

NOTICE AND AGENDA

Notice is hereby given that the City Council of the City of Santaquin will hold a **Special** City Council Meeting on Wednesday, **March 30, 2016** in the Council Chambers, 45 West 100 South, at **7:00 pm**.

- 1. ROLL CALL**
- 2. PLEDGE OF ALLEGIANCE**
- 3. INVOCATION/INSPIRATIONAL THOUGHT**
- 4. DECLARATION OF ANY CONFLICT OF INTEREST**
- 5. CONSENT AGENDA**
 - a. Minutes:
 1. March 16, 2016
 - b. Bills:
 1. \$117,646.37
- 6. PUBLIC FORUM, BID OPENINGS, AWARDS, AND APPOINTMENTS**
 - a. Award of the Website Redevelopment Project Bid and Authorization to Begin Contract Negotiations
- 7. FORMAL PUBLIC HEARING**
- 8. UNFINISHED BUSINESS**
- 9. BUSINESS LICENSES**
- 10. NEW BUSINESS**
 - a. Electronic Presentation – 7:15pm CivicLive – Website Redevelopment Project Finalist
 - b. Electronic Presentation – 8:15pm Civica – Website Redevelopment Project Finalist
- 11. INTRODUCTIONS AND ADOPTION OF ORDINANCES AND RESOLUTIONS**
 - a. Resolution 03-03-2016 “A Resolution Approving the Use of Utah County Park Grant Funds”
 - b. Resolution 03-04-2016 “A Resolution Approving Modifications to Santaquin City Road Construction Standards”
- 12. CONVENE OF THE COMMUNITY DEVELOPMENT BOARD**
- 13. CONVENE OF THE SPECIAL SERVICE DISTRICT FOR ROADS MAINTENANCE**
- 14. CONVENE OF THE LOCAL BUILDING AUTHORITY OF SANTAQUIN CITY**
- 15. PETITIONS AND COMMUNICATIONS**
- 16. REPORTS OF OFFICERS, STAFF, BOARDS, AND COMMITTEES**
 - a. City Manager Reeves
 - b. Assistant City Manager Marker
- 17. REPORTS BY MAYOR AND COUNCIL MEMBERS**
 - a. Mayor Hunsaker
 - b. Council Members
- 18. EXECUTIVE SESSION** (May be called to discuss the character, professional competence, or physical or mental health of an individual)
- 19. EXECUTIVE SESSION** (May be called to discuss the pending or reasonably imminent litigation, and/or purchase, exchange, or lease of real property)
- 20. ADJOURNMENT**

If you are planning to attend this Public Meeting and, due to a disability, need assistance in understanding or participating in the meeting, please notify the City ten or more hours in advance and we will, within reason, provide what assistance may be required.

CERTIFICATE OF MAILING/POSTING

The undersigned duly appointed City Recorder for the municipality of Santaquin City hereby certifies that a copy of the foregoing Notice and Agenda was e-mailed to the Payson Chronicle, Payson, UT, 84651, posted in 3 places; City Center, Post Office and Zions Bank as well as posted on the State of Utah's Public Website.

BY: _____
Susan B. Farnsworth, City Recorder

® Amendment to the agenda

**MINUTES OF A CITY COUNCIL MEETING
HELD IN THE COUNCIL CHAMBERS
March 30, 2016**

The meeting was called to order by Mayor Kirk Hunsaker at 7:00 p.m. Council Members attending: Keith Broadhead, David Hathaway, Mandy Jeffs, Nick Miller and Marianne Stevenson.

Others present: City Manager Ben Reeves, City Engineer Norm Beagley, Police Chief Rod Hurst, Administrative Services Director Shannon Hoffman, Recreation Supervisor Amy Johnson, Penny Reeves, and Jeff Craig.

PLEDGE OF ALLEGIANCE

Norm Beagley led the Pledge of Allegiance.

INVOCATION/INSPIRATIONAL THOUGHT

Penny Reeves offered an invocation.

DECLARATION OF ANY CONFLICT OF INTEREST

No conflict of interest was declared.

CONSENT AGENDA

Minutes:

March 16, 2016

Bills:

\$117,646.37

Council Member Broadhead made a motion to approve the Consent Agenda. Council Member Miller seconded the motion. The vote was as follows:

Council Member Broadhead	Aye
Council Member Hathaway	Aye
Council Member Jeffs	Aye
Council Member Miller	Aye
Council Member Stevenson	Aye

The vote to approve the consent agenda was unanimous.

BUSINESS LICENSES

The following new business licenses were issued following all required applications and inspections:

- Dave's Bikes, Dave Rubow, Bicycle Repair
- Interior Elements Home Design, Summer Samuelson, Internet Furniture Sales
- Clean It Up Carpet, LLC, Travis Law, Carpet Cleaning

INTRODUCTIONS AND ADOPTION OF ORDINANCES AND RESOLUTIONS

Resolution 03-03-2016 "A Resolution Approving the Use of Utah County Park Grant Funds"

Mr. Reeves said each year the county receives Park Grant funds, which are distributed to municipalities. Council action is needed to approve the use of the funds.

Resolution 03-03-2016, continued:

The 2016 grant amount available to Santaquin is \$5,458.35. The funds may be used for tangible items only. Shannon Hoffman said the funds are available in May and usually come to the City in June, although in the past the County has 'hurried up' the contract. Using the funds for improvements to the rodeo grounds were discussed. Mr. Reeves said staff will sit down with the Roping Club and Public Works to see what improvements are most valuable. City funds may be added at some point.

Council Member Broadhead made a motion to adopt Resolution 03-03-2016, "A Resolution Approving the Use of Utah Park Grant Funds", with a priority of upgrading the rodeo park grounds with roping chutes and live containment areas. Council Member Hathaway seconded the motion. The vote was as follows:

Council Member Broadhead	Aye
Council Member Hathaway	Aye
Council Member Jeffs	Aye
Council Member Miller	Aye
Council Member Stevenson	Aye

The vote to adopt Resolution 03-03-2016 was unanimous.

Resolution 03-04-2016 "A Resolution Approving Modifications to Santaquin City Road Construction Standards"

Norm Beagley said this resolution sets a new standard for roadway construction, wherein any excavation or road trenches will be required to use type A-1 material as fill. Mr. Beagley said several communities require this standard of fill. This change will alleviate many issues, especially on the north end of town. The current standards allows the use of native material, which is not working well. The standard can be overridden only with consensual agreement of the City Engineer and the Public Works Director.

Council Member Broadhead made a motion to adopt Resolution 03-04-2016, "A Resolution Approving Modifications to Santaquin City Road Construction Standards", to take effect immediately. Staff will work with developers on current projects. Council Member Stevenson seconded the motion. The vote was as follows:

Council Member Broadhead	Aye
Council Member Hathaway	Aye
Council Member Jeffs	Aye
Council Member Miller	Aye
Council Member Stevenson	Aye

The vote to adopt Resolution 03-04-2016 was unanimous.

FORMAL PUBLIC HEARING

No Formal Public Hearings were scheduled.

NEW BUSINESS***CivicLive Electronic Presentation***

CivicLive presented an electronic overview of their company and product. They offer custom design, a year by year contract, and a free redesign every four years.

Council Member Broadhead asked if the City Council could log in and review information submitted by citizens. CivicLive representative Pdraig O'Shea answered that the Council would be able to see requests. Council Member Broadhead asked if staff could input complaints, as well as citizens. Mr. O'Shea said that can be done.

Council Member Broadhead asked if a live feed could be done. Mr. O'Shea asked if the City had a live feeder. Mr. Reeves said the State was requiring some large cities to do a live feed, and smaller cities will be asked to comply in the future. Mr. O'Shea said a live feed can be integrated with a camera and laptop, using YouTube, regardless of what website company is used. Council Member Hathaway expressed his concerns that citizens not waste a lot of time finding what they want on the website. Mr. O'Shea explained the testing process for the site, and said users should be able to find what they need within three clicks. He said CivicLive focuses on useable design.

Civica Electronic Presentation

Civica presented an electronic overview of their company and product. Council Member Broadhead asked if GIS could be integrated with this system. Civica representative Jason said GIS maps can be imbedded with a custom code layout. Layers such as sewer lines, water lines, etc. can be seen.

Mr. Reeves asked about limitations on a digital archive for documents. Jason said they have been streaming videos of City Council meetings on line, which requires a lot of space, so they are familiar with a vast environment. They do not put limitations on input, but migrate them to the website project and help organize them. The annual cost includes storage space. The 5% increase to annual maintenance costs helps pay for this. Mr. Reeves asked which of the Suite of Granicus services were included with the contract. Jason said other services could be added, but were not part of the bid.

PUBLIC FORUM, BID OPENINGS, AWARDS, AND APPOINTMENTS***Website Redevelopment Project Bid***

Ben Reeves said the City had send out an RFP on the website update and received 12 submissions. CivicLife and Civica were the two finalists. A comparison of the two products was reviewed. He said Civica's initial price was lower, but each additional design was extra. Mr. Reeves said he believed CivicLine would transform the way the City worked, calling for more accountability and putting customer satisfaction in the forefront. He said this would raise the level of service.

Penny Reeves addressed the Council. Ms. Reeves reviewed the references she had researched on the two systems. Both are highly rated. Granticus has recently acquired Civica, and there were some issues with the transition. Carlsbad City warned that any landing page cost extra with Civica. Cottonwood Heights, which uses CivicLife, said the workflow page was very good, and the resident could take a picture of the problem and post it, which helped City staff to see what needed to be done.

Website Redevelopment Project Bid, continued:

Council Member Broadhead said he wanted to be able to let citizens know their concern had been received and what was being done about it. Mr. Reeves said one of the issues for problem resolution was that the City did not have a primary person for code enforcement.

Ms. Reeves said she is required to keep track of every change to the website, which are sent to Records for use in GRAMA requests. CivicLife keeps a file of all changes. Council Member Miller asked if the City would have access to the file if they no longer used CivicLife. Ms. Reeves said she would find out what happened in that case.

In answer to a question from Council Member Hathaway, Mr. Reeves reviewed the process for selecting the finalists, which included evaluating ease of use, all costs over a four year period, and visiting sample sites. He said the next phase would be to set the scope.

Council Member Broadhead said he would like to see a Council Member and the Mayor have input into the site. He made a motion to award the Website Redevelopment Project Bid to CivicLife and grant authorization to begin contract negotiations. Council Member Miller seconded the motion. The vote was as follows:

Council Member Broadhead	Aye
Council Member Hathaway	Aye
Council Member Jeffs	Aye
Council Member Miller	Aye
Council Member Stevenson	Aye

The vote to approve the motion was unanimous.

CONVENE OF THE COMMUNITY DEVELOPMENT BOARD

No Community Development Board business was discussed.

CONVENE OF THE SPECIAL SERVICE DISTRICT FOR ROADS MAINTENANCE

No Special Service District business was discussed.

CONVENE OF THE LOCAL BUILDING AUTHORITY OF SANTAQUIN CITY

No Local Building Authority business was discussed.

PETITIONS AND COMMUNICATIONS

No Petitions or Communications were addressed.

REPORTS OF OFFICERS, STAFF, BOARDS, AND COMMITTEES***City Manager***

City Manager Ben Reeves said it had been agreed that a monument would be done for the Theodore Ahlin Park. A sign in a similar style could be used for all City parks. Possible sign formats were reviewed. Council consensus held that a sign with wooden poles beside a gray rock center be used.

REPORTS OF OFFICERS, STAFF, BOARDS, AND COMMITTEES, continued:***Recreation***

Amy Johnson addressed the Council. Ms. Johnson said \$9000 had been committed to Orchard Days. The department is hoping for \$40,000 in donations. She said she felt some frustration with the booklet, as it is close to the closing date for registrations when the booklet comes out. She would like to have some articles put in the booklet about things people love about Santaquin, and asked the Council members if they would be willing to give her a topic on what they loved about the City. A writer will put together the article. She asked that the Council give her their ideas by April 15.

REPORTS BY MAYOR AND COUNCIL MEMBERS***Council Members***

Council Member Hathaway said there are some issues with the volunteer system. He is aware of a resident who has volunteered four times and never received a call back. He questioned how many others are being left out.

Council Member Broadhead asked if the City had been paid by Summit Creek Irrigation for well pumping. Mr. Reeves said they have paid. Members of City staff and Council Member Broadhead will hold a meeting tomorrow morning with the Mt. Nebo Water Company.

Council Member Broadhead said he has found a 2000 gallon water truck that needs a little work. The owner is asking \$3000. Public Works employee Brandon Butler will check out the truck to see what needs to be done. Genola is also looking for a water truck, and Council Member Broadhead said they might be willing to share.

Council Member Miller said the Ms. Santaquin pageant was amazing this year, one of the best City events.

Mayor

Mayor Hunsaker said Council Member Stevenson would now be over the Museum Board. The Mayor reported that he is also starting a beautification committee for the City. He said the City may need to look at the ordinances to put some 'teeth in the code'. Mr. Reeves said there were two parts to City beautification, the enforcement side and the positive approval side.

Council Member Broadhead asked about enforcement issues. Mr. Reeves said Officer Robinson currently handled the police enforcement issues, the Community Development department handled land and zoning issues, and Fire Chief Steve Olson handled fire issues. Council Member Miller said it was time to look at having a code enforcement position. Mayor Hunsaker asked if this was the direction the Council wanted to go to clean up the town. Mr. Reeves said service opportunities could be put together for those unable to take care of their yards. The Mayor suggested people be contacted and asked if they would like help.

