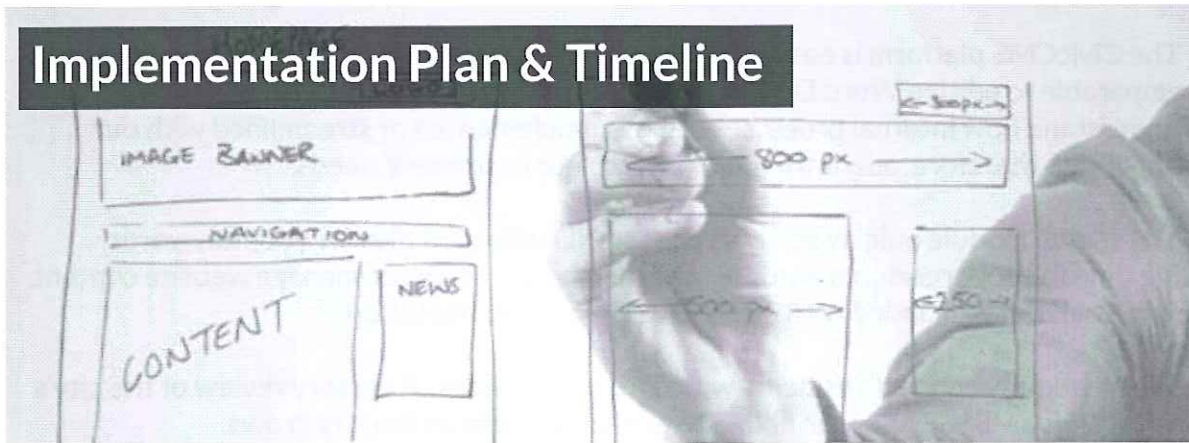
11.) We can create private, staff-only content just as easily as we can build your public-facing department pages. An intranet may be constructed prior to website launch or in the future when you are ready. Admins can be trained to do this without our assistance.

Other Comments

Requirements: This proposal includes all costs necessary to operate your CivicCMS website. Your team must simply use modern devices and updated internet browsers to access and utilize the online content management system's interface.

Training: Training for all staff (no limit on # of administrators)

Implementation Plan & Timeline



Our Project Plan

Phase 1 – Strategy Session & Discovery

CivicPlus will conduct an online meeting with staff to clearly define your objectives and better understand the culture and stakeholder components. Once we have a clear assessment of objectives, we will undertake a strategic design session to discuss design elements, layouts, and preferences. We aim to make design options that evoke these elements while also providing visitors quick and easy access to the information they are looking for. This design meeting will serve as the basis for rendering initial prototypes. Your design will be revised until you are completely satisfied with all elements. You are not picking a template; all designs are custom, and you are not limited to designs CivicPlus has previously created.

Phase 2 – Design & Architecture

Responsive Design

Your site will be designed to be “Responsive” in order to maximize the viewing experience. This means it will reshape itself depending on the screen size of the device a visitor is using to access the website. Compared to a traditional computer layout, the site would expand if viewed on a large screen monitor and reshape its layout when viewed on tablets and/or smart phones.

Navigation and Layout

Visitors to municipal websites are usually not surfing the site but looking for specific information. Generally, they want to find their information within a couple of clicks, or they may lose patience and give up. It is CRUCIAL that a municipal website have multiple ways for visitors to find what they are looking for and for the paths to be easy and obvious.

- A. **Search Engines:** We utilize robust search engines that allow for advanced features and search ability within PDF documents.
- B. **Online Document Center:** Forms, applications, documents and permits are created at the dept/board level and can also appear in an aggregate file center.
- C. **Views & Taxonomy:** Our websites have the ability to auto-link content in multiple places while the content is being created. Visitors gain quick access in multiple locations and changes only need to be done once. These would include modules such as FAQs, Services A-Z, Residents, Businesses, Visitors and Newcomers.
- D. **Home Page Navigation:** We also utilize Cascading Navigation, Mega-Menus, and Help Centers to provide easy access to core information right from the home page.

Phase 3- Site Implementation

Once the design has been finalized and approved, we implement it into our content management system. All landing pages for your departments and boards are also created. The result is a shell of your new site ready for content.

Phase 4 - Content Development

Clients will identify existing content to be moved. New content may be submitted electronically to us anytime during this development phase up until the site goes live. We will also use online surveys to help us identify content. There is no limit to the number of pages we will create during this phase until you go live.

Phase 5 - User Training & Initial Support

CMS Training Plan

Our content management system is very intuitive, and documentation is built into each form. All staff training will be conducted online. Training will be a combination of small group sessions and individual instruction. There will be a separate session for site administrators. We are not limiting the number of hours of training required to get each fully up to speed. We will also supply training manuals for those preferring written documentation.

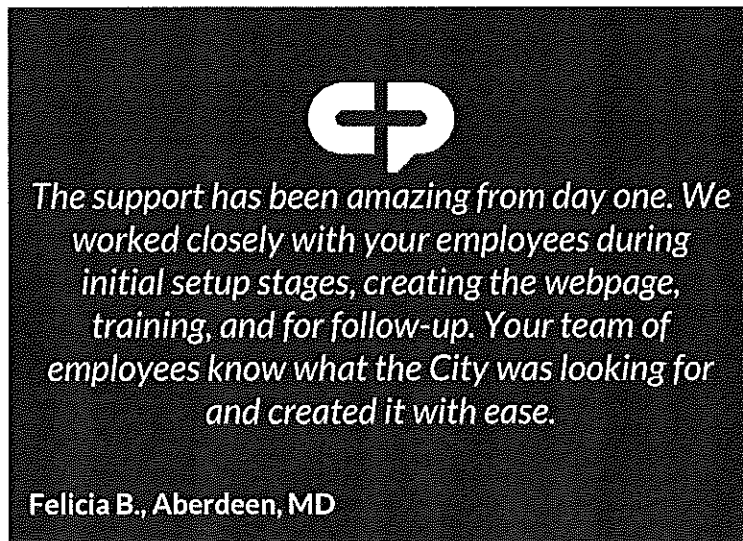
CivicPlus also offers an online video library and no-cost monthly online webinars for any other employees or board members designated to maintain part of the website. Each webinar session is 30 minutes long and every month includes a basic session for new employees/new users along with some specialized topics. Staff can take the sessions at their workstations and interact with the trainer via phone.

Customer Support

Once the new website is live, staff will be responsible for updating the content. As part of this proposal, CivicPlus will provide unlimited, ongoing support for your core staff members. Each member can contact us via phone or email Mon-Fri, 8:00 a.m. to 5:00 p.m., PST for any type of assistance building or editing content. This is no limit to the amount of assistance we would provide. (Note we are not limiting the number of content editors you may have, just the number of users able to access direct support).

Phase 6 - Website Deployment & GO LIVE

Once all content has been built and all staff has been trained, you will decide on a Go Live date. CivicPlus will perform various QA tasks prior to going live and activate any remaining modules. DNS and SEO related activities will be performed at this time.



Typical Project Timeline

Design creation, accessibility, usability guidance, content optimization, training - CivicPlus delivers all of this and more during the development of your CivicCMS new website. Your exact project timeline can vary based on determined project scope, project enhancements purchased, your availability for meeting coordination, action item return and completion, approval dates kept, and other factors.

Based on our experience, the estimated timeline for the successful completion of your CivicCMS project is approximately 12-15 weeks.

Implementation Phase	Timeframe	Deliverables
Phase 1 Strategy Sessions & Discovery	1 Week	<ul style="list-style-type: none"> Define Core Objectives Needs Assessment
Phase 2 Design & Architecture	3-4 Weeks	<ul style="list-style-type: none"> Design Meeting with Client Website Committee Homepage Options & Layout Subpage Design and Layout Finalize Design (once you are completely satisfied)
Phase 3 Site Implementation	2-3 Weeks	<ul style="list-style-type: none"> Identify Global and Cascading Navigation (and related links) Implement Design within CivicCMS
Phase 4 Content Development	4-5 Weeks	<ul style="list-style-type: none"> Migrate Agreed Existing Content
Phase 5 Training & Education	1 Week	<ul style="list-style-type: none"> Sessions for Content Editors and Site Administrators Group and Individual Sessions
Phase 6 Deployment & Go-Live	1 Week	<ul style="list-style-type: none"> Final Quality Check of Website Install and Activate Selected Modules DNS & SEO Activities

Content Management System (CMS)



Our exclusive **CivicCMS** software has been built using the open source Drupal platform and has been customized solely for municipal use. We have created unique content types and modified dozens of modules to conform to the needs of local governments.

Drupal is the most common website platform in use by national, state and local governments all over the world. Many large cities (such as San Francisco, Boston, and Los Angeles), and hundreds of towns have committed to migrating their websites to Drupal. Recently, the state of Massachusetts upgraded all of their websites onto the Drupal platform. Other Drupal websites include the White House, Homeland Security, FEMA, dozens of other Federal Departments, and the States of Georgia and North Carolina.

Please view the next two pages for examples of our features and modules.

Interactivity

Our CMS comes equipped with numerous tools and modules to maximize the interactive experience between visitors and your website content. Examples include:

I. Email Broadcast of New Content

Email notification lists are managed within the Drupal platform, allowing our clients to create lists for visitors to sign up (i.e., News & Notices, Urgent Alerts, Board Minutes, etc). There is no limit to the number of lists you can create; our CMS maintains each list individually. Postings can be made from any computer/mobile device and can be scheduled in advanced. We can bulk load any current lists into our CMS.

II. Social Media Integration

Our CMS is integrated with both Twitter and Facebook. Posting something like a news item or notice to the website could also be sent out as a Twitter feed and/or post to a Facebook page. Conversely, we often use I-Frames to display your Twitter and/or Facebook feeds right into your website page. Our web pages also come equipped with built-in YouTube Video Players.

III. Text Messaging

Our system allows clients to send out text messages for City alerts at no additional cost.

IV. Webforms Module

Incorporated into our CMS is a webforms application that allows clients to create fillable forms and surveys for a variety of needs. Every online submission goes into immediately into a database and may be routed to one or more email accounts simultaneously.

V. Multiple Pathway Navigation

Our system allows residents to find information easily from anywhere on the website. We focus on putting source information accessible from 3 points.

- Graphic Buttons
- Mega Menu Structure
- Apache Solr Search Appliance – without Ads

We work with you to better understand what residents are looking for. Paired with our award winning, government specific navigation and best practices we will construct a tailored website with smooth site structure and page transition.

A full list of the available apps and modules is provided on the next page.

Available Apps & Modules

Constituent Communication Apps

E-Alert Center	Document Center	Calendar Center	Webforms Center
Notify Me	Bid Postings	FAQs	Interactive Maps
Job Postings	Business Directory	Recyclopedia	Facebook Integration
Service Requests	Twitter Integration	Google Translate	Sharing Widget
RSS Feeds	Agenda Builder	Comment Center	Advanced Search Engine
Surveys & Polling	Trash/Recycling Week	Quick Links	VTS Blog

Design & Graphics Modules

Responsive Design	Bulletin Boards	Photo Gallery	Embedded Video
Mega Menus	Custom Subsites	Help Centers	ADA Compliance
Dynamic Breadcrumbs	Captioning/ALT Tags	Image Library	Printer Friendly

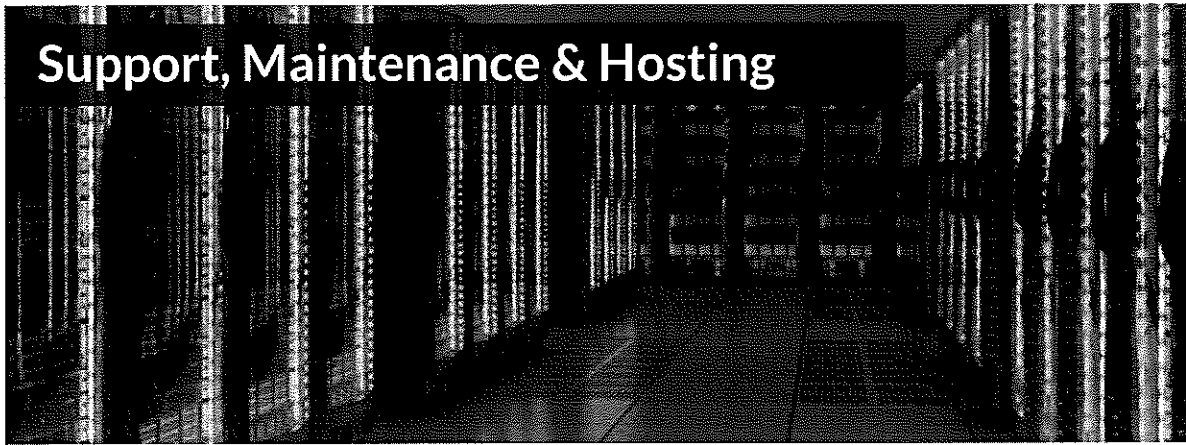
Content Management Features

WYSIWYG Editor	'Review On' Dating	Schedule Publishing	Schedule Expiration
Image Editor	Versioning	Taxonomy	Staff Intranet
Previewing	Auto Cascading	Persistent Navigation	Dynamic Site Map
Forms Builder	Tags/Views	Menu Manager	Font Creator

Administration & Security

Roles & Permissions	Content Workflow	CAPTCHA Secure	Archive Center
Broken Links Report	Audit Trail/History Logs	Domain Management	Google Analytics
Secure Site Gateway	Link Checker	In-Site Documentation	Password Secure

Support, Maintenance & Hosting



Our proposal is to train your staff to maintain the website once it is fully built out and to provide ongoing support to them as needed. Our content management system is very intuitive, and documentation is built into each form. Staff training is conducted online and will be a combination of small group sessions and individual instruction. There will be a separate session for site administrators. CivicPlus will also supply training manuals for those preferring written documentation.

Our proposal also includes the ongoing hosting of the website in a secure environment.

Support & Maintenance

Once the new website is live, staff will be responsible for updating the content. As part of this proposal, we will provide unlimited, ongoing customer support for your core staff members. Each member can contact us via phone or email Monday-Friday, 8:00 a.m. to 5:00 p.m. EST or any type of assistance building or editing content. This is no limit to the amount of assistance we would provide.

We also offer an Online Support Center which includes a variety of short online videos, quick reference guides, webform examples and useful tips. CivicPlus also provides no-cost monthly online webinars for any other employees or board members designated to maintain part of the website. Each webinar session is 30 minutes long and every month includes a basic session for new employees/new users along with some specialized topics. Staff can take the sessions at their workstations and interact with the trainer via phone.

CivicPlus is responsible for all ongoing maintenance. This includes various security and other patches provided by the greater Drupal community, as well as any module updates provided by the module maintainers. We also provide ongoing development of our CMS with releases of new functionalities and features usually on a quarterly basis.

We encourage our clients to submit suggestions. These will be added to our development roadmap and addressed if both appropriate and possible. We have yet to charge any of our clients for the implementation of their suggestions, as long as they can be used across our client base.

Our clients do not host their website internally. All of our websites are hosted by us in conjunction with a third-party managed solution, Contegix, a national hosting provider specializing in the Drupal Platform (www.contegix.com). This will allow us to maintain strict control over hacking attempts and DDoS attacks and provide an easy pathway for us to implement feature upgrades and service patches.

Your website would be hosted at their Reston, VA data center. This is a state-of-the-art, Tier 4 facility, with N+2 power, cooling, generators, armed guards and manned 24/7/365. The systems have redundant power supplies and disk arrays with a hardware RAID card. For hosting we utilize an OpenStack based cloud that is fully redundant. The server that would host your site is a dedicated CivicCMS server that utilizes 12 webheads and a load balancer to account for traffic surges as needed. It is a multitenant server, all municipalities utilizing the same CMS. Your website is backed up daily to a Contegix data center in Las Vegas, Nevada.

We are committed to 99.9% uptime and rapid response to any technical issues that may arise. For any technical issues or needs, clients have 24/7 access to our support team.

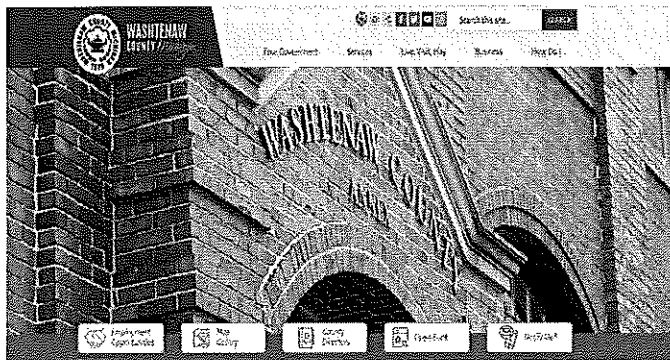
Occasionally our clients encounter natural disasters such as tornadoes or tropical storms, and man-made crises (Newtown, CT, Parkland, FL). In all cases, our staff is committed to take on an active webmaster role as needed at no cost to our clients.

Hosting	Support	CMS Applications & Maintenance
Secure Host in Blackmesh Data Center	Customer Support, 8AM-6PM EST, Monday-Friday	Automatic Upgrades of Enhancements
Shared Web/SQL Server, Load Balancing	24/7 Emergency Support	Install Service Patches, as Applicable
Redundant ISP	Dedicated Support Personnel	Ongoing Module Upgrades
24/7 Monitored Facility	Max 2 Hr. Response for Customer Support	Core Drupal Upgrades, as Applicable
Redundant Power Supplies with Backup Generator	Built in Training Documentation within CMS	Full CMS Licensing
Mirrored Backup Server to Nevada Center	Monthly User Tutorials	New Features Roadmap
99.999% Uptime	Periodic User Group Meetings	Staging Environment for All Testing
Intrusion Detection & Protection	Newsletters & Email Notices	SSL Certificates

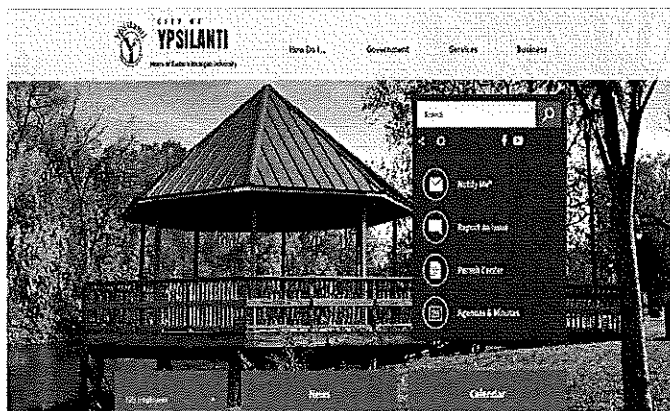
Client References | All Designs Are Custom



Township of Brighton, MI
<https://brightontwp.com>



Washtenaw County, MI
<https://www.washtenaw.org>



City of Ypsilanti, MI
<https://www.cityofypsilanti.com>



Accessibility

ADA Section 508 Compliance

We provide highly compliant sites based on WCAG 2.0 AA guidelines. Our focus is to provide a high degree of compliance to maximize accessibility for all users while providing freedom to create a visually rich and appealing site.

Our approach for each website includes the following steps:

- We will deliver you a site that is free of all “Errors” as defined by the standard for industry accessibility checking: <https://wave.webaim.org/>
- Whenever possible we will use text-based fonts to replace graphics for design elements such as icons, links, and buttons.
- Our designs will focus on color schemes that will satisfy required color contrast requirements.
- Our CMS has been built to require “Alt Tags” whenever images are uploaded.
- Our trainers will use CivicPlus best practices to teach your staff to keep your content and design elements accessible and up to date with the latest ADA/WCAG standards.
- PDFs need to be saved in an accessible format. While the responsibility for this lies with our clients, we will provide instructions to your staff for the best way to accomplish this.
- Our product team closely follows changes in regulations and updates our best practices as well as provides regular updates to clients via our CivicPlus website, webinars, and other publications.
- Ongoing Scans – we think it is a best practice to occasionally scan your site to check ongoing compliance. Our customer support team will show you how to scan your site or will run periodic scans upon request.

Clients in Michigan

- Keego Harbor MI
- Leslie MI
- Marine City MI
- Watervliet MI
- Adrian District Library MI
- Battle Creek MI
- Battle Creek Parks & Recreation MI
- Bay City MI
- Berrien County MI
- Bloomfield Hills MI
- Bridgman MI
- Brighton Township MI
- Cadillac MI
- Canton Township MI
- Canton Township Public Safety MI
- Pheasant Run Golf Course MI
- Cass County MI
- Center Line MI
- Charlevoix MI
- Ypsilanti MI
- Chesterfield Township MI
- Clarkston MI
- Clinton County MI
- Coldwater MI
- Davison MI
- Delhi Charter Township MI
- Dundee MI
- East Grand Rapids MI
- East Lansing Downtown MI
- East Lansing MI
- East Lansing Parks and Recreation MI
- Eaton County MI
- Exeter Township MI
- Fraser MI
- Fremont MI
- Garden City MI
- Georgetown Township MI
- Grand Traverse County MI
- Grand Traverse County Road Commission MI
- Gratiot County MI
- Holland MI
- Inkster MI
- Iron Mountain MI
- Jackson County MI
- Jackson County Treasurer MI
- Jackson MI
- Lansing MI
- Lenawee County Health Department MI
- Lenawee County MI
- Lenox Township MI
- Livonia MI
- Ludington MI

Costs & Deliverables

CIVICCMS Website Package

Graphic Design

- Custom Design; Fully Responsive Format (Smart Phones, Tablets)

Content Development

- Full Content Migration including Documents
- Full Agendas & Minutes Migration

Staff Training

- Online Training, as needed; minimum One Day
- Full Access to Library of Videos/Documentation

Supplemental Modules at No Cost

- Bids/RFPs
- Intranet
- Agenda Manager
- Popular Pages
- Recyclopedia
- Business Directory