EXECUTIVE SESSION (May be called to discuss the character, professional competence, or physical or mental health of an individual)

No Executive Session to discuss the character, professional competence, or physical or mental health of an individual was held.

EXECUTIVE SESSION (May be called to discuss the pending or reasonably imminent litigation, and/or purchase, exchange, or lease of real property)

No Executive Session to discuss the pending or reasonably imminent litigation, and/or purchase, exchange, or lease of real property was held.


ADJOURNMENT

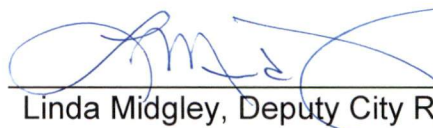
At 9:53 p.m. Council Member Miller made a motion to adjourn. Council Member Stevenson seconded the motion. The vote was as follows:

Council Member Broadhead	Aye
Council Member Hathaway	Aye
Council Member Jeffs	Aye
Council Member Miller	Aye
Council Member Stevenson	Aye

The vote to adjourn was unanimous.

Approved on April 20, 2016



Kirk Hunsaker, Mayor

Linda Midgley, Deputy City Recorder



Utah County Commission

Larry Ellertson
Greg Graves
Bill Lee

100 East Center Street
Suite 2300
Provo, UT. 84606

801-851-8136
Fax 801-851-8146
www.utahcounty.gov

February 17, 2016

Shannon Hoffman
Santaquin City Recreation
275 West Main Street
Santaquin, UT 84655

Re: 2016 Municipal Recreation Grant Program

Dear Grant Administrator,

The Utah County Commission has determined that the total funding available for the 2016 Municipal Recreation Grant Program is \$300,000. Available funds have been divided among municipalities based on the State of Utah 2014 Official Census Data population estimates, with a minimum grant amount of \$1,000. These funds are payable on a reimbursement basis only. The 2016 grant amount available to your city is: **\$5,458.35**.

Grant regulations are enclosed, along with an application form. Applications are due no later than 5:00 p.m. on Monday, May 2, 2016. Applications received after the deadline will not be approved and funding will be forfeited. Applications are to be delivered in person or via post, fax, or e-mail to:

Utah County Commission
Attn: Lisa K. Nielson
100 E. Center St. Suite #2300
Provo, UT 84606
Fax: (801) 851-8146
lisan@utahcounty.gov

Upon approval of grant requests, the Utah County Attorney's office will prepare contracts and encumber funds that will be available for reimbursement through October 28, 2016. The County will disperse funds to municipalities upon receipt of payment verification and supporting documentation.

Your city may elect to carry forward its funding allocation for the next year if you meet the requirements. To do so, you must notify the Board of Commissioners in writing of your request to do so no later than the application deadline.

Please contact me with any questions at 801-851-8136 or lisan@utahcounty.gov.

Sincerely,

Lisa K. Nielson
Utah County Commission Office

Encl.: Application, Guidelines

Memorandum

To: Santaquin City Mayor & Council
From: Benjamin Reeves, City Manager
Date: March 24, 2016
Subject: Website Redevelopment Project Requests for Proposal (RFP)

Pursuant to the direction established by the council during your budget retreat, Santaquin City published a very detailed RFP (See Attachment A) on BidSync for a 4-week period. This resulted in the acceptance of 12 comprehensive bids.

The bids were initially evaluated by Shannon Hoffman, Dennis Marker, Norm Beagley, Penny Reeves (Pen & Web Communications) and myself with Jeremy Roos (Rock Mountain Technology) joining in part of the conversation. The pool of candidates was limited to the six semi-finalists that best matched the requirement established in the RPF.

Costs: During that initial evaluation meeting, it was noticed that the financial offerings of the bids did not always match up from one company to another. For example:

- Some companies provided a low base amount with each additional feature coming at an additional cost vs. other companies provided an all-inclusive price.
- Some companies provided a 4-year pricing/contract structure while others required no binding contract.
- Finally, some companies provide for a free redesign after four years while other charge for this service.

To insure that all companies were evaluated fairly from a cost standpoint, Pen & Web was asked to thoroughly evaluate the cost structure of the semi-finalist matching up costs appropriately (i.e. An 'apples to apples' cost comparison). Through the cost comparison process, one additional RFP was eliminated resulting in 5 remaining semi-finalists.

References: At the onset of this project, it was determined that customer service, easy access to technical support and training, and effective project management and service after the sale were going to be key indicators towards the success of our project. As such, a high value was placed on obtaining feedback from those cities who had dealings with these companies. We felt it was important to not only seek feedback from the cities used as references by the bidding companies, but also to obtain references from other customers not listed.

To insure the correct technical questions were asked and answered, our content manager Pen & Web was also asked to make contact with her counterparts (referenced and non-referenced). Sample questions asked included:

- How close did the final cost match the initial bid? Final cost?
- How did you find the technical staff to be when interacting on issues?
Approachable/Irritated?

- How difficult or easy was the process of migrating from your old site to your new site?
- How long was the overall process of moving to the new site?
- Did you find their training of city staff comprehensive or lacking?
- Overall, how would you rate your overall experience?
- Plus other technical questions relating to ease of use & support

All reference results were compiled and scored.

Reconvening of Evaluation Committee: Shannon Hoffman, Dennis Marker, Norm Beagley, Penny Reeves and myself reconvened to review the proposals of the five semifinalists in detail, review their client sites, and provide individual scoring on such things as Ease of Use, Compatibility of Mobile Devices, Social Media Functioning, Platform Scope, etc. The individual scores were compiled and given a weight according to the scoring matrix as outlined in the RPF:

Weighted Evaluation Criteria:

- 20% Cost
- 15% Ease of Use
- 15% Compatibility/Mobile
- 15% Social Media Functionality
- 15% References
- 20% Platform Scope & Functionality

This exercise resulted in a clear distinction between the top tier companies (CivicLive & Civica) and the secondary tier companies (Qsend, CivicPlus & Granite)

Website Redesign & Content Management System RFP 2016-02-01

Grading of Proposals

					Cost Rating	Ease of Use Rating	Mobile Compatible Rating	Social Media Function Rating	References Rating	Platform Rating (See Detailed Scope of Work)	
Vendor	Initial Cost	Annual Cost	Redesign Cost	Total 4-Year Cost	Rate 1-20	Rate 1-15	Rate 1-15	Rate 1-15	Rate 1-15	Rate 1-20	Total Score
CivicLive	\$ 23,650	\$ 4,140	Free	\$ 36,070	15.6	12.8	13.8	13.2	14.5	20.00	93.1
Civica*	\$ 20,588	\$ 2,977	Free	\$ 29,519	20.0	11.5	12.0	10.4	12.8	17.07	83.7
	\$ 25,088			\$ 34,019	*Civica provides 1 design concept (each additional is \$2520) This compares apples to apples						
Qsend	\$ 13,420	\$ 5,600	\$ 7,200	\$ 43,020	10.9	8.3	11.7	9.3	13.6	15.12	68.9
CivicPlus	\$ 22,350	\$ 2,300	\$ 10,000	\$ 41,550	11.8	11.3	11.0	8.7	7.8	17.56	68.1
Granite	\$ 34,612	Varies	Free	\$ 62,912	0.0	12.0	11.4	8.8	13.1	18.54	63.8

Finalists & Presentations: The two finalist, CivicLive and Civica, were invited to make presentations to our City Council during your March 30th, 2016 meeting. One hour has been allotted to both companies with an anticipated 45 +/- minute presentation followed by Q&A and time for council discussion.

From the staff perspective, CivicLive best matches the stated needs from our RFP and has the best overall ratings and references while Civica has a lower overall cost. Both companies appear to provide exceptional service and a quality product.

Council Member Meeting Preparation Work:

We encourage you to evaluate the proposals made by both companies which have been placed on your Council Dropbox. (See Attachments B & C)

I also encourage you to look at some of their sample websites...However, Please Note...Each city uniquely contributes photographs and content. Some cities prefer very detailed pictures that load slowly by design (e.g. Cottonwood Heights), other cities prefer less detailed pictures but a greater amount of text. This is strictly a cultural preference by each community. While reviewing these websites, do not focus on those features. Rather, please focus on what we call the “Wire Frame” or the infrastructure behind the websites. Everything else can be customized. This will be explained more during our council presentations.

CivicLive

<u>Sample City</u>	<u>Link</u>
Cottonwood Heights, UT	http://cottonwoodheights.utah.gov/
Blind River, Ontario	http://www.blindriver.ca/
Saddle Hills,	http://www.saddlehills.ab.ca/
Tacoma, WA	http://www.cityoftacoma.org/
Sierra Madre, CA	http://www.cityofsierramadre.com/
Glenn Heights, TX	http://glennheightstx.gov/

Civica

<u>Sample City</u>	<u>Link</u>
Vasalia, CA	http://www.ci.visalia.ca.us/
Norco, CA	http://www.norco.ca.us/
Indian Wells, CA	http://www.cityofindianwells.org/
Laguna Beach, CA	http://www.lagunabeachcity.net/
Carlsbad, CA	http://www.carlsbadca.gov/
Santa Barbara, CA	https://www.santabarbaraca.gov/

Memorandum

To: Santaquin City Mayor & Council
From: Benjamin Reeves, City Manager
Date: March 25, 2016
Subject: Follow-up Memo – Comparison of Service Offering

Mayor & Council,

From my previous memo, you have read that we have two finalists selected to make presentations to you during your upcoming council meeting. Both of these companies offer many of the same services with common overlap. However, we felt it might be beneficial for you if we were to extract those items which differentiate their service offering.

The following table contrasts the two company proposals for those items that they do not have in common. In some cases, we do not know if the offering of one is offered by the other. These unknowns will be explored through our Q&A sessions with each. I hope this helps your research:

Comparing CivicLive to Civica

CivicLive	Civica
Multiple integrated calendars. Separate and Merge options. Exports iCal files to Outlook to maintain consistency and supports RSS subscription allowing users to subscribe to events.	Event posts can be featured on multiple calendar feeds. Enhance event posts with pictures and descriptions and maps.
Paste from Word with format and fonts	Not sure
On-Page social media push allows one time creation and pushes notifications to social medial.	One click share to social media like calendar events and news. Dashboard on website shows social media activity
Digital Archive for thousands of documents	Not sure on limit
Sends problems directly to departments through Citizen Request Module. Creates Auto Workflow on requests.	Not sure

Public Discussion Forum	Not sure
Customizable forms with Form Designer module. WYSIWYG-based interface to include checkboxes, dropdown buttons and text fields. Customized storage and workflows.	CMS form module. Tracking and reporting available.
E-Commerce	Not sure
Social groups for collaboration on documents	Not sure
Local business directory	Not sure
Module for minutes and agendas with audio/video	Module for agendas and minutes
Event management and registration portal	Not sure
Intranet & private staff collaboration groups	Not sure
Live online chat for technical support or email or phone	Email or phone contact
Design refresh at end of year 4 of service fee.	Free design after 4 years of maint, host, support
Unlimited Bandwidth Hosting	Not sure on limit
Migrates content for us	Will migrate 100 plus how many others we request with a fee
ADA zoom in and out of content	ADA for Links not content
Not sure	Language change option
Not sure	Site Mapping
Secure Intranet site with forms and docs	Not sure
No contract necessary - can get out anytime	36 month contract with option to continue
3 days training	10 hours training
3 1/2 months to launch +/-	6 1/2 months to launch +/-

Santaquin City Corporation

Request for Proposal

Website Redesign & Content Management System

RFP 2016-02-01

PURPOSE OF REQUEST FOR PROPOSAL (RFP)

Santaquin City Corporation is seeking proposals from qualified firms to provide a website redesign and content management system as defined further in the scope of work. It is anticipated that this RFP may result in a contract award to a single vendor.

This RFP is designed to provide interested Proposers with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or exclude any relevant or essential data. Proposers are at liberty and are encouraged to expand upon the specifications to evidence service capability under any agreement.

Santaquin City will not be liable for any cost's proposers may incur in the preparation or presentation of this proposal.

Santaquin City is seeking to redevelop its website to become an interactive, user-friendly communication tool. The purpose of the RFP is to solicit complete proposals in accordance to the Proposal Response Format listed in the RFP, from firms with expertise in developing large websites with high functionality. The city's website is complex, therefore experience with successful management of similar projects is integral to this project's success. This is a significant project as it will require a newly reorganized and redesigned website as well as a new content management system.

The redeveloped website must incorporate the best practices of successful interactive municipal sites with a focus on both the end-user experience and ease of use by website content administrators and city staff.

BACKGROUND

Santaquin is a city in Utah County, Utah, United States. The population was 9,128 at the 2010 census and is estimated to be 11,300 currently. Santaquin City is growing at a pace of 4-6% annually. Santaquin City currently maintains a website at www.santaquin.org where additional information on the community can be obtained.

GENERAL INFORMATION

Proposals will only be accepted through BidSync. Electronic submissions of proposals must be received no later than Thursday, March 10th, 2016 at 3:00 p.m. (Mountain Time). No proposals will be accepted after 3:00 p.m. (Mountain Time) on the above mentioned date.

When submitting a bid electronically through BidSync, allow sufficient time to complete the online forms and to upload documents. The solicitation will end precisely at the closing time listed. If you are in the middle of uploading your bid at the closing time, BidSync will stop the process and your bid will not be received or considered by the City. Proposers are responsible for verifying that all required documents have been successfully uploaded with the proposal no later than the submissions deadline listed herein.