Secure Hosting

- SSL Certificates
- Tier 4 Data Center
- Nightly Offsite Backups
- Intrusion Detection, DDoS Mitigation

Ongoing Customer Support

- Unlimited Live Support for Up to 3 Users
- Unlimited Number of Content Editors
- Free Monthly Webinars
- 24/7 Technical Support

CIVICCMS Application

- Annual CMS Usage License
- Unlimited Number of Content Editors
- Periodic Module Upgrades
- Full Maintenance & Service Patches
- ADA Compliant

Also Includes

- Apache Solr Search Appliance
- Google Analytics
- Text Messages
- E-Subscriber Mail Lists
- Web Forms Builder
- No Storage Limit on Future Pages & Files

	One Time Cost	Annual Fee
Standard List Price	\$8,450	\$ 2,250
St. Ignace Discount	(\$ 1,250)	(\$ 250)
One-Time Investment		\$ 7,200
Annual Hosting (Year 2 and Beyond)		\$ 2,000
Billed Together in Year 1		

Annual Services

Hosting, Support & Maintenance

Each year of your contract, you'll receive system enhancements, maintenance, optimization, and have full access to our support staff so your site stays up to date with our latest features and functionality

- Secure Hosting and Security Services
- Software maintenance including service patches and system enhancements
- 24/7 technical support and access to the Online Help Center
- Unlimited Live Customer Support for up to 3 Designated Users
- Unlimited Platform Users & Content Editors
- Account Management Team for ongoing support and web environment evolution

Website Project Alternative Pricing

The CivicPlus Advantage (CPA) payment alternative payment plan provides zero interest, level payments that divides the One-Time Implementation Investment expense of your project over the first three (3) years of your contract to assist with your initial out of pocket expense and budget allocation. Each payment also includes your Annual Hosting/Maintenance Services.

1st Year.....	\$4,333	3rd Year.....	\$4,333
2nd Year.....	\$4,333	4th Year.....	\$2,100
			(Annual plus 5% Technology Fee)

Optional Services

CivicClerk Agenda Management System

The fastest, most intuitive way to streamline complex paper-based processes. Automate agenda management, meeting minutes management, and the sharing of meeting content with board members, staff, and your citizens.

CivicReady Mass Notification System

Whether communicating routine or emergency news, we allow you to alert recipients with actionable information within seconds, using a single interface—saving you time, while amplifying the reach of your time-sensitive message. Quickly create and distribute news and information whether it's in response to a local crisis, or simply a routine alert or internal communication to staff.

CivicRec Recreation Management

Whether the public is using the recreation registration software to sign up for programs, rent facilities, or find volunteer opportunities, you can be confident that your parks and recreation department is offering an intuitive citizen self-service solution. Our all-in-one solution also includes team and league memberships, point-of-sale capabilities, even event ticket generation.

CivicHR Employee Management Software

The easiest-to-use local government human resource management solution. Our cloud-based software integrates and organizes data, automates job postings, collects applications, simplifies employee onboarding, and manages performance.

CP Connect Citizen Request Management

Receive and respond to all citizen requests, inquiries, and comments from a single hub. CP Connect™ allows you to convert citizen requests into service requests while benefitting from automated follow-ups and giving citizens the transparency, they expect.

Civic Media Live & On-Demand Streaming

CivicMedia provides our clients with the capability to easily live stream any board or committee meeting. Each meeting can also be archived online for quick on-demand access.

AxisGIS Online Mapping

AxisGIS is a dynamic online mapping application that lets users query, browse, report and visualize location-based content from anywhere, anytime. Ideal for assessment data, abutters list, flood zones, private parcel data, public works mapping, and much more.

PROPOSAL

2

REVIZE

Revize Award-Winning Government Websites

REVIZE GOVERNMENT WEBSITES PROPOSAL FOR

City of St. Ignace, MI

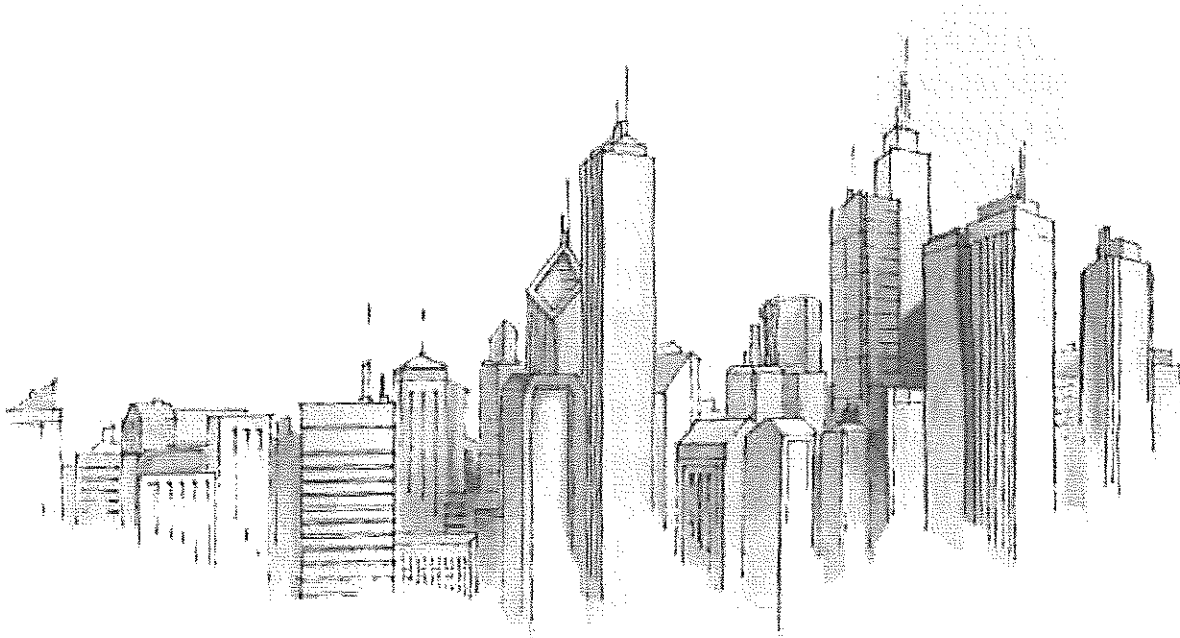
Prepared by Jason Saarela

150 Kirks Blvd Suite B, Troy, MI 48084

Direct: 248-928-8049 Mobile: 248-797-0284

www.revize.com August 31, 2020

Pricing good for 30 days



revize.
The Government Website Experts

Revize Award-Winning Government Websites

Experience - Revize is a government website expert with over 1,800 government clients and has almost 25 years of innovative web design experience to provide a dynamic website platform, superior functionality, improve layout, navigation, usability and content. Our unique website designs integrated with online government apps provide an easy-to-navigate site with all the features you and your site visitors need and want. We work with populations of 500 residents all the way up to over 2 million. **97% of Revize Customers would recommend Revize to others as Extremely Likely/Very Likely.**

Revize is ADA Compliant WCAG 2.1 Level AA - There are differing levels of conformance within WCAG 2.1, the "Success Criteria":

- Level A (WCAG 2.1 A), the minimum level of conformance;
- **Level AA (WCAG 2.1 AA), the level generally relied on by the DoJ and the courts;**
- Level AAA (WCAG 2.1 AAA), the maximum level of conformance

Mobile Innovative Responsive Web Design Ready - The 21st-Century IDEA, was signed into law in December 2018; requires websites to be ADA compliant, mobile ready, and employ standard security. (The deadline of The 21st-Century IDEA, was December 20, 2019.) Making agency websites easiest to navigate on mobile may also bridge the digital divide for households who have a smartphone but don't have access to a computer. **68% of residents are coming to municipal websites strictly on their mobile phones.**

Maximum Security - What you need to know is that over the last 12 months there's been a 394% increase of website hacking of government websites, especially if they're using what's called free software, open source software like WordPress and Drupal. Revize has a full proof, secure hosting environment that so far has been bulletproof against hackers for over 10 years. Revize has dedicated CMS servers in two state-of-the-art physical data centers located in Chicago and Detroit. Onsite/Offsite data backups of all of our dedicated servers are scheduled nightly with R1Soft backup service. 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.

Revize Award-Winning Government Websites

Industry Leading Google Cloud Service Platform LIVE WEB Hosting - We utilize high availability cloud server architecture. Highly secure, scalable and redundant for 24/7/365 availability. **Backups of all of our cloud servers guarantees 100% data protection and recovery in case of any disaster. 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.

Award-Winning Easy-to-Use Government Content Management System (CMS) – Revize easy- to-use Content Management System (CMS) enables non-technical contributors to quickly and easily update content on their websites to manage their online presence with high functionality and style. The ease of use saves your staff time, energy and money! **98% of Revize Customers rate our CMS as Very High Quality/High Quality.**

Unlimited World Class Technical Support - Revize support includes complete maintenance of your website, which includes but is not limited to: OS patches, intrusion prevention, antivirus, and software upgrades. Additionally, we provide new/existing user training, FAQ's and video tutorials built into the CMS, round the clock server monitoring and more. **98% of Revize Customers rate our response time as Extremely Responsive/Very Responsive.**

Proprietary Software vs. Open-Source - Revize is proprietary software. We are not susceptible to all of the open-source vulnerabilities and the poor security. Revize apps are not plugins. Revize apps are designed and developed by Revize website expert developers and supported by Revize website technical support experts. Our app development is superior and easy to learn and administer. **Open-source vulnerabilities can cause high severity security issues including complete site takeover, information disclosure, and more.** The primary issue of open-source software is the fact that the vulnerabilities can go undetected for quite some time. Cyber attackers can take advantage of the situation and embed their malicious code into your website. **One of the biggest drawbacks of open-source is its poor security.**

Awards - Revize has received over 100 awards for our websites in the past 5 years for our modern, eye-catching, progressive look, with state of the art and the latest technology and usability trends so your website visitors can find clear, current and accurate information in an instant. **98% of Revize Customers rate our quality as Very High Quality/High Quality.**

Value for The Cost - Revize has won awards for Best Value Award – Website Design Services. Revize provides excellent value in every aspect of our websites. **96% of Revize Customers rate Good Value for Money as Excellent/Above Average.**

Revize Quote

Pricing good for 30 days

Revize WEBGEN "Ready to Use" Website Design – includes Applications and Features, Color Scheme and Custom Banner/Logo, Revize CMS integration, QA Testing, Content Editor Training (One session up to 3 hours for up to 2 people via web conference and phone) and more. – Onetime Fee	\$1,800
\$500 Michigan Home State Discount, Onetime	(\$500)
*ESTIMATED. Content migration included up to 66 webpages and 74 documents (Minutes – 2020, 2019 only). Revize will not be moving over any old news, old announcements, old events or calendar events to help clean up stale content. Additional content migration is available for \$3 per webpage and \$3 per document. *Client to confirm accuracy of migration.	\$420
Revize CMS Annual Software Subscription (1 User), Maximum Security, Security and Antivirus Software Updates, Intrusion Detection and Prevention Software, SSL Security Certificate, Dedicated CMS Servers in Two State-of-The-Art Physical Data Centers, Up-to-The-Minute Exact Duplicate of Your Website to Restore or Republish Your Website, Unlimited World Class Support – Including New/Existing User Training and Free Training Refreshers, Award-Winning Easy-to-Use CMS Including Software Upgrades, Software and Modules Upgrades, Website Health Checks, Industry Leading Google Cloud LIVE WEB Hosting Service with up to 5 GB storage / 30 GB monthly bandwidth and more. Four-year Agreement	\$1,500
Grand Total (1st year) Second year and onwards investment	\$3,220 \$1,500/year

Flexible Payment Options

Standard - After you sign the contract, we will start your project and invoice you net 15 or Net 30.

Deposit - After you sign the contract, we will start your project with a deposit invoiced Net 15 or Net 30, and we can invoice the remaining balance at a later date Net 15 or Net 30.

Interest Free Annual Payment - Many of my have clients have had me include all of the upfront costs into the annual fee; spread out over the term of the contract. It's less money upfront and much less than the difference more/less than your current annual fee.

Regardless of the difference in the annual fee, it would eliminate the need to get an ADA audit and spend at least **\$3,500 - \$5,000 + the cost of remediation typically starts at \$5,000** to make your website ADA compliant. **Or, pay much more in fines, or attorney fees if you are sued.**

Applications & Features Included with Your Website

Revize websites include a suite of applications and features:

- ▶ 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:

- ✓ Award-Winning Easy-to-Use Government Content Management System (CMS)
- ✓ Home Page Alert
- ✓ Document Center with search bar
- ✓ News Center
- ✓ Photo Gallery/YouTube Video Upload
- ✓ Quick Link Buttons
- ✓ Revize Web Calendar – Unlimited Calendars

CITIZEN'S ENGAGEMENT CENTER APPS:

- ✓ Social Media Sharing App
- ✓ Online Bill Pay

STAFF PRODUCTIVITY APPS:

- ✓ Image Manager
- ✓ Link Checker
- ✓ Menu Manager
- ✓ Website Content Archiving

SITE ADMIN & SECURITY APPS:

- ✓ Audit Trail
- ✓ History Log
- ✓ Roles and Permission-based Security Mode
- ✓ Secure Site Gateway
- ✓ Unique Login/Password for each Content Editor

MOBILE DEVICE AND ACCESSIBILITY FEATURES:

- ✓ WCAG 2.1 AA ADA Compliant
- ✓ UserWay Accessibility Widget
- ✓ Mobile Ready Responsive Website Design (RWD) for great Mobile Phone viewing on any Smart - Phone Apple, Android, etc.
- ✓ Alt Tags

Unlimited World Class Support

- 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
- FAQ's and Video tutorials built into the CMS
- Automatic integration of enhancements
- 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 web site trends

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.

Maximum 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.

Maximum Security Controls Including SSL Security Certificate

- 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.

Industry Leading Google Cloud LIVE WEB Hosting Service

Revize has partnered with Amazon Web Services (AWS) and Google Cloud Service Platform (GCP) for its LIVE WEB server hosting infrastructure needs. Both AWS and GCP are industry leaders in high availability cloud server architecture, both server farm infrastructure is highly secured, scalable and redundant for 24/7/365 availability. Snapshot/Mirror Image backups of all of our cloud servers guarantees 100% data protection and recovery in case of any disaster.

What you need to know is that over the last 12 months there's been a 394% increase of website hacking of non-profit and government agency websites, especially if they're using what's called free software, open source software like WordPress and Drupal. Revize does not use that technology. Revize has a full proof, secure hosting environment that so far has been bulletproof against hackers for over 10 years. Also, Revize has dedicated CMS servers in two state-of-the-art physical data centers located in Chicago and Detroit. Onsite/Offsite data backups of all of our dedicated servers are scheduled nightly with R1Soft 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 sites and web applications on redundant (3 TB Hard Drive, 3.2 GHz CPU and 32 GB RAM) servers in order to provide enhanced performance and reliability. The Revize technology architecture physically separates the CMS from the website in order to provide another layer of redundancy/security. 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.

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

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

Revize Award-Winning Government Websites

Revize “Ready to Use” Website Designs – Pick from one of three designs. Revize will change the color scheme and customize the banner/logo to fit your organization.
Website delivery: approximately 4-6 weeks.

1. Thomas City:

City of Algoma, WI - <http://www.algomacity.org/>

City of Edgerton, MN - <http://www.edgertonmn.com/>

City of Lake Elmo, MN - <http://www.lakeelmo.org/>

2. Mountain Lake:

Town of Albion, IN - <http://www.albion-in.org/>

Village of Milan, NM - <http://www.villageofmilan.com/>

Town of Woodway, WA - <https://www.townofwoodway.com/>

3. Peak Town:

City of Patton Village, TX – <https://www.pattonvillage.us/>

Town of Afton, WY - <https://www.aftonwyoming.gov/>

Borough of Kennett Square, PA - <https://www.kennettsq.org/>

PROPOSAL

3

EVOGOV

Website Redevelopment Proposal

Prepared For:
The City of St. Ignace, Michigan



Prepared By:



Evogov, Inc.

P.O. Box 3614, Parker, CO 80134

Contact Name: John McKown

Contact Email: jmckown@evogov.com

Contact Phone: 303-557-0168 x100

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Approach

Covid-19 Considerations

The Covid-19 has changed the way we approach municipal website design in a number of ways, and our processes and approach have kept pace with these recent changes. For instance, web-based meetings have now taken the place of many in-person meetings, so we quickly improved our meeting and agenda management systems to make web meeting credentials display prominently right on home pages to make them easier for residents to find.

Changes to the display of meetings and public safety information on home pages also affects the way that home pages themselves are designed. We would make sure that these new requirements are part of the planning and development of the new website.

Example portion of a meeting calendar from a home page concept layout showing web meeting information (since Covid-19)

COMMUNITY EVENTS	TOWN MEETINGS
OCT 21 Community Food Drive Time: All Day Location: Township Admin Building Join us for the 3rd annual food drive. The event is free to attend, and we are looking for volunteers. Click the link to view the volunteer signup form.	SEP 2 Council Meeting Time: 6:00PM - 9:00PM Location: Virtual Meeting
OCT 23 Recycling Pickup Time: All Day Location: Multiple Locations Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer metus, elementum, sit sed ante adipiscing faucibus cras. Suspendisse eros sit erat ac nunc diam sed a. Erit.	Meeting Resources Web Meeting Info Web Meeting Link Web Meeting ID: 600 0000 0000 Web Meeting Passcode: 000000 Agenda Agenda.pdf Minutes Minutes.pdf Meeting Files Meeting Packet.pdf Staff Reports.pdf Bill List.pdf Resolutions.pdf
NOV 4 Election Day - City Offices Closed Time: All Day Location: Multiple Locations Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse mattis faucibus facilisis rhoncus, in id maecenas. Crasre quis a odio vitae tristique aenean. Platea.	OCT 12 Public Safety Committee Meeting Time: 6:00PM - 9:00PM Location: Virtual Meeting
EVENT CALENDAR	ALL MEETINGS

Conduct Department Interviews

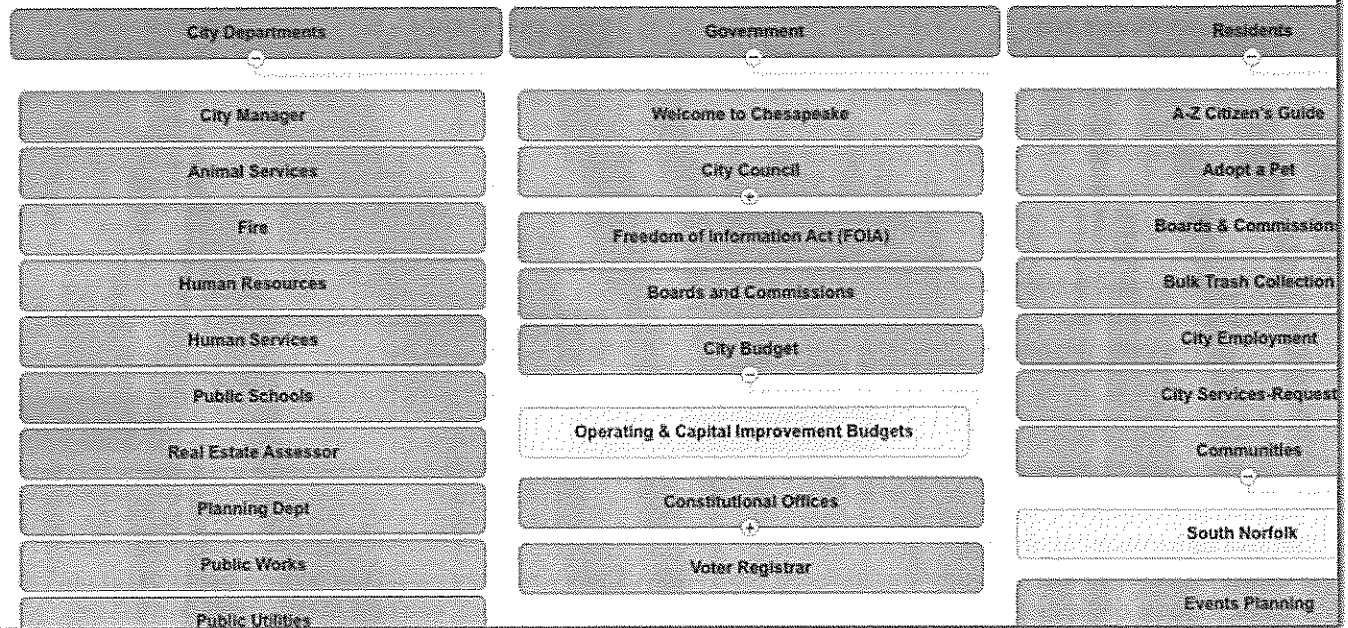
We have found that most municipal departments don't always know what they would like on their home pages until they are shown some of the interactive options, what the current best practices are, and how their information will be displayed. Showing each department examples in a planning meeting early in your project's timeline will ensure that they are informed of the options and have a clear understanding of any content that they may need to provide us to build them the best department area possible in the new website. ALL departments, whether heavily invested in the website or passively contributing, need to have a voice and a brief meeting so that no department is left behind.

Approach - Continued

Conduct an Inventory, Site Analysis, and Create a Flowchart of Content and Sub-Sites

One of the first steps our team takes before the kickoff meeting with your teams is to create a dynamic, interactive flow chart outlining all major content areas, departments, services, programs, committees, commissions, boards, forms, links, applications, and sub-sites that will need to be migrated to the new website. This snapshot of your website's content and organization helps us to identify opportunities to group content into manageable chunks that are centered around web user audiences, popular actions, and common use-cases. Using an audience-focused approach makes the site easier to use and easier to navigate for your residents.