Electronic proposals may require uploading of electronic attachments. It is the City's understanding that BidSync's website will accept a wide variety of document types as attachments. The submission of documents containing embedded documents (zip files), mov, wmp, and mp3 files are prohibited. All documents should be attached as separate files.

Santaquin City is not responsible for vendors account or access with BidSync.
www.bidsync.com.

ALL QUESTIONS MUST BE SUBMITTED TO PENNY REEVES VIA EMAIL preeves@santaquin.org. ALL QUESTIONS ALONG WITH CORRESPONDING RESPONSES, IF ANY, WILL BE POSTED ON BIDSYNC'S WEBSITE.

Questions may be *submitted* until Thursday, March 3rd, 2016 at 3:30 p.m. (Mountain Time). The City will select the proposal determined to be in its best interest according to criteria outlined in the RFP.

The City Reserves the right to accept or reject any or all proposals received and to waive any technical informality as may be considered to be in the best interests of the City.

The City reserves the right to negotiate final terms with the selected final proposer.

The responding party agrees that the City may terminate this procurement procedure at any time and for any reason, and the City shall have no liability or responsibility to the responding party for any costs or expenses incurred in connection with this RFP, or such party's response.

GOVERNMENT RECORDS ACCESS AND MANAGEMENT ACT (GRAMA)

Santaquin City is a governmental entity subject to the Utah Government Records Access and Management Act ("GRAMA"), Utah Code Ann. §§ 63G-2-101 to -901. As a result, Santaquin City is required to disclose certain information and materials to the public, upon request. Generally, any document submitted to the City is considered a "public record" under GRAMA. Any person who provides to Santaquin City a record that the person believes should be protected under subsection 63G-2-305(1) or (2) shall provide both: (1) a written claim of business confidentiality and (2) a concise statement of reasons supporting the claim of business confidentiality. Generally, GRAMA only protects against the disclosure of trade secrets or commercial information that could reasonably be expected to result in unfair competitive injury. For your convenience, the following is a link to the Utah State Business Confidentiality Request Form

<http://archives.utah.gov/recordsmanagement/forms/GRAMA-business-confidentiality.pdf>

which may be included as an attachment to your submission.

ALL DOCUMENTS SUBMITTED IN RESPONSE TO THIS RFP WILL BE TREATED AS PUBLIC RECORDS IN ACCORDANCE WITH GRAMA, UNLESS A CLAIM OF BUSINESS CONFIDENTIALITY HAS BEEN PROPERLY MADE AND APPROVED BY THE CITY. ALL PROPOSED COSTS/PRICING/FEEs SUBMITTED TO THE CITY SHALL BE CONSIDERED PUBLIC RECORDS.

A Claim of Business Confidentiality may be appropriate for information such as client lists and non-public financial statements. Pricing and service elements may not be protected. An entire proposal may not be protected under a Claim of Business Confidentiality. The claim of business confidentiality must be submitted with your proposal on the form which may be accessed at:

<http://www.purchasing.utah.gov/contract/documents/confidentialityclaimform.doc>

To ensure the information is protected, Santaquin City asks the proposer to clearly identify in the Executive Summary and in the body of the proposal any specific information for which a proposer claims business confidentiality protection as "PROTECTED".

All materials submitted become the property of Santaquin City. Materials may be evaluated by anyone designated by the city as part of the proposal evaluation committee. Materials submitted may be returned only at the city's option.

SCOPE OF TERMS & CONDITIONS

Before submitting a response, the proposer shall understand all contract conditions referred to in this document, and any addenda issued before the RFP submission deadline. It shall be the proposer's responsibility to ensure that the response includes requirements of all addenda issued prior to the RFP submission deadline. By submitting a response, the proposer acknowledges and accepts all Terms and Conditions described herein.

SUBSTANTIVE RESPONSES

The proposer certifies that, (a) the proposer's response is genuine and is not made in the interest of, or on behalf of, an undisclosed person, firm or corporation; (b) the proposer has not directly or indirectly induced or solicited any other proposer(s) to submit a false response; (c) the proposer has not solicited or induced any other person, firm, or corporation to refrain or abstain from submitting a response; (d) the proposer has not sought by collusion to obtain for itself any advantage over any other proposer(s) or over Santaquin City; and (e) proposer shall not violate or cause any person to violate the Utah Municipal Officers and Employees Ethics Act, or any other Federal, State, or Municipal law.

RESTRICTIONS

All responses must clearly set forth any restrictions or provisions deemed necessary by the proposer to effectively service the proposed project.

RESPONSES SHALL BE BINDING AND SUBJECT TO ACCEPTANCE

Submitted proposals shall be binding upon the proposers for sixty (60) calendar days from submission deadline. A proposer may withdraw or modify its response any time **prior to** the submission deadline by written request, signed by the same authorized officer or agent who signed the original response.

ADDENDUM TO THE RFP

In the event that it becomes necessary to revise this RFP in whole or in part, and addendum will be provided to all proposers on record as having received this RFP. A statement issued in an addendum shall have the effect of modifying a portion of the response documents when the statement in the addendum specifies a section, paragraph, or text, and states that it is to be so modified.

Any other communication, whether verbal or written, which are received by any representative of the proposer from sources other than official addendum should be confirmed by the proposer with the RFP contact as being true and accurate prior to incorporating such information into its response. This refers to both formal and informal conversations and communications.

LENGTH OF CONTRACT

A Contract resulting from this RFP, if any, will be for a period of two (2) years. The contract may be extended beyond the original contract period year-to-year at the cities discretion and by mutual agreement.

PRICE GUARANTEE PERIOD

All pricing must be guaranteed for the initial term of the contract. Following the guarantee period, any request for price adjustment must be for an equal guarantee period, and must be made at least 30 days prior to the effective date. Requests for price adjustment must include sufficient documentation supporting the request. Any adjustment or amendment to the contract will not be effective unless approved by Santaquin City. Santaquin City will be given the immediate benefit of any decrease in the market, or allowable discount.

DISCUSSIONS WITH PROPOSERS (ORAL PRESENTATION)

An oral presentation by a proposer to clarify a proposal may be required at the sole discretion of Santaquin City. However, Santaquin City may award a contract based on the initial proposals received without discussion with the Proposer. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the Proposers expense. Oral presentations can occur via an online meeting.

BEST AND FINAL PROPOSAL

A best and final proposal may be requested of finalists to better define the scope of work. Santaquin City may award a contract based on the initial proposals or after discussion with Proposers. If a best and final proposal is required, it will be scheduled after any discussions with Proposers.

DETAILED SCOPE OF WORK

The chosen vendor will provide website redesign, development and content management software that accomplishes the following. This list is not necessarily all inclusive but it should be considered an outline of the city's goals and objectives:

1. Multi-level calendar online calendar.
2. News and alerts content communications.
3. Ability to link to external sites via menu items.
4. Integration to social media. Facebook likes, twitter feeds, RSS feeds etc.
5. Document center to publish documents online.
6. Ability to create online forms.
7. Area to post our newsletter as well as past newsletters.
8. Area to post agenda and minutes for council and other committees.
9. Bios of elected officials.
10. Contact Directory.
11. Banners or other ways to advertise recreational events.
12. Ability to code other widgets or pages that access certain components of our internal system.
13. Mapping functionality for location of parks, etc.
14. Ability to embed streaming audio and video.
15. Photo galleries.
16. FAQ Section.
17. Meta-data and statistics.
18. Review current static pages and move over appropriate pages to new website.
19. Mobile-Optimization.
20. Google analytics.

21. Data protection services.
22. Content scheduling.
23. In-content page editing.
24. Image editing.
25. Global content widget.
26. Document version history tracking.
27. Checkout and lock pages.
28. On-page ADA accessibility checker and reporting.
29. Citizen request system.
30. Voting, polls and surveys.
31. Archiving and records retention.
32. Training Sessions for city staff.
33. Citizen engagement solutions.
34. Government productivity and transparency modules.
35. Technical support, software maintenance and upgrades.
36. Unlimited user software license.

Please provide any additional details, information or recommendations that the proposing firm suggests be included or evaluated by Santaquin City as part of the Proposal review process.

The chosen vendor will provide content management software that integrates with the following-

1. Microsoft and Macintosh operating systems.
2. Internet Explorer, Mozilla Firefox, Google Chrome and Safari web browsers
3. A variety of iOS/Android devices.

OPTIONAL ADDITIONAL FUNCTIONALITY

Additional functionality which may be required.

1. Live audio for council sessions

2. A secure intranet site with forms and documents for internal use (authentication to be performed by active directory).

PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS

1. Provide a detailed description of your company's solution to each of the items listed in the scope of work. Your approach to each of these tasks should be thoroughly described. Use screen capturing in demonstrating.
2. List the cities/municipalities your company is currently working to provide services.
3. Provide four (4) reference contact persons from cities of similar size (6000+ residents).
4. Outline your technical support structure and proposed technical support plan for Santaquin City. This must include an account representative to work with our city.
5. Outline your training model and proposed training plan for Santaquin City.
6. Provide a detailed description of your deployment architecture option(s). Include an itemized description of the hardware necessary for the scope of work. Describe how your deployment solution(s) ensures redundancy and provides high performance.
7. Provide detailed information on pre-populated content package or bundle options and costs associated with different options.

PROPOSAL RESPONSE FORMAT

All proposals must include:

1. **Executive Summary.** The one or two page executive summary is to briefly describe the proposer's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the proposer. The reader should be able to determine the essence of the proposal by reading the executive summary. Protected information requests should be identified in this section.
2. **Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:
 - A. A complete narrative of the proposer's assessment of the work to be performed, the proposer's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the proposer's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.
 - B. A specific point-by-point response, in the order listed, to each requirement in the RFP.

3. **Cost Proposal.** Cost will be evaluated independently from the technical proposal. Please enumerate all costs. The cost proposal shall be submitted in as a separate attachment labeled "Cost Proposal" in your electronic documents.

4. **References.** A list of the cities/municipalities your company is currently working to provide services and the contact information of four (4) persons from cities/municipalities of similar size (6000+ residents).

PROPOSAL EVALUATION CRITERIA

Each proposal will be evaluated by an evaluation committee composed of Santaquin City employees and or elected officials. The evaluation and selection committee has the option of requesting additional information to clarify any responses. Santaquin City reserves the right to negotiate changes in any proposal submitted.

Proposals will be evaluated in accordance with the following criteria, listed in descending order of importance:

WEIGHT EVALUATION CRITERIA

20% Cost

20% Platform software that can perform the scope of work (Functionality – for both the end users and website administrators)

15% Ease of Use

15% Compatibility/Mobile Features

15% Social Media Functionality

15% References

Reference Comparison

CivicLive

- Clearfield, UT – Natalie Flynn
 - Final cost came in as bid
 - Responds quickly to technical calls
 - Migration was easy
 - Stayed on schedule
 - Comprehensive training – 2 days on site
 - Rated 8 – Will use them again

Civica

- Fullerton, CA – Steven Yee
 - Was with Civica before redesign
 - Finding it harder to get responses for technical calls
 - Migration was easy
 - Stayed on schedule
 - Comprehensive training
 - Rated 7 because of merging with Granicus

Reference Comparison - Continued

CivicLive

- Cottonwood Heights, UT – Dan Metcalf
 - Final cost came in as bid
 - Responds quickly to technical calls
 - Migration was easy – easier than projected
 - Stayed on schedule
 - Comprehensive training
 - Rated 10 - highly recommended

Civica

- Santa Barbara, CA – Scott Nelson
 - Final cost came in as bid
 - Great staff – still good after migration
 - Migration was easy
 - Stayed on schedule
 - Comprehensive training
 - Rated 10 – highly recommended

Reference Comparison - Continued

CivicLive

- Essex County, VA – Chuck Huntley
 - Final cost came in as bid
 - Support has been good
 - Migration was easy
 - Stayed on schedule with weekly meetings
 - Comprehensive training - web
 - Rated 10 - highly recommended

Civica

- Carlsbad, CA – Greg Wallace
 - Final cost came in \$8k under bid although landing pages cost extra
 - Some issues with migration technical but good now
 - Migration was easy
 - Stayed on schedule
 - Training was good. Not exceptional
 - Rated 8-9 – Could improve

Reference Comparison- Continued

CivicLive

- North Little Rock, AR – Nathan Hamilton
 - Final cost came in as bid
 - Support has been exceptional – same day responses, 99% uptime
 - Migration was good
 - Stayed on schedule
 - Comprehensive training
 - Rated 10 - Very professional

Civica

- West Hartford, CT – Jared Morin
 - Final cost came in as bid
 - Support has been good
 - Migration was easy
 - Longer process than expected
 - Training was good
 - Rated 8 – Some hiccups while being acquired by Granicus



www.santaquin.org
Website Redesign & CMS
Project Proposal

PREPARED FOR:
Penny Reeves

PREPARED BY:
Johanna Vellenga
Proposal Developer
and
Dzmitry Lavrenov
Account Executive

The City of Santaquin
Utah

t: 1.877.519.3851 ext. 727
e: johanna.vellenga@civiclive.com
f: 1.866.204.6147

civiclive

CONNECT • ENGAGE • SERVE



STANDARD LEGAL CLARIFICATIONS

Binding Agreement

CivicLive confirms that submission of this response does not constitute a binding agreement to provide the proposed solution. CivicLive reserves the right to negotiate any term or condition including: acceptance/rejection criteria, pricing, force majeure, guarantees, warranties, indemnities, limitations of liability, liquidated damages, set-off and hold-backs, insurance, and confidential information. Further, in any event, it is CivicLive's policy that any and all liability under a final negotiated contract pursuant to this proposal, not exceed a fixed dollar amount.

Liability Limitation

CivicLive's liability for all claims and damages arising from this contract including any warranty liabilities will be limited, and liability for all indirect and consequential damages will be excluded.

Regulatory Approvals

This Proposal is subject to the comments and qualifications contained herein, as well as all regulatory approvals applicable to transactions of this kind. Certain regulatory requirements may have to be met prior to entering into a definitive agreement including but not limited to: (i) including mandatory terms and conditions in any definitive agreement; and (ii) filing and receipt of any necessary tariffs or regulatory approvals.

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TRANSMITTAL LETTER

ATTN: Santaquin City
RE: Website Redesign & CMS

Penny Reeves,

Reliance Communications, LLC is pleased to present CivicLive's response to Santaquin's RFP for Website Redesign & CMS.

The contents of this Technical Proposal address your project's requirements as outlined in your RFP. Our Technical Proposal concludes with a Cost Proposal that outlines our bid using CivicLive's pricing tables. The Cost Proposal also includes rate tables for additional professional services, and flat rates for additional training services we can offer if desired. CivicLive declares no Conflict of Interest relating to the preparation of our Proposal or the performance of the contractual obligations laid out in the RFP. Our proposal will remain valid for at least 90 days following its opening.

If your vendor evaluation team requires further clarification about the contents of our Technical Proposal, we invite your team to contact the proposal developer to set up a demonstration that can be scheduled at your convenience with CivicLive's Project Director, Pdraig O'Shea. During this presentation, we can provide more details about our proposed solution and demonstrate our software. To schedule a presentation, or for further information related to this submission, please contact Johanna Vellenga, Proposal Developer, or Dzmitry Lavrenov, Account Executive.

We are thankful for having this opportunity to work with Santaquin, and look forward to forthcoming updates in your vendor evaluation process.

Sincerely,



Nate Brogan | Senior Vice President

100 Enterprise Way
Suite 300-A
Scotts Valley, CA
95066

www.civiclive.com

EXECUTIVE SUMMARY



Welcome to CivicLive!

We are the eGovernment web specialists that the City of Santaquin can trust to redesign www.santaquin.org so that it serves your community using our powerful web software, and markets Santaquin as a vibrant place to visit, do business, and call home.

In response to your Website Redesign & CMS RFP, CivicLive has prepared this project proposal to showcase an industry-leading eGovernment web solution that we believe will meet your project's immediate goals and provide long-term value to your City. Learn more about this winning combination in the following sections of this executive summary.



CREATIVE, TECHNICAL & PROFESSIONAL SERVICES

CivicLive is a team of skilled creative and technical professionals who use a proven Project Implementation Methodology called SmartWork to meet your project's goals. Highlights of our Professional Services include:



Professional Project Management

Working with CivicLive means benefitting from a dedicated Project Manager who isn't just your friendly point-of-contact with us, but also an experienced software technical professional that leads our team and your team through our proven SmartWork Project Implementation Methodology.



Web Design Services with a 100% Satisfaction Guarantee

A website's design matters – *a lot*. That's why our Designing phase is completely iterative and allows your team to provide actionable feedback every step of the way. In fact, we value good web design so much that we offer a 100% Satisfaction Guarantee with our design deliverables. This means www.santaquin.org will look and feel exactly the way your City wants it to!



Mobile-Optimization

Our Web Design services also includes Responsive Design – a versatile mobile-optimization solution that is platform-agnostic and very usable on smartphones and tablets. We can also support Web App and Smartphone app solutions as well if your City Project Team is interested in those options.



Training Sessions

We've included Training Sessions for teaching your users how to use our SitePublish CMS tools. Our training services also include providing your City staff with a wealth of learning resources such as User Manuals and Videos for SitePublish, project-specific support documentation, and the option to provide additional training webinars if desired.



LEADING-EDGE EGOVERNMENT SOFTWARE

The backbone of our eGovernment solution is our powerful, easy-to-use SitePublish Web Content Management System. We've built our CMS from the ground up to include an unbeatable range of tools and functionality specifically-designed for government application, such as:



Intuitive Content Management Tools

SitePublish makes routine content management a breeze with In-Context, WYSIWYG, and Drag-and-Drop editing tools that can empower even the least-technical City staff to become engaged content editors who help maintain your eGovernment website.



Citizen Engagement Solution

Your citizens will be able to get more information from your City, request more services from your departments, and participate more with your City in a digital community thanks to our ever-expanding range of citizen engagement modules.



Government Productivity & Transparency Modules

Dozens of SitePublish modules and resources such as Meetings Media Managers, Social Groups, a Customizable Workflow Engine and more will turn your staff in to an efficient team that uses the Internet as a tool that simplifies their jobs.



SOFTWARE-AS-A-SERVICE LONG-TERM SUPPORT

CivicLive isn't just a company that will redesign your website and then leave you to your own devices – we offer all our clients a lasting partnership that includes Technical Support Services, Website Hosting Services, Software Maintenance and Upgrades, and an unlimited-user Software License.

Our long-term partnerships are designed to reduce your over-worked IT department and save your City money by bundling crucial services in to one low annual fee. Best of all, CivicLive doesn't charge for our support services in the first contract year!



CONCLUSION

We hope that this Project Proposal demonstrates the capabilities of CivicLive's eGovernment solution and a commitment to excellence that will ensure the best possible outcome for your Website Redesign & CMS project. If you have any questions about what we're offering, or would like us to present our solution to your team in more detail, please do not hesitate to contact us.

Dzmitry Lavrenov | CivicLive Account Executive
Phone: 1.877.519.3851 ext. 622 | Email: dzmitry.lavrenov@civiclive.com

Johanna Vellenga | CivicLive Proposal Developer
Phone: 1.877.519.3851 ext. 727 | Email: johanna.vellenga@civiclive.com

WHY CIVICLIVE

About Us

CivicLive operates within Reliance Communications, LLC, a California based company and an independent subsidiary of West Corporation. The company is very profitable and stable, especially given the backing of West Corporation and its \$2.6 billion market capitalization. CivicLive was founded in 2001 and has expanded to become a recognized and respected eGovernment solutions provider for North American towns, cities, counties, regional municipalities, agencies, and state/provincial governments.

“Using the Internet to serve citizens better is our top priority. We want municipal government websites to be the instinctive first choice for community engagement, not an afterthought.”

John Carbrey
CivicLive CTO

OUR MISSION:

Provide municipalities with the enterprise-grade web software solutions they need to succeed in an era where citizens are seeking more services and information from their local governments on the Internet.

Our company's innovative approach to design and software development has garnered the praise of the technological community and has led CivicLive towards winning many technology and business accolades and awards. We continue to refine our solutions and services in order to build eGovernment websites that will set new standards for years to come.

Benefits of Partnering with CivicLive

CivicLive serves over 1,000 government institutions with web software solutions designed to meet their needs. For each eGovernment project we undertake, our team brings 14 years of experience working with governments. In other words, we've perfected the tools and techniques to make your Website Redesign & CMS project a success.

- **WE UNDERSTAND MUNICIPALITIES** and help create true eGovernment experiences for citizens using Citizen Engagement and CMS tools purpose-built for a City like yours.
- **WE HELP GOVERNMENTS** make the best of their investment in websites as marketing tools by providing leading-edge creative web design services.
- **WE SET YOUR WEBSITE FREE** by offering no limits on hosting services, unlimited website hierarchies, and easy 3rd party app integration via APIs and Web Services.
- **WE'LL HELP YOU COMPLY** with public sector legal standards by offering unlimited records retention and security standards that have passed the Department of Defence's stringent standards.
- **WE STAY BUDGET FRIENDLY** with flexible SaaS solutions and streamlined project-management capabilities that save your City money.

Client Profiles

The following section features some of CivicLive's invaluable clients and the work we did for them.

City of Glenn Heights

📍 www.glennheightstx.gov

📍 Texas

👤 ~12,000



WEBSITE LAUNCHED IN: 2015

THE CLIENT

The City of Glenn Heights felt that it was time to upgrade their website, and worked with CivicLive to better showcase its hospitable business friendly, rapidly growing community. CivicLive started by first identifying the information architecture that would suit the needs of the city's diverse audience before creating an engaging website that matches the city's brand guidelines, reflects its vibrant image, serves its residents, and attracts more visitors and businesses to the city.

HOW CIVICLIVE HELPED

- ✓ Structured mega menu, quick links and other navigation elements for easy access to the most important information
- ✓ Fillable forms that are not only easy to submit, but also effortless to manage on the backend
- ✓ A notification subscription feature to keep stakeholders informed about relevant matters
- ✓ Customized departmental landing pages that highlight key contacts, services, reports and other relevant links.

Clearfield City

📍 www.clearfieldcity.org

📍 Davis County, Utah

👤 ~25,000



WEBSITE LAUNCHED IN: 2014

THE CLIENT

Clearfield City is a growing Utah municipality that partnered with CivicLive to simplify and enhance how the City delivers eGovernment resources to citizens. Clearfield City's new website exemplifies CivicLive's dedication to eGovernment functionality, usability, and design excellence.

HOW CIVICLIVE HELPED

- ✓ Responsive Website Design for superior smartphone and tablet usability.
- ✓ Implemented our SitePublish Content Management System's transparency-building Meeting Minutes & Agenda module.
- ✓ Enhanced eGovernment functionality with Development Applications, Land Use Permits, and more.
- ✓ Integration of numerous 3rd party services and applications already in use with Clearfield's government.

Essex County

📍 www.essex-virginia.org

📍 Middle Peninsula, Virginia

👤 ~12,000



WEBSITE LAUNCHED IN: 2014

THE CLIENT

Essex County – a large pastoral county northeast of Richmond – partnered with CivicLive to provide a design, usability and functionality overhaul for a decade-old county government website that offered minimal resources to citizens. Launched in Summer 2014, the new Essex-Virginia.org is a model eGovernment solution: it's easy for Essex staff to maintain thanks to our SitePublish CMS, and improvements in navigation, searchability, and mobile-optimization make it simple for key stakeholders such as citizens to find exactly what they're looking for, even while on the go.

HOW CIVICLIVE HELPED

- ✓ Responsive Web Design that makes navigating the website on smartphones and tablets effortless.
- ✓ Highly graphic homepage banners focuses on key stakeholder groups first and showcases Essex's beauty with plenty of image content.
- ✓ Simplified access to County government documents and municipal services via Quick Links.
- ✓ Consolidated Bids & RFPs section that makes it easier to do business with the County.

City of North Little Rock

📍 www.northlr.org

📍 North Little Rock, Arkansas

👤 ~62,300



WEBSITE LAUNCHED IN: 2015

THE CLIENT

The vibrant and booming city of North Little Rock, Arkansas needed a new website built from scratch. Everything from design to functionality to user experience needed to be changed in order to offer every resident and tourist a simple, but informative online experience. CivicLive worked with the North Little Rock team to implement features unique to their needs, introduce new ways for the city to interact with their residents, and enhance the overall experience of living or visiting North Little Rock.

HOW CIVICLIVE HELPED

- ✓ Dynamic headers for each city department.
- ✓ New Report and Repair Tool that easily allowed NLR residents to report an issue and track its progress from suggestion to completion.
- ✓ Full City Map Integration.
- ✓ Fitness Calculator that encourages fitness and well-being for a healthy and happy city.

“Since NLR needed a complete website overhaul, we needed a vendor that would not only understand our needs, but suggest tools that would improve the branding and online experience for residents and tourists. We were lucky to work with a team like CivicLive that had experience building government and city websites - without any hidden costs.”

Nathan Hamilton
Director of Communications

Vermont Fish & Wildlife Department

📍 www.vtfishandwildlife.com

📍 Vermont

★ Agency of Natural Resources



WEBSITE LAUNCHED IN: 2015

THE CLIENT

The Department partnered with CivicLive to transform their non-responsive website to a mobile friendly portal. The main objectives were to enhance their user experience, improve access of information about recreational activities, and connect Vermonters with the natural conservation around them.

HOW CIVICLIVE HELPED

- ✓ Created interactive, stand-alone pages for the Vermont Critters that can be managed/updated without any back-end coding
- ✓ Seamless Integration with Vermont's hunting licence application system
- ✓ Incorporated a directory of Game Wardens with a search feature so residents easily find their local Wardens
- ✓ Streamlined the navigation menu with shallow and wide information architecture to improve user experience

“We are impressed with CivicLive's dedication to their work and to their clients. They took the time to really understand our needs and vision, and worked with us closely to develop a website that not only fits our requirements but also stands out. Excellent design and customer service.”

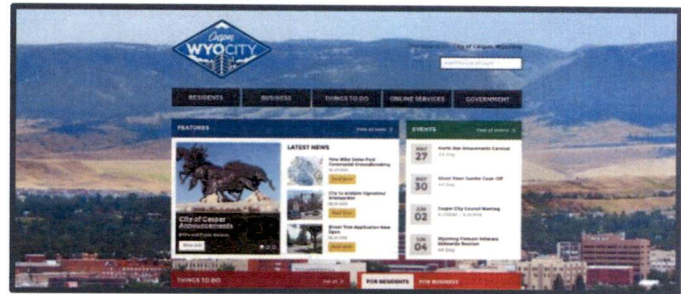
Lil Lumbra
Outreach Coordinator

City of Casper

📍 www.casperwy.gov

📍 Natrona County, Wyoming

👤 ~60,000



WEBSITE LAUNCHED IN: 2015

THE CLIENT

Described as relaxing, welcoming and adventurous, the friendly city of Casper is amongst the best cities in the US to raise a family according to Forbes Magazine (2010). Casper partnered with CivicLive to create a website that would represent the city's spirited nature, and enhance citizen engagement by connecting its residents and visitors to Casper's lively recreational, cultural and commercial opportunities.