The image below shows a portion of the dynamic flow chart system we use to improve website usability with more thoughtful navigation menu design



Approach - Continued

Custom Design Work

All of our design work is custom, and inspiration for your new website design can come from many sources, including websites created by other providers. In building the new website for Harris County Texas' Precinct 1 (shown below), We created all-new designs that were revised several times through an iterative process to create a website that exactly reflected the goals and values of the precinct. Our customers usually provide photos, logos, video, and other resources for us to use in the design of the new website.

EvoGov custom design concept work for Harris County, Texas

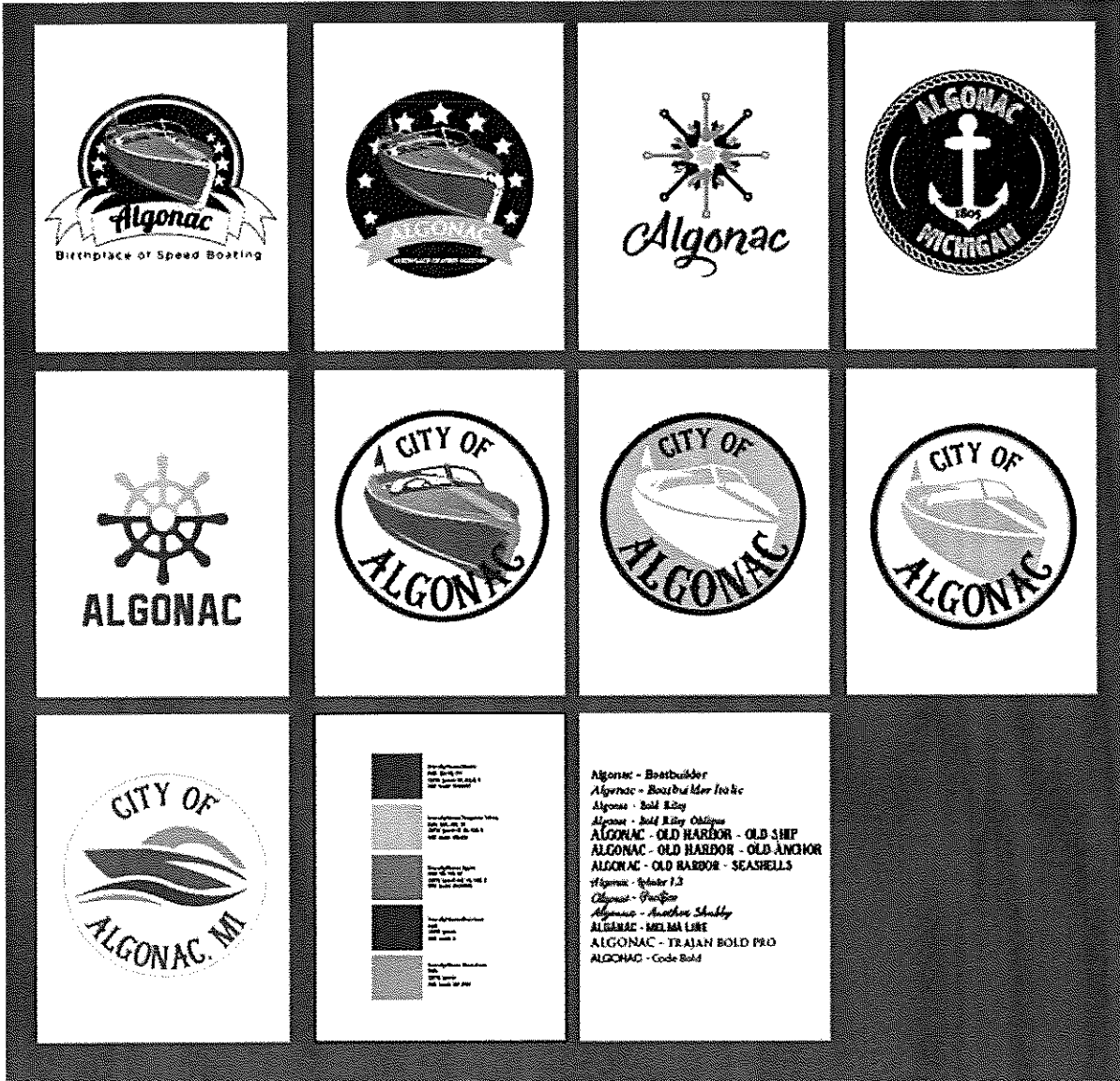


Approach - Continued

Branding Assistance

When necessary, we will assist your organization with tweaking your logo, colors, fonts choices, and branding elements for your new websites. Some customers contract with us to design new logos and seals for their organizations, and this is quoted separately from this project. Cleaning up existing logo files is included with the project, and all colors and fonts that we use in your new design will be provided to you in a branding PDF.

Custom logo design work for the City of Algonac, Michigan – www.cityofalgonac.org



Approach - Continued

Sub-Site Planning

One of our most exciting new features is called "Sub Sites" and it enables us to provide you with unique department websites that have their own designs, their own domain names, and include SSL security. For example, this makes it possible to design a police department website like we did for San Bernardino's police department below. All content elements of the police department's website are managed through the city's CMS. This centralizes control, keeps hosting fees down, simplifies content management, and increases security. We are typically building custom sub-sites for; police departments, parks and recreation, economic development, community centers, covid-19 recovery micro-sites, and more. Interviewing your departments will help us identify departments that would benefit best from having their own designed home page and domain name.

San Bernardino California police department sub-site mockup. Working prototype running in the city's prototype was built in just four days.

COVID-19 EFFECTIVE JUNE 15, 2020, THE LOBBY WILL BE OPEN TO THE PUBLIC MONDAY THROUGH THURSDAY FROM 9:00 AM TO 4:00 PM.

San Bernardino, California Police Department

Public Safety Traffic Emergency Management District Commands SB978 Careers About Us

Online Services
Crime Mapping
Offender Watch

4 women in top management roles at San Bernardino Police Department
San Bernardino Police officers Lt. Jennifer Kohrer, Lt. Li Michele Mahan, acting Chief of Police Eric McBride, Lt. Capt. Vicki Cervantes, and Lt. Shuana Gates, pose for a photo at the Department's central station in San Bernardino, CA, May 20, 2019. All four women are in management, a first for the San Bernardino Police Department.

Crime Statistics Report a Crime Stolen Vehicle Hotsheet Pay a Fine Register a Camera Join SBPD

Police News [View All News](#)

NATIONAL NIGHT OUT
NATIONAL NIGHT OUT MOVED TO OCTOBER
September 20, 2020
This is some sample text showing how a news preview would work. The entire news item is available when they click... [read more](#)

PRESS RELEASE
SBPD Announces Approval of Covid-19 Patrol Vehicles
September 03, 2020
Officers from the San Bernardino Police Department are excited about the approval of five new... [read more](#)

PRESS RELEASE
John Prostitution Operation August 17, 2020
September 4, 2020
On Monday, August 17, 2020, at approximately 7:00 PM, the San Bernardino Police Department's Vice... [read more](#)

PRESS RELEASE
Arrest Warrants for Looting Suspects 2020
July 28, 2020
A Task Force was formed in order to identify, locate, and arrest all suspects responsible for the... [read more](#)

FOR EMERGENCIES CALL 911

Contact Info
City of San Bernardino
Police Department
710 North 7th Street, San Bernardino, CA 92401 T: 909.594.7442
Office Hours: Monday-Thursday 7 a.m. to 6 p.m.

Get Involved
Coffee with a Cop
Submit a Crime Tip
Volunteer
Civic Groups and Organizations

Follow Us
Facebook @SanBernPD
Twitter @SanBernPD
Instagram @SanBernPD
YouTube @SanBernPD

City Website | Privacy Policy | Accessibility Statement | Employee Email Access

Website Evaluation

We took some time to look at your website, and we have outlined some of the concerns that we found and how we would correct them in this section below. The solutions mentioned below are include as part of your project's scope of work.

Current Situation

The [ClientCompany] is evaluating the redevelopment of their website to make it more mobile-friendly, attractive, easier to use for citizens, and especially easier to manage for the [MuniType] staff.

The current website is manually coded, which means that a website designer needs to be the sole person that can update the website to make pages or update the content. This presents the following challenges for the [MuniType]:

The current website is not mobile-friendly, because it is using static HTML instead of a mobile framework for page layouts. All changes have to go through a single user, instead of allowing multiple people/departments to make changes to the site. Since the site is static, it is missing important applications that would better serve the community. Important applications that are missing include; a customer portal, an hr job posting engine, a bid system, a secured staff page, an interactive form builder, an FAQ builder, a newsletter system, and more.

A modern municipally-focused CMS will provide much more application functionality for the city, such as; customer request tracking, a staff Intranet, email newsletters, calendaring, online bill-pay functions, mapping, and much more. Having a custom, professionally designed site will greatly improve the image of the city, usability of the site and better serve the community and employees of [ClientCompany] for years to come.

Current Website

The screenshot shows the City of St. Ignace website. At the top, there is a navigation bar with links for Home, City Map, and Contact Us. Below the navigation bar is a header with the text "Gateway to Michigan's Upper Peninsula". The main content area is divided into several sections. On the left, there is a vertical navigation menu with links for Home, Message from City Hall, City Master Plan, City Council, City Manager, City Clerk, Assessor/Treasurer, Building Inspector, Library, Public Works, Police Department, Fire Department, Lakeside Cemetery, DGA, St. Ignace Photo Gallery, Recreation, Recycle Program, Trash Water Sewer, Make A Payment, Area Links, City Maps, Contact Us, St. Ignace History, and Application and Forms. The main content area features a large image of a building with the text "The City of St. Ignace Official Government Website" and "Government, Community & Area Information". Below this, there is a section titled "Welcome to the City of St. Ignace" with a brief description of the city and its location. To the right of this section is a "Learn More" button. Below the welcome section, there are two more sections: "Gateway to Michigan's Upper Peninsula" and "Municipal Offices". The "Gateway to Michigan's Upper Peninsula" section includes a photo of a building and text describing the city's location and history. The "Municipal Offices" section includes a photo of a building and text describing the city's history and location. At the bottom of the page, there is a "Learn More" button.

Website Evaluation - Application Concerns

Current Website Needs Better Meeting and Agenda Management

The current site has a calendar system that is somewhat difficult to use. The existing website doesn't offer a simple URL to get to the meeting calendar.

Solution: Dedicated Meeting/Agenda management system in our CMS

We offer a simple URL to get to the meeting calendar. For your website, this would be "/meetings". This new meeting calendar will be mobile-friendly. Built-In Search Engine: Our meeting calendar includes a minutes and agendas search engine, which makes it possible to search within files that are attached to meetings.