HOW CIVICLIVE HELPED

- ✓ Unique subsites for “Things to Do” in and around Casper, such as Parks and Trails and Fort Caspar Museum.
- ✓ Responsive redesign that seamlessly incorporated Casper's branding guidelines.
- ✓ Social Sharing integration on every page to allow users to directly share content on their social networks.
- ✓ Integration with online municipal services for paying and managing bills, filing police reports, purchasing event tickets, signing-up for tee time, and more.

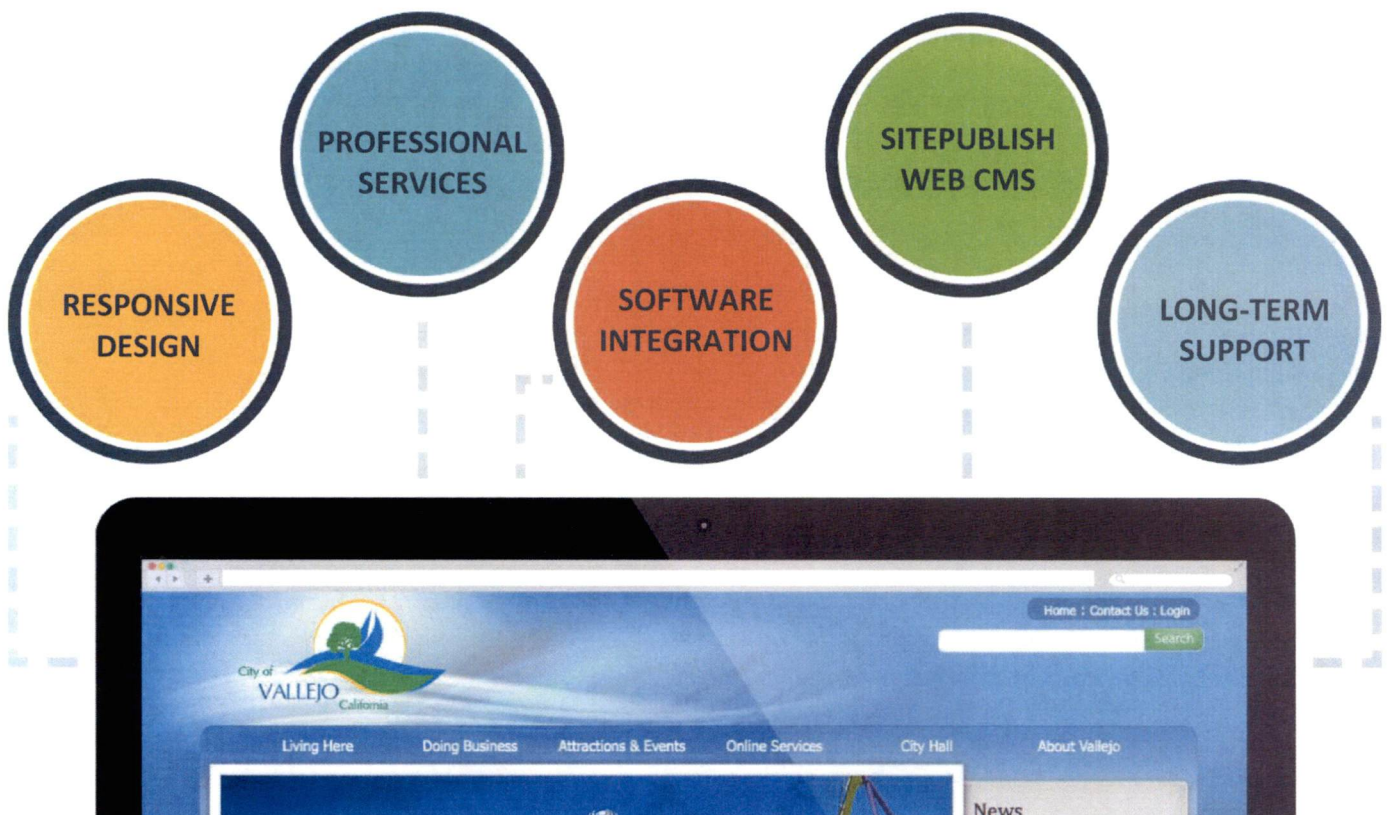
“We chose CivicLive expecting a website design that would fit our needs, and they didn't disappoint. CivicLive collaborated with us to create unique subsites and other modules to open up new opportunities to engage with our residents and visitors.”

Michael Szewczyk
Network Administrator

DETAILED SCOPE OF WORK

CivicLive's eGovernment solution is designed to overcome your current website's woes and address your City's needs with a host of resources and functionality.

This innovative solution offers dozens of modules and tools tailored to address staff users and key end user groups' requirements through our robust SitePublish web CMS. We're also providing the necessary framework for making your website accessible on mobile devices with a range of proven mobile-optimization methods, and providing a compelling, cost-effective partnership focused on maintaining your website over the long-term.



We've created the right solution for meeting your Website Redesign & CMS project's immediate goals, *and* offered a roadmap for hassle-free website maintenance over the long-term.

Tools That Make Content Management Easy for Staff

SitePublish is designed to put the power to manage eGovernment websites in to the hands of non-technical staff.

SitePublish's browser-based tools enable easy content authoring and management, allowing your staff to create webpages with defined templates, author content with familiar editing tools, and post content to the internet within a structured review and approval process created by your Website Administrators. We can illustrate how these tools will work for your City staff during a demo presentation. Enjoy SitePublish's content management experience with these great tools:

Some tools that make content management easy for staff:

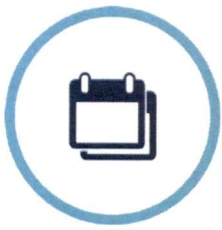
- ☐ Drag-and-Drop Page Editing
- ☐ Image Editor with automatic resizing
- ☐ In-Context Editing
- ☐ Rotating Banner Module
- ☐ Photo Galleries Module
- ☐ Advanced WYSIWYG Editor
- ☐ HTML5 and CSS3 Support
- ☐ All standard formatting options including indent and justification control
- ☐ Cut/Copy/Paste
- ☐ Edit in HTML mode
- ☐ Flash Manager for animations
- ☐ Font Manager
- ☐ Format Stripper
- ☐ Hyperlink control
- ☐ Image Manager
- ☐ Insert Symbol
- ☐ Module Manager
- ☐ Online Support Resources
- ☐ Human Readable URLs
- ☐ Content Scheduling
- ☐ Page Description and Keyword Editing
- ☐ Global Content Widget
- ☐ Foreground and Background Color Dropdowns
- ☐ Paste from Word with Formatting and Fonts
- ☐ Paste HTML
- ☐ Paste Plain Text
- ☐ Preview
- ☐ Print
- ☐ Spellcheck
- ☐ Undo/Redo
- ☐ Site-wide File Manager
- ☐ Page-level Document Container
- ☐ One-Click Social Media Sharing
- ☐ Media Manager w/ Streaming Video
- ☐ Multiple Advanced Elements per Page
- ☐ Page wizards with multiple templates
- ☐ Page Checkout
- ☐ Page Checkout Administrator Override
- ☐ Page Link
- ☐ Paragraph Control
- ☐ Paste from Word with Format Cleaning
- ☐ Broken Link Reports
- ☐ Quick Links
- ☐ Style & CSS Manager
- ☐ Table Wizard
- ☐ Template-Based Layout



Either maintain your website's currency and accuracy, or shut it down. Bad information is worse than no information.

Robert McArthur

eGovernment Project Director
National Policy Research Council



MULTI-LEVEL CALENDAR

SitePublish's Calendar module supports multiple integrated calendars, allowing a City to separate calendars by topic, and also merge calendars for stakeholder convenience. For example, a mayoral aide could post an event to every calendar in the system, while a meeting could be posted only to a specific calendar. The calendar exports iCal files to Outlook to maintain consistency, and supports RSS subscription, allowing users to subscribe to events they want to be updated on.



NEWS & ALERTS CONTENT ENGINE

SitePublish helps enhance your online communication potential by delivering time-sensitive information such as News and Alerts in multiple formats. The News and Alerts Engine is a powerful tool that allows you to publish news or announcements in one central location and have them appear everywhere on the site where you want that content to be. This tool makes it easy to create highly-visible emergency alerts and notifications, and to keep your community up-to-date on all your current news.

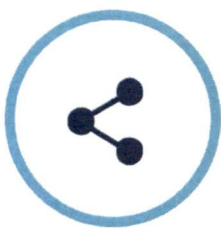
The News & Alerts Engine supports RSS subscriptions, allowing your stakeholders to subscribe to your news feeds and receive notifications when new content is published. SitePublish also makes it easy to send information to those who need it with built-in email newsletters, subscription management, integrated mobile support, email notification lists, mass email, and more.



ABILITY TO LINK TO EXTERNAL SITES VIA MENU ITEMS.

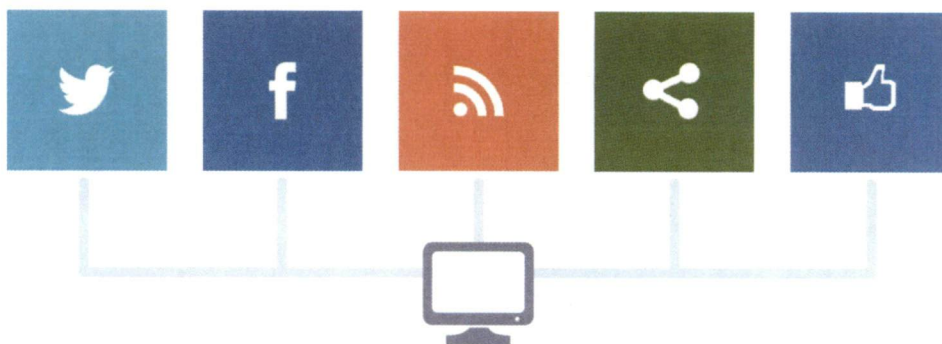
Quick Links are a versatile navigation tool that can be deployed on homepages and subpages while also enhancing the look and feel of a website. SitePublish allows content managers to design, create, edit or remove quick links through a widget that can be added to webpages.

A combination of mega drop-down menus, side and top waterfall drop-down menus, breadcrumb hyperlinks, graphical quick links tables, and other navigation elements will make it easy for users to track where they are and where they want to go. Our idea of successful navigation elements includes making it possible to find virtually any web content within three clicks of a user's current location.



ON-PAGE SOCIAL MEDIA PUBLISHING

We've made it simple to unify your webpage's content updating processes with your active social media updating processes with SitePublish's On-Page Social Publishing tool. This feature allows your content managers to save time by automatically posting updates, notifications, summaries and links to new pages and new updates to page content so subscribers and social media followers can discover that fresh content faster than ever before.

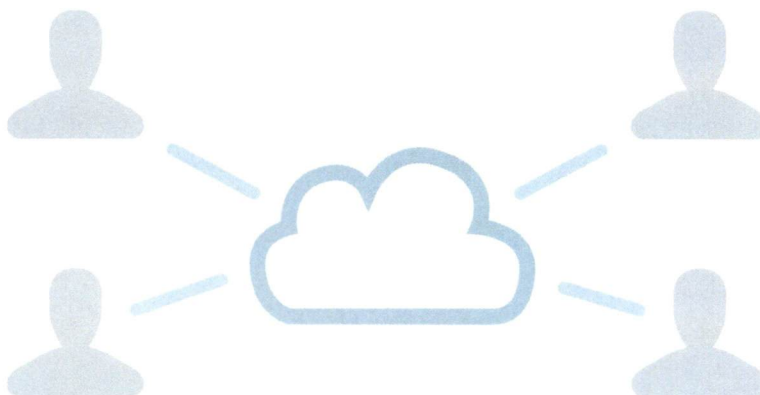


CLOUD-BASED DOCUMENT & MEDIA MANAGER

Upload thousands of document and multimedia files your City uses into SitePublish's centralized Document & Media Libraries to facilitate the creation of a completely digital archive and resource centre for staff and citizens.

Using this tool, administrators, councillors, department heads and even citizens can work together to build, share and access an ever-expanding library of resources that will help City groups and communities accomplish their goals and stay engaged.

This tool also supports Version Control and Permissions, which ensure that only the desired version of a file is the one being used, and that it is only being used by the people who have the requisite permissions to work on it or download it.





ABILITY TO CREATE ONLINE FORMS.

Customizable forms can be created in SitePublish's Forms Designer and added to any webpage where contact/feedback form content is desired. SitePublish's Form Designer module provides users with the ability to easily create online forms and applications for numerous purposes. The module provides a WYSIWYG-based interface that enables form designers to include checkboxes, dropdown buttons and text fields. Form designers can designate completed forms be sent to individual email addresses, stored in system folders or attached to custom designed workflows for specific users to view.



NEWSLETTER POSTINGS

Archives of files such as meeting minutes and agendas, newsletters and press releases can be created in purpose-built SitePublish modules designed to manage that type of content such as our Meeting Minutes & Agendas Module and our News & Alerts Engine. Our News & Alerts Engine also allows citizens to sign up to receive multiple newsletters via email or RSS feeds.



MEETING MINUTES & AGENDAS MODULE

Nothing makes fostering government transparency values easier than providing immediate access to critical government documents and records. Since most City governments uphold transparency by thoroughly documenting council meetings, CivicLive has created a SitePublish Meeting Minutes & Agendas module specifically-designed for sharing meetings-related content such as Agendas, Minutes, and Audio/Videos Recordings.



STAFF CONTACT DIRECTORY & PROFILE PAGES

The Searchable Staff Directory tool provides searchable online listings with customizable contact information and optional profile pages for each staff member. These directories make it simple for citizens (and other staff) to find the right contact person in the shortest amount of time.





BANNERS

SitePublish features a Rotating Banner module. In addition to photo galleries, site authors can create banners that automatically scroll through a set group of photos on a set time interval. All of our photo sharing methods are easy to update and organize.



ABILITY TO CODE OTHER WIDGETS OR PAGES THAT ACCESS CERTAIN COMPONENTS OF OUR INTERNAL SYSTEM.

CivicLive complies with this requirement.

We're offering creative design services that will get your new website looking and feeling that way you want it to, but we're also giving you the power to control these elements as well. SitePublish's Themes, Templates and CSS management tools allow site administrators to control the look-and-feel of a webpage and maintain consistency while also providing the flexibility for subpage and department page layouts to be unique. In other words, your staff won't always need CivicLive's Design Team to do basic design changes if they want to participate in this type of content management themselves, they can choose to update these elements by choosing new layouts from a library, or creating their own entirely new webpage layout templates.



VISUALIZE CRITICAL DATA WITH GIS TOOLS

Integration with multiple GIS systems such as Google Maps and ArcGIS can provide diverse data mapping for City services. Real estate, business registries, zoning and many more areas of City responsibility can be mapped, viewed and tracked. Additionally, the mapping systems can integrate with other modules to allow you to track and map requests, complaints, and more.



LIVE VIDEO STREAMING SUPPORT

If your City can access its community via mediums such as television and radio for live broadcasts, why not add the Internet to that list as well? With CivicLive's Video Streaming Integration framework, your City's website will become a primary place to live stream videos of council meetings, announcements, City events, and more.

By integrating with well-established 3rd party video streaming providers with robust video management and unlimited storage space, your City can easily utilize your website as an essential video sharing destination.

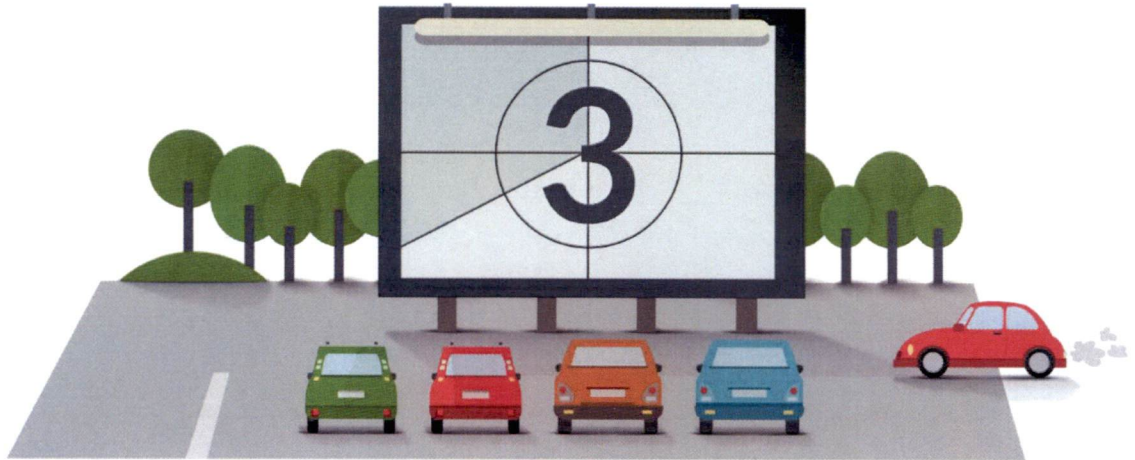


PHOTO ALBUMS

Post an unlimited number of photos in photo galleries that support commenting on images, slideshow functionality, as well as approval processes for uploads and comments to maintain security and communications standards.

With a Photo Album page, you can easily upload your City photos, create and manage albums, and set view and content management permissions at the gallery and album levels.



FAQ SECTION.

SitePublish will enable your City to provide searchable database of frequently asked questions. The City of Santaquin will be able to display your resident's FAQs with selected responses from your staff and relevant links to answers readily available on your website.



METADATA & STATISTICS

What good is a library of document and multimedia resources if they can't be properly organized and discovered with ease? Thanks to CivicLive's Taxonomy and Metadata Editor, organizing and categorizing your website resources becomes effortless. This tool enables users to tag information and documents and create hierarchies that make searching for and navigating to specific resources easy and intuitive.

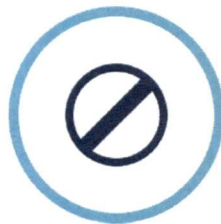
To help meet security and reporting requirements, SitePublish provides full Audit Trails. Administrators can use this tool to track users that have accessed and modified content, as well as timestamping access. With this system, your Administrators know who changed content or replaced a document version, and when they did it.



UNIFIED WEBSITE SEARCH TOOL

SitePublish provides full built-in Search capabilities with a Unified Search Tool.

The search modules provide simple and complex searches, ranking and results control, metadata search, and full Google Integration if desired.



REVIEW CURRENT STATIC PAGES

During the migration process, our team will work closely with your team to evaluate existing content. The implementation team will perform a content audit to define a page's audience. Following the establishment of a strong IA foundation, all existing content will be sorted into three categories: 1) Mandatory, ready to migrate, 2) Non-mandatory, will not be migrated, and 3) Important, but not ready to migrate. Items from the first category will be moved directly over into the new IA and reviewed by our team to guarantee ADA compliance. Content falling into the third category will be evaluated based on a number of criteria, including accessibility and content prioritization.

Before beginning the migration process, your current site will be subject to a general review by members on both CivicLive's and Santaquin teams, where your staff will spend some time determining what content is to be transitioned over the new system, and what content should not be transferred or should be reformatted. The timeline for this process can be specified by your City to best meet your needs.

Please see our Migration Phase for more information.

A Mobile-Optimized eGovernment Solution

The message is clear to municipal governments: your citizens want information accessible on the go.

That's why CivicLive wants your City to offer web-based services where your citizens will use them the most.

CivicLive's proven mobile-optimization methods are:



Whether navigating through full webpages optimized for an end-user's specific device, or quickly navigating between specialized application sections, your end-users will get the information, resources, and access to municipal services that they want on whichever device they're using at that time.



RESPONSIVE DESIGN

Responsive Design maintains a consistent look and feel for your website across all platforms, keeping navigation familiar to end-users. Furthermore, services and functionality can be securely accessed from their mobile browsers at once, without the need to switch between multiple mobile apps that your City may have developed in the past; with a responsive-design website from CivicLive, the web services your citizens need are all there, just like with their desktop experience.



Responsive Design is included with every CivicLive implementation and is the simplest, most effective means for making your website function optimally on any screen size and any platform. Depending on your project requirements, responsive design may be the only form of mobile-optimization your website needs.



CIVICLIVE SMARTPHONE APP

CivicLive's approach to the Android and iOS smartphone app is simple: it provides quick, easy access to the eGovernment services we provide on your website via an intuitive app interface designed to match your new CivicLive-designed website.



This takes the onus off of technology and web administration staff in your government to maintain multiple systems and platforms, each with varying update frequencies, specialized functions and resources, allowing for a more efficient, consistent and accurate internal content and information management.

With our smartphone app as part of your CivicLive eGovernment solution, your end-users can enjoy seamless integration and access to consistent information and data on all their devices, empowering them to get the best possible experience from your government in terms of service and citizen engagement.

GOOGLE ANALYTICS

CivicLive can integrate Google Analytics into your Website to provide staff with the ability to track and analyze web traffic throughout the site. This integration will provide reporting capabilities such as page hits, user statistics, top searches and best performing pages.

WEB HOSTING SERVICES & INFRASTRUCTURE

Your citizens want secure access to your City's website at all times, and a great way to make that happen is by eliminating potential technical difficulties that could occur on local server and network environments. That's why we encourage every City to choose our SaaS solution; hosting your website at our state-of-the-art datacenter eliminates virtually every hardware, network connection and security risk that may impact your website and your users. Take a look at some quick facts about our datacenter:

CIVICLIVE DATACENTER SNAPSHOT

TOTAL BUILDING AREA	85,000 square feet total space.
RAISED FLOOR AREA	25,000 square feet of raised floor over four separate computer areas 14,000 square feet of raised floor over administration & support areas.
DATA CENTER AREA	25,000 square feet of two foot (2') raised tile floor.
DESIGN CRITERIA	Purpose design/built data center based on 99.9% system availability. Former banking and e-commerce hub for major national Bank. In operation for over five years.
HYDRO CONNECTIONS	Twin incoming main feeders at 13,800 volts/4000 amps, each with multiple diverse routing from hydro grid.
POWER BACK-UP	Three standby generators (two at 1.5 megawatts, one at 1.35 megawatts for a total of 4.35 megawatts total standby power). Over 30,000 liters of diesel fuel on hand, capable of running the building at full capacity for over 72 hours. Two fully independent UPS systems totaling 2,700 kVA, with hot tie capability.
FIRE SUPPRESSION	<ul style="list-style-type: none">• VESDA (Very Early Smoke Detection Apparatus) supporting an INERGEN gas fire suppression system.• Interlocked dry pre-action sprinkler systems both above and below the raised floor.• Computer room areas have an independent two-hour fire rating, separate from the remaining building structure.
SECURITY	<ul style="list-style-type: none">• Facility entrance and security areas are protected with bulletproof glass, NATO rated for small-bore missiles.• All exterior walls are custom reinforced.• 24 X 7 manned security.• Intrusion detection systems.• Card access control for multiple secure zones.• An array of video monitoring and image capture systems both inside and outside the building.• Remotely-operated truck bay capable of full-sized tractor-trailer within a secure environment.
FACILITY MONITORING	Invensys direct digital building monitoring system encompassing over 2,000 individual monitored devices (heating, cooling, water, air conditioning & ventilation).

DATA PROTECTION SERVICES

Since data and user security, privacy and access are primary concerns for every City's IT team, CivicLive ensures that the following security measures are built right in to our hosting infrastructure:

■ MONITORING & BACKUP

CivicLive's Managed Backup service provides tape backup to prevent loss of data due to accident, hardware failure or environmental disasters. The backup solution typically results in one full database backup plus five incremental backups each week based on CivicLive's backup schedule.

CivicLive will perform tape validation and maintain an activity log for each backup to ensure successful completion. Our system design automatically detects problems at any stage of backup ensuring a very high level of data security and availability.

Monitoring ensures that your City's data is safe and always secure. Backup reports deliver a variety of logged statistics that include the backup cycle, success or failure and the amount of data backed up.

■ FIREWALL & PRIVACY

CivicLive's firewalls are designed to restrict the type of traffic and originating IP addresses that can access Santaquin's servers. This service is based on our shared firewall infrastructure. However, CivicLive can also provision a dedicated environment, where our Implementation Analyst will work with your team to define security rules in order to deliver a customized firewall security policy that meets your specific security and privacy criteria.

■ DISASTER RECOVERY

CivicLive's client databases are backed-up daily and stored in an offsite location separate from our primary datacenter. In a disaster situation, the main location will fail-over to an alternate cloud server with a recovery time objective of 72 hours to the previous nightly back-up.

■ DATABASE & NETWORK REDUNDANCIES

Redundancy is managed at power, firewall, network connectivity, server configuration, web server and database server levels.

■ POWER

CivicLive provides redundancy in four different levels of the overall hosting configuration. These include redundancy at the incoming power supply, uninterruptible power supply, standby power generators, rack power, web server, and database server levels.

■ SECURITY APPROACH

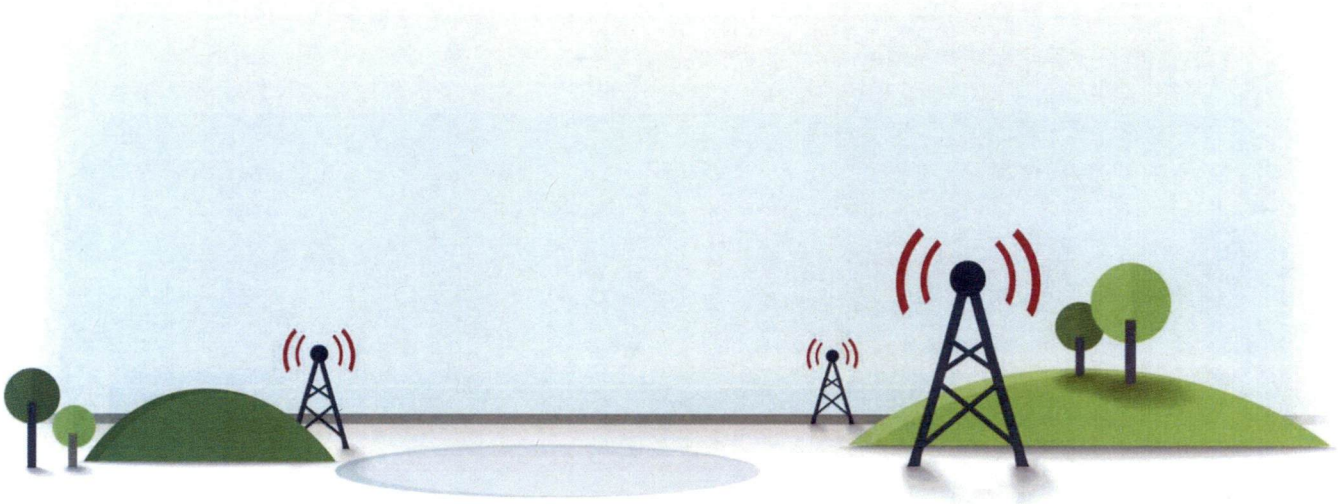
CivicLive employs a layered defense system to protect its hosting environment against malicious attacks, while maintaining open and reliable access to end users.