Meeting calendar with built-in file columns (note: these now display zoom meeting info)

Meetings and Agendas		
List View Month View		
Filter Calendars <input type="text"/> Date Range: <input type="text" value="4/1/2020"/> <input type="text" value="4/30/2020"/> <input type="text" value=""/> <input type="button" value="go"/>		
Meeting	Date/Time ^	Documents
City Council Meeting Location: Town Hall	04/28/2020 @ 06:00PM	Agendas: 2020 04 28 Agenda (With Staff Reports) Revised.pdf
Planning Commission - Cancellation Location: Town Hall	04/21/2020 @ 06:00PM	Agendas: 2020 04 21 NOTICE OF CANCELLATION.pdf
Measures H/L Sales Tax Committee Meeting Location: City Hall	04/20/2020 @ 06:00PM	Agendas: Measures H-L Committee Agenda 04-20-20.pdf
Recreation and Parks Commission Meeting - Cancelled Location: Town Hall	04/15/2020 @ 06:00PM	Agendas: April 15 2020 Agenda - Cancelled.pdf
City Council Meeting	04/14/2020 @ 06:00PM	Agendas: 2020 04 14 Agenda (With Staff Reports).pdf
CANCELLED Placerville Economic Advisory Committee Location: Town Hall	04/10/2020 @ 12:00PM	
Planning Commission Meeting Cancellation Location: Town Hall	04/07/2020 @ 06:00PM	Agendas: 2020 04 07 NOTICE OF CANCELLATION.pdf

Calendar / Events and News Areas

The current website has a limited solution for news and events, which could be expanded to better serve the public and customers.

Solutions: Unlimited Meeting Calendars

Create unlimited website meeting and event calendars for all of your departments, committees, and boards. Customers may subscribe to calendars to receive email alerts when new events are posted.

Unlimited News Areas

News areas can be displayed a number of ways, and the topics for news (like calendars) are also unlimited. Each department can have their own news and calendar areas that are automatically shown on the department pages as well.

Event Registration Component

Events can include reservations, which are included in the event management. You can set a number of available reservations, and a waiting list can be enabled when an event is at capacity.

Website Evaluation - Digital City Hall Feature Concerns

Modern municipal websites should include customer self-service features so that the website offers maximum value to customers, while reducing phone calls and emails to your staff. Below are some of the features that we identified that would be improved with this project.

Existing Site is Missing FAQ Applications

The current website does not include a Frequently Asked Questions (FAQ) area which could be a great way to consolidate common questions, answers, and service-related content into an easy to search area of the website.

Solution: The EvoCloud CMS includes unlimited FAQ area applications. Each department and service area in your website will have FAQ areas to help customers find answers quickly to their questions. The FAQ system supports friendly URLs, and each FAQ entry is feature-rich and supports images, files, and videos.

Existing Site Forms Need Improvement

The current website has a large number of PDF forms that visitors can download and then need to print with a printer to complete. Other web forms in the website do not archive data, nor do they make it easily exportable.

Solutions: We offer several ways to automate your forms:

1. Make your current PDFs into fillable PDF forms.
2. Convert PDF forms into website forms with database storage. This feature is built-into the CMS.
3. Web-to-PDF form automation (additional fees apply).

HR Job Posting Management Application

The method and display of posting jobs on the current website could be improved.

Solution: Evo Cloud includes a job posting and management system.

- Job Notifications - citizens/applicants can sign up for job posting notifications by department, using the Citizen Portal.
- Mobile Accessibility - PDF job applications do NOT work well on mobile phones. Your application form will come with a built-in mobile view, so applicants can apply from their phones.
- Stored Applicants - All applications are stored in a private database, which is connected to each form separately. You can assign security to these forms so that only your HR department can view them.
- Stored Resumes - All resumes that are uploaded using the application form are stored securely.

Current Website Needs Interactive Maps

The current website does not include interactive maps for economic development, parks and recreation, municipal buildings, or other facilities. This makes it more difficult to learn about and find facilities. Economic development is also impacted because properties cannot be easily marketed using maps.

Solution: Our CMS includes interactive mapping features and dedicated facilities pages for displaying your facilities.

- Google Maps integration.
- Create layers in maps.
- Create pushpins on maps, which then link to dynamic facility pages.
- Create unlimited maps for economic development, with their own combinations of layers.

Applications for Digital Government Missing

- Bid and RFP Management System
- 311 Resident Request Tracking System
- HR Job Posting Management System
- Secure Staff Portal
- Integrated Email Newsletter System

Website Evaluation - Accessibility Concerns

Mobile-First Features Missing

The current website is not mobile friendly, which means that it simply does not contain the necessary layouts for the website to display well on mobile devices, tablets, and laptop/desktops at the same time. With close to 50% of website users now using mobile devices, this is a big usability challenge.

Solution: Make the website mobile/responsive.

The new website will be built using the CSS Grid responsive mobile framework. This will make the website render properly on all devices, including smartphones.

Website Evaluation - Public Safety Feature Concerns

Emergency Alert System Missing

The current website has no easy way of implementing emergency alerts into the website.

Solution: Emergency Alert Systems

- Alert system that includes a scrolling ticker, alert bar, and popup manager.
Emergency Home Page Design
- An emergency home page design is available which you can customize and activate in case of an emergency.
- Email Messaging Templates:
- A custom-designed email template is included for your newsletters and alert emails.

E-Newsletter / Messaging Features Missing

An email newsletter signup form appeared to be missing when we reviewed your website.

Solution:

An email newsletter system is included with the EvoCloud CMS. We do charge delivery fees when sending over 50,000 emails per month. The charge is \$1 per 1000 emails sent.

Website Evaluation - Usability Concerns

Main Menu System is Inadequate

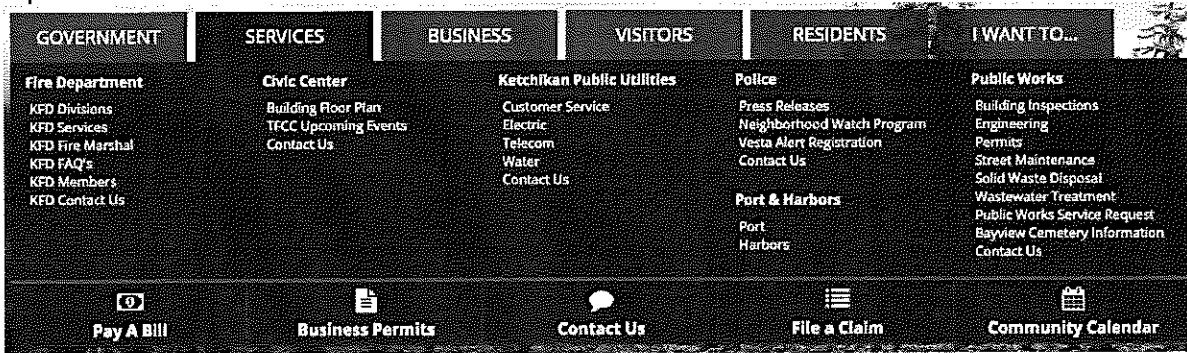
We feel that your menu system needs a revamp to make the website easier to browse. The main menu has no fly-outs, so there is very little that you can get to quickly from the home page itself without scrolling.

current menu system

Home
Message from City Hall
City Master Plan
City Council
City Manager
City Clerk
Assessor Treasurer
Building Inspector
Library
Public Works

Solution: Implement a New Mega Menu System.

The EvoCloud CMS includes a mega menu manager, which may also contain contextual action buttons for each main menu topic.

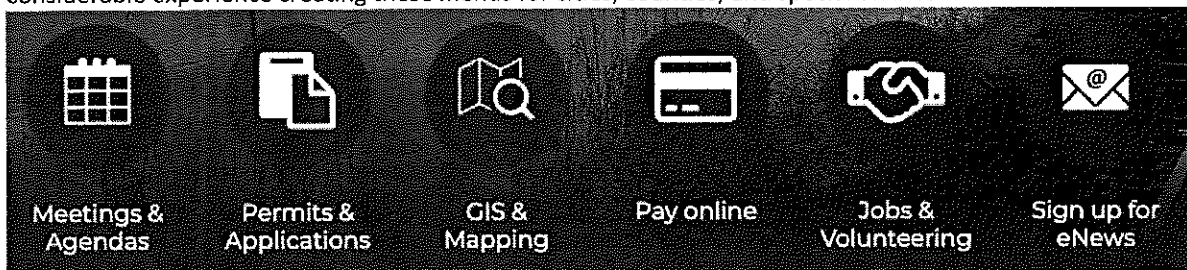


Action Buttons Need Attention

When we reviewed your website, we felt that the action buttons could use improvement. Action buttons are important for the most common actions, like making a service request or paying a bill.

Solution: Action Button Menu

Most home page designs include at least one action button menu, similar to the example shown below. We have considerable experience creating these menus for cities, counties, and special districts



Website Search Engine Needs Improvement

We would like to improve the search results within your website to make the results more accurate. Our CMS includes a meeting and agenda search engine that searches through the packets, agendas, and minutes files that are uploaded with your meetings.

Lack of Design Code Access

The current CMS that the website is on does not provide access to the design files of the website. This causes the following problems:

- Edits to the header and footer areas of the website have to be done by the current website vendor.
- New, custom layout templates for departments within the municipality cannot be created. This means that all pages have to have the same layout, which limits your design flexibility.
- Applications cannot be placed within pages because there is no template access.
- There is no versioning available for template changes, since they are not accessible.

Solution:

You will have complete access to your themes, page layouts, CSS files, scripts, and more. All design code is accessible and includes revisioning controls.

Search Engine Sitemap is Missing

The current website is missing an important file that is called a Sitemap.xml file. This is necessary to monitor how search engines index your website, and what problems may exist with the links and content in your website.

Solution:

Our CMS platform automatically generates this sitemap file, which combined with the free Google Webmaster Tools suite, helps your overall SEO performance.

Analytics Missing (Traffic Reports)

The current website is missing a solid traffic reporting and website health monitoring system.

Solution: We will assist you to setup Google Analytics, Google Webmaster Tools, and other services to help you monitor your website traffic, outdated content, and overall website health.

Lack of Multiple Domains

The current website does not support multiple domain names.

Solution: EvoGov allows unlimited domain names for use in pointing to multiple areas of your website.

Website Evaluation - Security Concerns

No Revision Tracking

The current website CMS does not offer revision tracking. Revision tracking provides a record of all changes made to the website's content. In the current website, content may be overwritten or destroyed too easily.

Solution: Almost all areas of the EvoCloud CMS include revision tracking, which allows you to roll-back any changes made to the website. The revision tracking also shows who made changes to the website.

No Deletion Recovery

There is currently no way to recover deleted pages or content.

Solution: If one of your users deletes content in your website, it is not physically destroyed. Deleted content is simply hidden, and anything deleted in the EvoCloud CMS may be un-deleted by an administrator.

Process and Timeline

Evogov's Six Project Stages

These are the six stages that we track and manage with your team through our Basecamp project management account. All of your team members involved with the project will have access to the project management system to see the timeline, goals, and tasks and file upload areas to share content with our team.