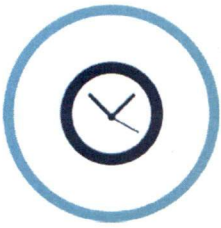
At the core of the CivicLive security program is the Security and Architecture Team. They remain vigilant and aware of the rapidly evolving security environment by continually tracking and testing new products, tools, and software patches that become available to counter threats or vulnerabilities. Although the Security and Architecture Team comprises the core of CivicLive security, day-to-day operational support of Santaquin's systems, including handling of Santaquin-specific security issues, is provided by a designated CivicLive Customer Support Team. Collaboration and communication between Security and Customer Support Teams ensures that Santaquin's deployment is protected with comprehensive security measures.

CivicLive employs engineered secure builds for every supported platform (operating system and applications) delivering enhanced security, manageability, and availability. Hardened server hardware configurations are standard and provide yet another level of security. The server build, when used in conjunction with other security features and services, provides a solid defense against intrusions and malicious attacks.

■ SECURE DESIGN AND CONFIGURATION

CivicLive web solutions are designed in a multi-tier architecture that offers security within and between each network tier. Tiers are often classified as Access Layer, De-Militarized Zone (DMZ) Layer, Application Layer, and Data Layer.





WEBPAGE CONTENT SCHEDULING

SitePublish also provides Content Scheduling tools that make it easy to plan ahead and be prepared for important page updates. These tools allow you to release information on a given date, remove a webpage from the public view on a given date, auto-archive a page or send stale-content reminders and reports that make it easy to track which pages need to be updated. Content Scheduling tools work in conjunction with SitePublish's Automatic Archiving and Page Hiding functionality, which streamlines archiving processes and makes it easy to maintain information stored on webpages for as long as your City wants.



IN-CONTEXT PAGE AND IMAGE EDITING

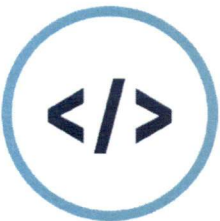
SitePublish offers a web service-enabled In-Context Editing tool, a feature few competitors can match. With this feature, authors can edit the content for a webpage right from the page itself. There is no need to go to a backend system, you can simply use WYSIWYG (What You See Is What You Get) content editing tools to start editing the page's text right where that text appears on the page. All updates are done in real time, with no publishing previews required - just click 'Publish' when you're satisfied and a publishing approval process begins, or the webpage updates simply go live.

The manager also includes an image editing tool that allows users to crop, optimize, re-shape and re-size uploaded files and includes an option that lets users save edited images as new files.



DRAG-AND-DROP PAGE DESIGNER

Place any of SitePublish's numerous widgets simply by dragging the widget you want from SitePublish's drag-and-drop interface on to the section of the page where you want that content or tool to appear. This easy-to-use element places advanced page editing right in to the hands of even the most non-technical user!



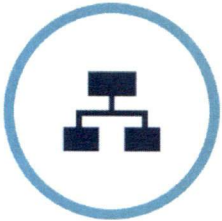
WYSIWYG + HTML CONTENT EDITOR

Content creation and editing is powered by a What You See Is What You Get (WYSIWYG) Content Editor. This editor provides numerous tools from Word Processor-style formatting, spell checking, and multimedia management, making it simple to create and update a page's content. HTML-view is also supported from the Content Editor, allowing users with HTML knowledge to edit in a code-based view.



GLOBAL CONTENT WIDGET

SitePublish's Global Content Widget solves an age-old problem: having to publish the same type of information in multiple places at once. Your content managers will overcome this hurdle simply by dragging a global content widget on to a webpage where general content that is relevant in many places can be published. Whenever content is updated in that widget, the updates are applied to every page where the widget appears, saving valuable time and ensuring consistent content quality and timely delivery.



DOCUMENT VERSION HISTORY TRACKING & PERMISSIONS MANAGEMENT

Permissions and version histories for all documents and media stored in SitePublish's Document Repository can be tracked and managed by Administrators, allowing them to set exactly who has what access to which documents and media, and to view the history of how those resources have been handled and modified since being uploaded to your website. The document management system fully integrates with CivicLive's Customizable Workflow Engine—allowing documents to go through approvals, be emailed to the correct recipients or output to other applications to speed document processing.



CHECKOUT & LOCK PAGES

SitePublish's Page Checkout and Page Lock tools ensure that when multiple staff need to modify a webpage no one overwrites another's work or accidentally removes important new information. Administrators can also override the lock, just in case someone forgets to unlock a page before completing their tasks.



ON-PAGE ACCESSIBILITY CHECKER & REPORTING

Meeting W3C, WCAG, and Section 508 guidelines is always a priority for government websites, so SitePublish includes an Accessibility Checker to ensure your page meets legal requirements for accessibility on an ongoing basis. SitePublish can also run reports out-of-the-box such as a broken link validator, content update and usage reports, and page error verification reports.



TIPS FROM THE WCAG

SitePublish's Accessibility Checker will help you to maintain Your City Website's adherence to some essential Web Content Accessibility Guidelines, such as:

- Provide text alternatives for non-text content.
- Provide captions and other alternatives for multimedia.
- Create content that can be presented in different ways, including by assistive technologies, without losing meaning.
- Make it easier for users to see and hear content.



CITIZEN DASHBOARDS

True eGovernment practices empower citizens and other stakeholders. That's why CivicLive created Citizen Dashboards. With these dashboards, everyone in your community can register on the website and receive a personalized eGovernment experience and a one-stop source for all the information a specific citizen may want from your website. On one page, a citizen can:

Receive Alerts and Emergency Notifications from your City

Track Requests they've made using our Citizen Requests Manager

See updates in Social Groups they're part of

View new events in categories they've subscribed to on the City's main calendar

Subscribe to newsletters and manage the ones they've already subscribed to



CITIZEN REQUEST SYSTEM

CivicLive offers a versatile Citizen Request System that can be used to simplify the process of discovering and requesting government services right from your website. This system can be used to fulfill a myriad of different roles, including (but not limited to):

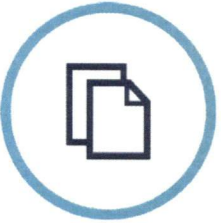
- ✓ Reporting Potholes
- ✓ Applying for Parking Permits
- ✓ Applying for Pet, Hunting & Fishing Licenses
- ✓ Reporting Graffiti & Vandalism
- ✓ Requesting Oversized Garbage Pickup
- ✓ Requesting Business Registration Certificate
- ✓ Animal Control Reports
- ✓ Reserving Public Parks Facilities & Applying for Campground Permits

Once requests are submitted, The Citizen Request System routes them to the correct department or person using our powerful Workflow Engine. Citizens can also track their requests from their Citizen Dashboard to make sure it is handled correctly, consistently and in a timely fashion.



VOTING, POLLS AND SURVEYS

Voting, Polls and Surveys lets your government get feedback and gather community reactions on any kind of specific topic where granular, individual citizen data is desired. These tools also include real-time results and detailed reporting so your administrators can track and measure engagement.



ARCHIVING & RECORDS RETENTION

As part of CivicLive's commitment to fostering government transparency and information accessibility, our eGovernment solutions are designed to maintain virtually unlimited amounts of digital archives.

Accessing these archives is never inhibited; content versions and older documents can be retrieved and made accessible online again based on the needs your City has for them.



THE TRAINING PHASE

In order to ensure your staff have everything they need to effectively manage your City's website over the long-term, CivicLive dedicates an entire phase of our project implementation methodology to training the staff that will use our software based on the type of roles they will fulfill. Please see our Training Phases for more information.

Our training plan will include sessions that are tailored to the unique needs of your staff, many of which may fall under one of the four general training session types:

- ✓ Web Administrator Training Session
- ✓ Power Users Session
- ✓ Developer Training Session
- ✓ Train-the-Trainer Session



Citizen Engagement Solutions

Effective government websites go beyond delivering information online: they create a gateway for citizens to get access to the resources and services they need and want.

People are becoming used to easy self-service options for everything from shopping for clothes to buying cars – and the proliferation of services and technology that has evolved from this phenomenon is proof that it works. So, it only makes sense for your government to provide this level of convenience in your citizens' lives.

“It’s surprising how poor many government Web sites are to this day. They’re poorly organized, and most eGovernment applications are still very agency-centric, rather than focusing on what would make sense to the citizen.”

Rob Atkinson

President of the Information Technology
and Innovation Foundation

Examples of our Citizen Engagement Modules:

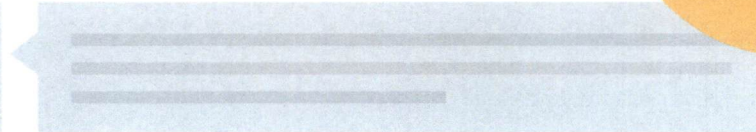
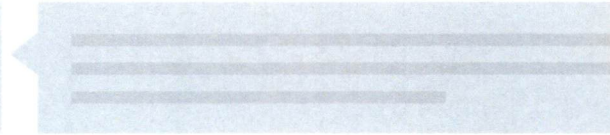
- ☐ Citizen Dashboards
- ☐ Collaborative Social Groups
- ☐ Customizable Surveys
- ☐ Unlimited Blogs with Podcast and Streaming Video Support
- ☐ Multi-Level Calendars with Year, Month, Week, Day views, Full Filtering and RSS
- ☐ Public/Private Discussion Forums
- ☐ Searchable Staff Directories
- ☐ Site-wide Search
- ☐ Citizen Services Request
- ☐ Free/Paid Permits & License Applications
- ☐ Customizable Forms
- ☐ Polls
- ☐ Topical Voting
- ☐ RSS-Subscription Support
- ☐ News Engine
- ☐ Emergency Alerts
- ☐ Searchable Business Directories
- ☐ FAQ Pages



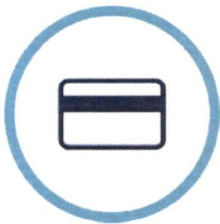


PRIVATE, MODERATED AND/OR PUBLIC DISCUSSION FORUMS

Start the conversation with SitePublish's Forums modules – the perfect place for private (or public) online discussions, conversations and debates on specific topics.



Includes security and moderation capabilities to help build safe and constructive dialog.



E-COMMERCE FRAMEWORK

City services aren't always free. That's why CivicLive offers an E-Commerce Framework, allowing your City to offer paid online services such as registering for events right alongside cost-free services. In order to maintain security, transactions can be processed using PCI-compliant hosted pay page payment processors.

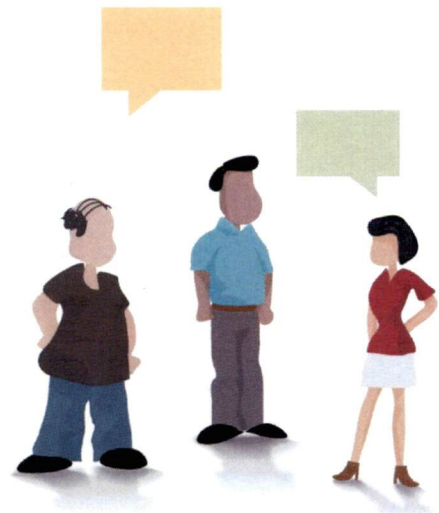


SOCIAL GROUPS

Give your community the power to engage with your government in a focused group environment using our Social Groups module.

Social Groups utilize numerous SitePublish modules in a public or private group context in order to create professional network, build a knowledge base for that specific group, and foster collaboration on documents and other resources shared on the Web.

Now you can give committees, action groups and citizen groups their own place on the web without having to worry about the security of other social networks, or the confidentiality of that specific group's tasks and resources.





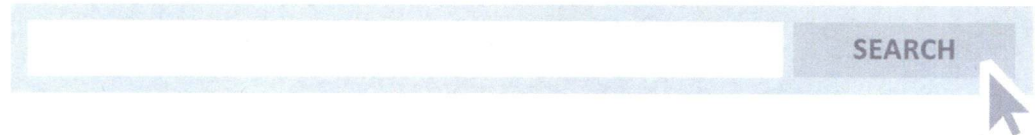
GOVERNMENT BLOGS AND PODCASTS

Make your government's online connection to your citizens more personal by using CivicLive's Blogs & Podcasts module for staff, political figures and other notable people who work with your government. With this module, City representatives can create a web blog that they can update on their own accord and enhance its content richness with podcasts and videos, and use moderated or open commenting from other users.