STAGE 1 - PROJECT STARTUP

- Create backup of existing website.
- Project Agreements Signed or Accepted Online
- Schedule Kickoff Meetings: <https://www.evogov.com/projects-kickoff-meeting>
- Review Welcome Guide (<https://www.evogov.com/welcome>)
- Host kickoff meetings
- Add customer team members to Basecamp

STAGE 2 - PLANNING AND INTERVIEWS

- Interview each department (20 minute meetings)
- Review data checklists for departments: <https://www.evogov.com/project-guides-data>
- Create flowchart instance on Slickplan.com for wireframing
- Evogov creates V1 wireframe of existing website structure
- Evogov creates V2 wireframe of suggested website structure
- Customer approves wireframe
- Import customer data (requested at kickoff meeting)

STAGE 3 - DESIGN

- Create mockups for website
- Create Mockups for Sub-Sites
- Schedule and host design review meetings
- Customer approves design mockup of the new website (desktop home page and interior)

STAGE 4 - CONTENT MIGRATION & SITE BUILD

- Setup domain names for the development site (customername.evogov.com)
- Setup instance of our platform
- Migrate content from existing website to the new website
- Schedule customer CMS training meeting
- Integrate 3rd-party applications
- Ensure mobile interfaces are formatted and loading correctly
- Install ADA / WCAG testing tools (if applicable)
- Review all menus and content areas for completeness, update flowchart to reflect migration completion

STAGE 5 - EMPLOYEE TRAINING

- Schedule training meetings
- Conduct Admin Training Meeting
- Conduct department training meetings
- Send training stage invoice (if applicable)

STAGE 6 - QUALITY CHECK & SITE LAUNCH

- Check the website at least 3 resolutions (smartphone, tablet, desktop)
- Evogov staff peer review meeting Note
- Check ALL links in the main menu and other menus
- Test for ADA Compliance
- Setup Amazon DNS to host the new website using customer DNS entries
- Review website settings and application settings across the website

Solution

Technology Platform

We have spent over a decade designing and building what we feel is the best possible technology platform for municipal websites to ensure that the sites we host have the best performance, security, and uptime.

The detailed technical specifications of our platform are listed here on our website: <https://www.evogov.com/technology>

Here are some of the highlights:

- **100% Uptime**
Our uptime guarantee is 100%. We offer a Service Level Agreement with remedies and credits if there is ever an outage. This will be supplied and guaranteed as part of your agreements with us.
- **100% Cloud Solution on Amazon Web Services (AWS)**
The only municipal website provider in this industry that is hosted 100% on the largest and best cloud provider in the world - Amazon. This allows us to provide you with unlimited storage for your website.
- **Better Security**
 - Your website includes five domain names with your hosting, and those will automatically renew so that you don't lose your domain names.
 - Each domain name and sub-site includes free SSL security certificates.
 - A wide area firewall is included with your hosting, and we automatically block hostile countries from our platform.
 - Granular security model for users, groups, and roles.
 - FOIA security measure to prevent staff from deleting or altering records. All deletes in our platform can be reversed by an administrator member of your team.
 - Versioning of most content - Forms, Pages, FAQs, menus, and more.
 - Content Delivery Network (CDN) to improve speed, avoid attacks, and cache your files.
- **No Limits**
 - No User limits.
 - No resident user limits.
 - Unlimited support for all users of the platform.
 - Unlimited pages, forms, departments, FAQs, and content areas in the website.
- **Regular Code Updates**
We publish updates to our platform daily, which amount to as many as 150 code deployments per month. This updates every website we host so that all websites get the latest patches, improvements, and updates. This is one of the biggest advantages of a cloud-based system.
- **Sub-Sites and Unlimited Domain Name Pointing**
 - You can point as many domain names into your website as you want, and we will create SSL certificates for all of them.
- **Included Applications**
All current and future applications are included with our hosting fee, which sets apart from other vendors.
 - Evo311 - Request Tracking System for accepting and managing resident complaints. See www.wheelingwv.gov/311 to see a live example.
 - Bookings - Facility booking system.
 - EvoBids - Bid and RFP management system.
 - EvoAgendas - Agenda builder and staff report workflow system (delayed to early 2021 due to covid-19).

Base CMS Applications

Page Editor with ADA Compliance Checker

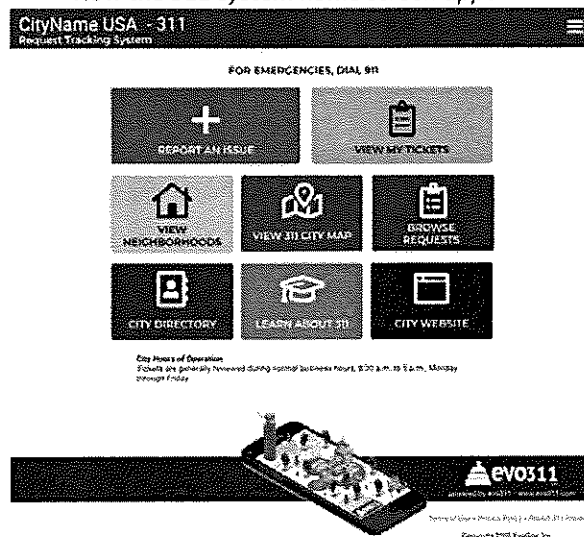
- Add unlimited pages to your website.
- Visual editor - No need to know coding.
- Drag and drop media management for PDFs and images.
- Widget Manager for Drag-and-drop applications into pages.
- Friendly URLs everywhere.
- Multiple URLs per page - useful for tracking promotions, handling misspellings.
- Paste content from Microsoft Word.
- Search Engine Optimization (SEO) features.
- EVERY save is version controlled - system creates backups of every save to every page!
- Permissions down to the page level.
- HTML Code access to all pages for HTML experts.
- Scheduled Publishing.
- Page Expiration.

311 Request Tracking System Included

This turn-key system enables you to deploy a request tracking system for your residents. They can submit a request or complaint with their cell phone or computer, and it will automatically be routed to the correct department and employee. Customers can then view the progress on their tickets through the website.

- The 311 system is built into the CMS at no extra charge.
- Citizens and customers can create department-level non-emergency service requests from a mobile friendly interface.
- Configurable service types and alerts.
- Email and SMS text alerts for new requests.
- Integration with the Customer Portal.
- Custom status levels.
- File Uploads.
- Secure file storage and automatic database generation with export tool.
- Built-in reports and reminders.

How the 311 system home screen appears



File Browser

Create browse-able archives of hundreds or thousands of files in very little time. Add a search or meta data search to directories of files. You can use this to show archived minutes, agendas, staff reports, and more.

City Council / City Council Agendas and Minutes / City Council Staff Reports

	Name	Size
2020		
01 14 2020	5.1_SR_CMRReport_01142020_Canada's_License_Archives/vermont.pdf	232.7 KB
01 28 2020	6.7_Proc_Chris_Organ_Proclamation_1F5D201_2020.html	79.0 KB
02 11 2020	6.9_Proc_James_McNada_Erro.html	229.3 KB
02 25 2020	6.4_SR_2020th_anniversaries.html	281.1 KB
03 10 2020	8.1_H_Special_City_Council_Minutes_Romano_Workshop_12-03-191571330.pdf	119.2 KB
03 24 2020	8.1_A_MH_2019_22_34_IRS_CAD.pdf	218.1 KB
04 14 2020	8.2_SR_1007_A/R/Check_Request_Memo_01-14-2020.html	205.6 KB
05 12 2020	8.2_SR_1007_A/R/Check_Request_Memo_01-16-2020_Discussion.html	207.9 KB
05 26 2020	8.3_EP14_Staff_Report_-_Payroll_Memo_12-20-19.html	179.7 KB
06 09 2020	8.3_EP13_Staff_Report_-_Payroll_Memo_12-10-19.html	175.8 KB
06 23 2020	8.4_SR_01-14_TIM_Fee_Adjustment_SR_06232019.html	554.2 KB
07 16 2020	8.4_SR_01-14_TIM_Fee_Adjustment_Bono_07162019.html	84.7 KB
07 23 2020	8.4_01-14_TIM_Fee_Adjustment_Finish_0723.html	64.6 KB
08 11 2020	8.6_SR_CMRReport_08112020_Honolulu_Council_Fundamentals	236.1 KB

Media Library with Photo Editing

- Unlimited Files and Folders
- Multi-File Drag and Drop (can handle uploads of over 100 files at a time)
- Real-time Image editing
- Resize (percentage or pixel sizes)
- Crop & Flip
- Restore (restores original file)
- Friendly Names on all files for file lists in pages
- Replace a file and all links in your website change automatically.
- Searchable PDFs and Office Documents
- Live previews
- Media Search

Image Carousels and Streaming Video

- Embed slideshows into any page
- Responsive / Mobile slideshows
- Add titles and sub-titles to slides
- Add action buttons to slides
- Vimeo pro streaming service included with hosting

Social Media Integration

- Push to social features
- Live Twitter feed embed
- Live Facebook feed embed
- YouTube Embed feature in any content (Pages, FAQs, More).
- YouTube Channel Embed

Menu Systems

Manage links and navigation areas across your website easily.

- Mega Menu Builder (large multi-column menus)
- Department-level side menu management
- Action buttons
- Fly-out menus

Calendars / Events / Meetings & Agendas

- Unlimited calendars in your website.

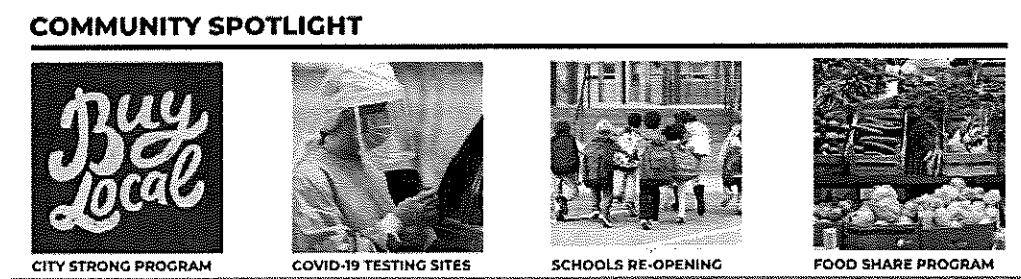
- Setup calendars for groups, departments, committees, and boards.
- Clone events for up to a year with easy recurring event interface.
- Events are rich and allow multimedia - add images, file links, hyperlinks, videos, and more to your events.
- Special /Agendas and /Meetings interface built-on to show upcoming meetings with file attachments.
- Embed calendars anywhere in the site.
- List, Day, Week, Month, and Year views.
- Push-To-Home-Page feature for important events.
- Community Calendars enable event suggestions - Community groups can suggest events for your calendar that you can approve.
- ICal subscriptions - get notifications when new events are added to a calendar.
- RSS Feed Generator for calendars.

News Areas

- Unlimited separate news areas
- Unlimited news postings
- Push-To-Home-Page option for important news.
- Multiple Display Options
- Show news items in a paginated list.
- RSS Feed Generator for news areas

Community Spotlight

Show important city programs and services in a dedicated menu that remains sticky to your home page.



Mapping and Facility Booking

- Unlimited maps with layers that you can design.
- Unlimited layer choices for things like; office buildings, parking lots, parks, historic locations.
- Moveable pin locations, for places that don't have a street address.
- Create individual Map Locations, creates a special landing page in the site for each Location.
- Photo gallery on each Location.
- News items tied to that location are show.
- Events tied to that location are shown.
- Ability to link to a map location, or embed a location into a page.

Integrated parks and recreation mapping system with facility booking included



Dynamic Departments

Each department can manage their own content.

- Side menu manager
- Slideshows
- News Postings
- Event and Meeting Calendars
- Staff Directories

HR Job Posting Manager

- Create Job Postings by Department
- Interfaces with the User Portal so that your customers can sign up for job posting alerts.
- Allows applications to apply online
- Uploaded resumes are stored.

Emergency Alerts and Notifications

Create moving ticker messages, popups, or static alert bars at the top of your website.

- Set start and end dates and times for alerts.

Analytics / Traffic Reports / Live Chat / Language Translation

- Traffic reports from Google Analytics and Clicky.com built in easily.
- Language Translation for many languages using Google Translate.
- Live chat integration is free (you pay for chat service)

Bid and RFP Management System

- Unlimited Bid Categories
- Unlimited Bid Postings
- Track views on bids
- Turn on/off signup to view bids
- Track bid downloads
- Accept bids online securely
- Prevents staff from viewing submitted bids early.

Mass Email Newsletter System

Newsletter system comes built-into the platform

- Create and manage email newsletter topics.
- Opt-Out system
- Reports show how many people open the emails, without the need for a read receipt.
- Delivery of mass emails is billed separately at a rate of \$1 per 1000 emails sent after the first 50,000 emails

Included Training and Support

Website Management Training

Training to manage the website using all the included applications and systems is included free of charge. Live web training requires a phone, computer, and broadband Internet connection.

Website Maintenance

EvoGov provides limited maintenance to your new website free of charge for thirty (30) days after your new website launches. The free changes to your website must not increase the scope of the original project.

Phone Support

Our office hours for phone support are 8am EST to 8pm EST.

Live Chat Support

Live chat support is from 7am EST to 11PM EST. Most customer use our live chat system because we can usually respond in seconds or minutes and co-browse with your staff and be on the same page that they are working on to resolve issues very quickly. Our customers love this feature and the level of support we can provide this way.

Email Support

You can email our support team, and your dedicated project manager around the clock.

Off Hour Meetings

Due to Covid-19, we will work with your team to schedule meetings that meet their timeline. If you require after-hours meetings to work on your website project or get hands-on training or support we are happy to assist as long as we have 2 days notice to schedule those meetings.

Emergency Support

24x7x365 support by phone for emergencies. Emergencies created by your staff that don't involve downtime of our platform are billable.

Pricing and Options

One-Time Development Fees

Total Project Cost: \$6600

Preferred Payment Terms:

Three equal project payments invoiced at the following milestones.

1. Project Startup: After kickoff meetings have taken place and the project is underway.
2. Design Approval: Once the design prototype is approved and is being coded.
3. Launch: Invoiced when the site is approved and launched on the Internet.

Recurring Service Fees (Hosting)

Monthly Service Fee (Hosting): \$150 per month.

This includes website hosting for the main website, sub-sites, domains, SSL, DNS service on Amazon, application hosting, support, and all future EvoGov software upgrades, and support.

Potential Additional Fees:

Mass email delivery Fee: \$1 per 1,000 emails sent after the first 30,000 emails.*

Optional Services

Police Website Projects

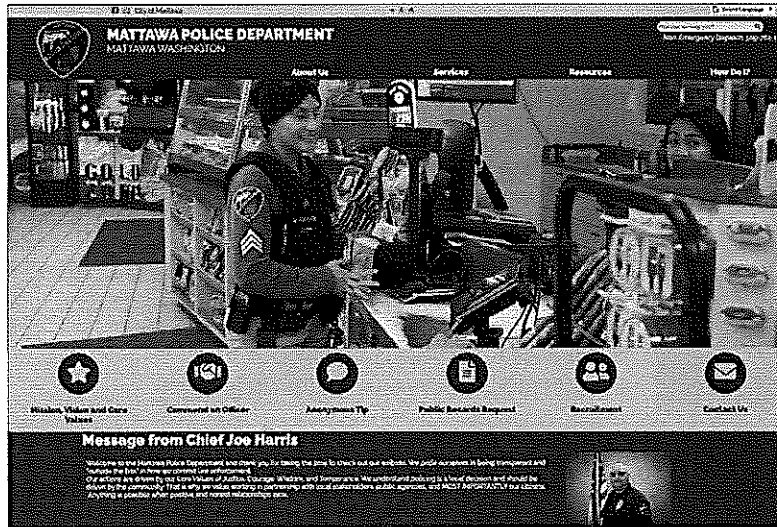
Standalone police website with video, its own CMS, training, content migration, and design planning.

Examples:

- <https://police.cityofmattawa.com>
- <https://www.dixonpolice.org>
- Police Recruitment Website: <https://joindixonpd.info>

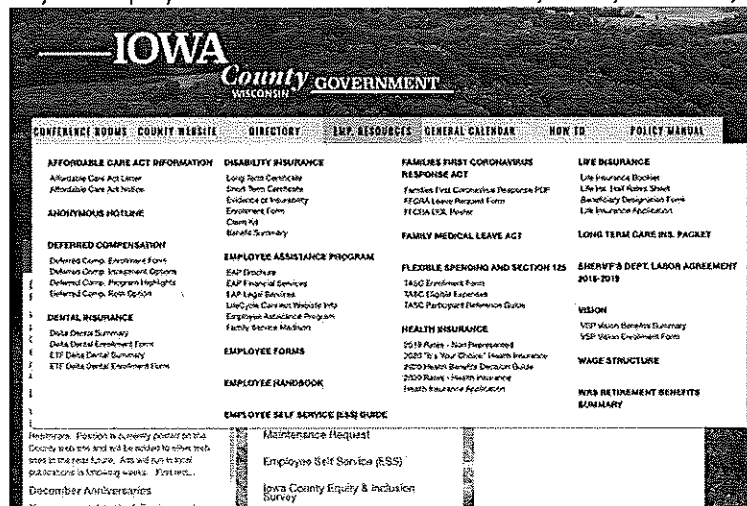
Total One-Time Cost: \$4800

Hosting Fee: \$50



Secure Staff Portal Project

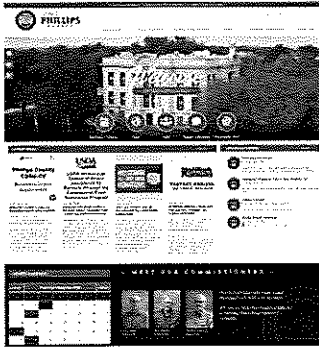
Secure staff websites that use their own password-protected CMS and secure front-end. They utilize o-auth, ADFS, and other security strategies to integrate with your windows login server securely. This site is managed by your HR department to provide a secure portal for your employees to access benefit information, forms, calendars, and resources.



Total One-Time Cost: \$2400

Hosting Fee: \$75

References



Phillips County Kansas

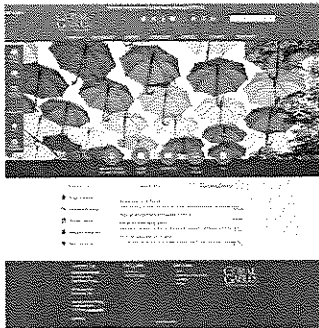
Website: <https://www.phillipscountyks.org>

Contact Name:

Contact Phone:

Notes:

Video home page (video editing & hosting is included with all designs)
Combined three websites into one.



Coral Gables, Florida

Website: <https://www.coralgables.com>

Contact Name: Rayza Callazo

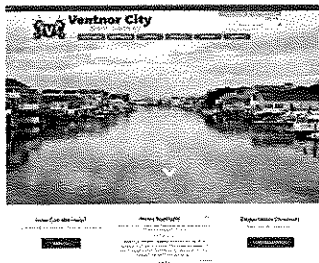
Job Title: Information Technology Systems Analyst II

Phone: 305-461-6755

Email: rcollazo@coralgables.com

Notes:

Site moved from Granicus to EvoGov
Integrated ADA Compliance with SiteImprove



Ventnor City, New Jersey

Website: www.ventnorcity.org

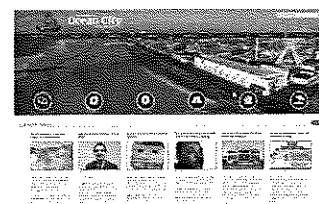
Contact Name: James E. Pacanowski II

Job Title: CIO – Network Admin

Contact Phone: 609-823-7997

Email: jpacanowski@ventnorcity.org

Notes: Complete Site overhaul, content migration, staff training



Ocean City, New Jersey

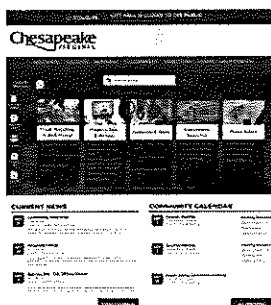
Website: <https://www.ocnj.us>

Contact Name: Jeffrey Miletta

Contact Phone: (609) 525-9442

Email: JMiletta@ocnj.us

Notes: Customer for over 10 years. Third discounted redesign includes video.



Chesapeake, Virginia

Contact Name: Leland Clelland

Contact Phone: 757-646-5766

Email: Leland.Clelland@Endurance-IT.com

Notes: All new website and parks/tourism portal sub-website.

Company Information

Overview

Our story began in 1997 when we started out as a local website development shop in the state of Delaware where we operated our own datacenter. With the advent of cloud computing, we upgraded our software platform to run on the Amazon Cloud, moved operations to Colorado in 2013, and we formed a new corporation (EvoGov, Inc.) to focus on serving only local government customers.

Today EvoGov, Inc. specializes in building and hosting websites and software applications for local government agencies, special districts, utility companies, and non-profits across North America. Our target customers require a website that is attractive, accessible on all devices, ADA compliant, secure, easy to update, and that is outfitted with ALL applications that a local government agency will need to help their organization better serve their constituents.

Company Profile

- EvoGov, Inc. is a privately held Colorado S Corporation.
- Our Federal Tax ID Number is 47-4542647
- All of our employees are W2 employees that are USA Citizens who live and work in the USA.
- Since launching our new cloud-based government platform in 2013, we now manage 397 customer domains.

Skills and Services

Web Development

- Mobile / Responsive Website Design
- Intranets / Secure Portals
- Graphic Design
- Logo Design and Branding
- Website Usability Best Practices
- Project Management
- ADA / WCAG 2.0 Compliance
- Live Staff Training
- Google Analytics
- Form and PDF Automation
- Data Import/Export
- Consulting

Programming, Software, and Technical Services

- Amazon Web Services (AWS) Cloud Infrastructure
 - AWS S3 - Cloud Storage
 - AWS Route 53 - Secure, Distributed DNS for Cloud apps
 - AWS Certificate Manager - SSL Security
 - AWS CloudFront Content Delivery Network (CDN)
 - AWS Elastic Beanstalk (Auto-Scaling Web Servers)
- Python Programming - Application Development
- PostgreSQL - Database Programming
- JSON API Development - Integration with your servers
- Mapping - GIS / ESRI / ARCGIS / OpenLayers / Google Maps
- Off-Site Data Backup