SEARCHABLE LOCAL BUSINESS DIRECTORY

Just like key City staff can have personal profiles and be searchable in a Staff Directory, so can local businesses. CivicLive can create a Searchable Business Directory for businesses operating in your City that can display search results by customizable filters such as business categories.



EVENT MANAGEMENT & EVENT REGISTRATION

Event Registration enables your users to quickly find and register for upcoming events published to the SitePublish calendar.

Event coordinators and administrators can easily set up events and limit the number of attendees, integrate events with the calendar, view reports on event participation, create waiting lists, and make event-specific Forms.

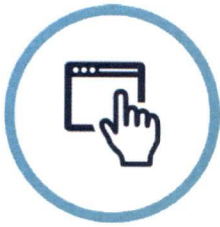
Productivity & Transparency Tools

One of the greatest benefits of choosing CivicLive's eGovernment solution is that it doesn't just offer new ways to engage citizens and make website content management easy for your staff, it also offers new ways for your staff to improve how their primary roles in your government work as well.

Our Productivity, Transparency & Accessibility Management Tools include:

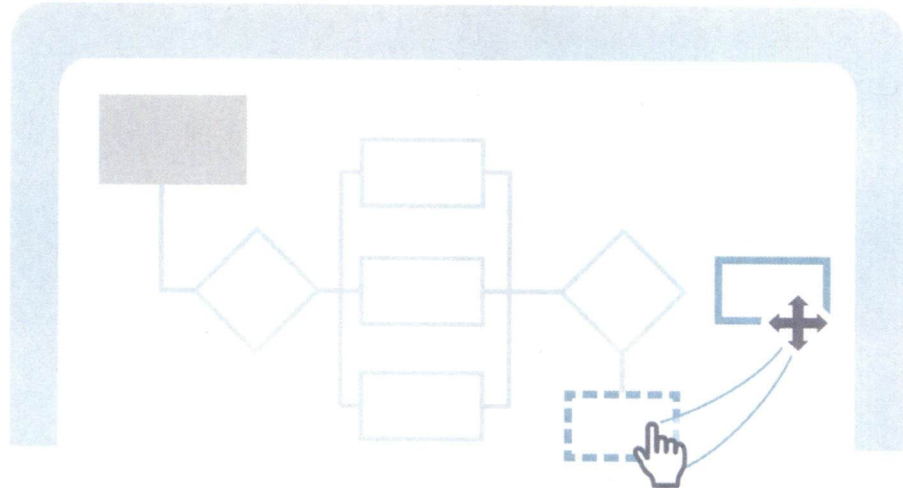
- ☐ Advanced Drag-and-Drop Workflow Manager
- ☐ Meeting Agenda, Minutes and Media Manager
- ☐ Structured Content Publishing Approvals
- ☐ Granular User Permissions
- ☐ Group-based Permissions
- ☐ Activity Logs
- ☐ Full Audit Trails designed to meet legal requirements for government sites
- ☐ Full Content Reporting
- ☐ Integrated Analytics and Reporting
- ☐ Dynamic XML Sitemap
- ☐ Intranet Management
- ☐ Scheduled and Automatic Archiving
- ☐ 'I Want To...' Navigation
- ☐ Mega-Drop-Down Menu Navigation
- ☐ Automatic Breadcrumb Navigation
- ☐ Accessibility Checker
- ☐ Text-Only Page Creation
- ☐ Printer-Friendly Pages
- ☐ RFP Posting
- ☐ Job Posting
- ☐ SSL Support
- ☐ Multiple Independent Website, Subsite and Microsite Management





ADVANCED DRAG-AND-DROP WORKFLOW ENGINE

Making sure your eGovernment solution works smoothly requires a governance structure that makes effective use of your department staff, department managers, and higher-level administrators.



To enable effective web governance structures for important website-related tasks, we offer an intuitive drag-and-drop Workflow Engine that allows your staff to easily map out custom processes and staff duties related to just about everything you need your website to do, such as:

- Manage **content development approval** before content gets published anywhere on the website
- Make sure **Citizen Requests, Reports and Applications** are routed to the right staff and managed effectively
- Review and edit **press releases and news stories** before they are published
- Process **job applications** for job postings published in our Job Postings module
- Simplify **bidding and bid submissions** to publicly tendered RFPs

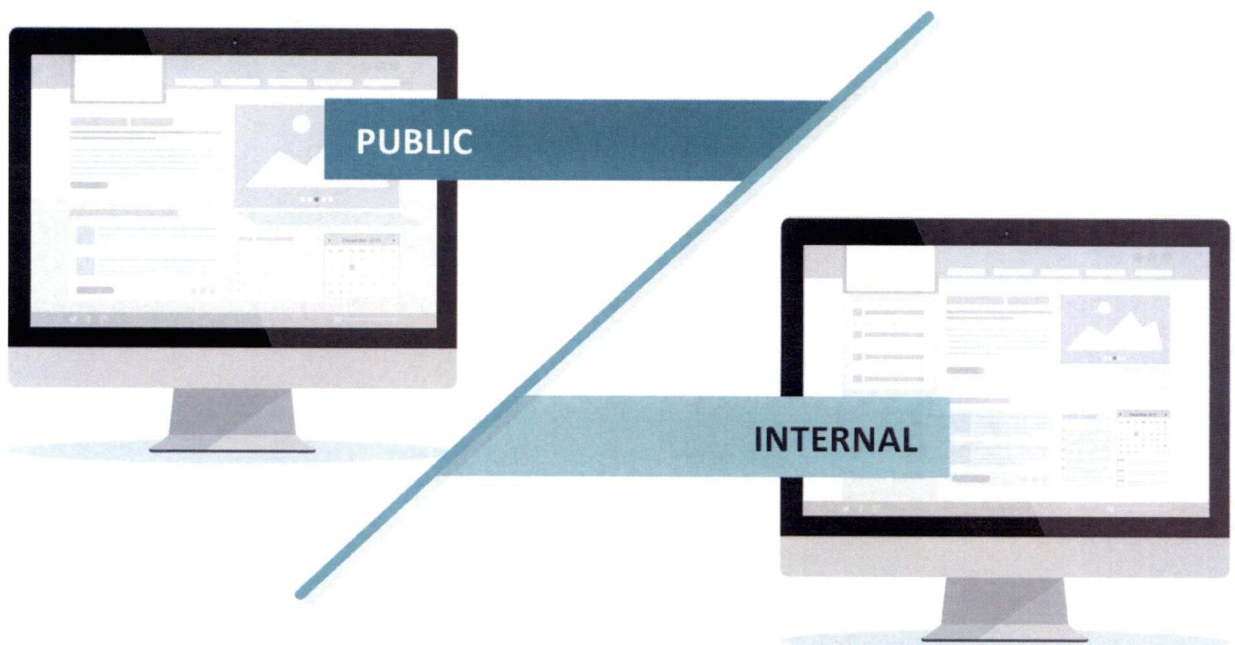


INTRANET & PRIVATE STAFF COLLABORATION GROUPS

Depending on your City staff needs, some form of private web space for inter-departmental collaboration and resource sharing will need to be created.

- For smaller endeavors or specific projects, CivicLive's Social Groups module can be configured to be private and restricted so that only certain staff users can access that group's content and resources.
- For larger endeavors, an entire Intranet site can be created with customized access and content management permissions restrictions.

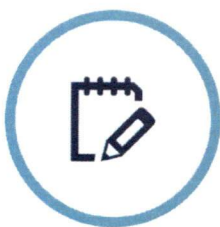
All of SitePublish's useful modules such as Calendars, Document & Media Libraries, Blogs, and Surveys/Polls/Votes can also be used on Intranets as well.



JOB POSTING & APPLICATIONS

Instead of relying on third party applications that create barriers to filling the jobs your City has available right now, simply post those jobs on SitePublish's integrated Job Posting and Applications module.

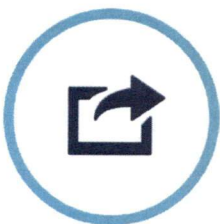
This tool also allows candidates to register as users on your website and submit resumes as attachments to an application form. Just like with our Bid Posting & Submissions module, job applications can also be processed electronically via submission review workflows.



BID POSTING & SUBMISSIONS

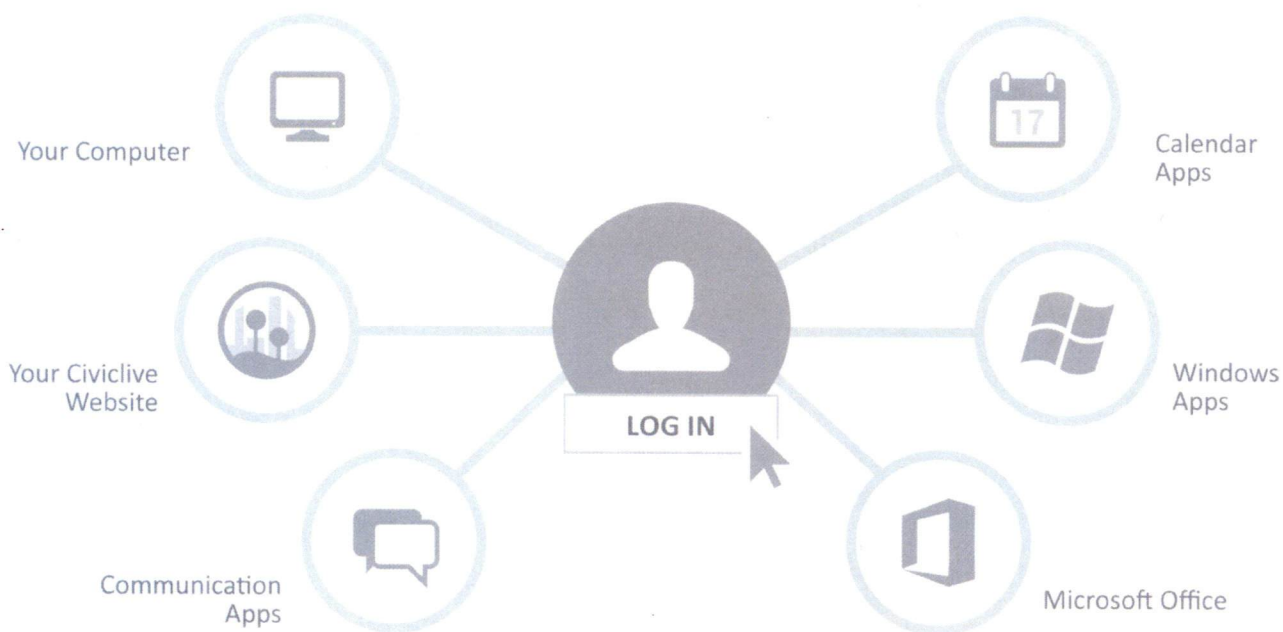
Manage publicly-tendered RFPs, RFIs and RFQs right from initial posting to submission evaluation processes using SitePublish's Bids Posting & Submissions module. Any number of RFPs and their related documents can be uploaded by your staff and made openly available for download or restricted to specific users.

If your City wants to encourage fully paperless bid submission processes, a workflow can be created that ensures bids are routed to the right staff members responsible for evaluating proposals.



SINGLE SIGN-ON SUPPORT

SitePublish supports the latest SAML SSO standards that provide easy integration to identity providers such as ADFS. Identity providers allow for managing user authentication across multiple 3rd party products. This means that users will only have to log in once to have access to multiple applications.





CUSTOMIZE CONTENT PUBLISHING APPROVAL PROCESSES

In order to maintain high-quality and consistent published web content, SitePublish features a Content Approval manager. Publishing Approval Processes support any number of checks, revisions and multiple levels of sign-off to be custom-designed by Administrators. They ensure that content is always approved by the correct user before it gets published and is visible to your whole community. This tool also supports notifications and status reports for all approvals to ensure that the approval process is handled in a timely manner, no matter how complex it may be.



WEBPAGE VERSION CONTROL MANAGEMENT

SitePublish's Version Control Manager enables side-by-side comparison of every version of content history, a particularly useful tool for comparing an existing content version with the latest one before it gets published. With this tool it is easy for authors, stakeholders and administrators to check the content history and see what has been changed. With automatic rollback support to any historical version, switching back to any earlier version is simple.



ENTERPRISE-GRADE PERMISSIONS MANAGEMENT

SitePublish also provides the security and access control that a government website needs. Powerful User Permissions allow control over who can view, create, edit or delete site content. Your Administrators can give specific users the ability to access and modify the webpages or subsections that are most relevant to their role within your City government.



USER ACCESS & PERMISSIONS MANAGEMENT

To make the best of your City's Website management team resources, SitePublish offers Delegated Authoring Capabilities, enabling Administrators to set every user's permissions for content management to embed and use advanced components such as calendars, FAQs and forms without being site-wide Administrators for the entire Website. This feature can save over-worked administrators hundreds of hours a year, and build distributed content authoring and management structure that is perfectly aligned with your City's web governance structure.

Integration With 3rd Party Software

At CivicLive, we want your website to offer a limitless range of functionality, either by solely using our software, or by integrating with preferred external systems.

In order to help your website reach its potential, SitePublish includes a robust set of web services, rich XML support for input and output, and APIs for easy interoperability.

Some examples of how CivicLive integrates with 3rd party software and applications:

- ☐ APIs & Web Services
- ☐ Google Search Integration
- ☐ Google Translate Integration
- ☐ Social Media Feed Integration
- ☐ Social Media Sharing [like, tweet, +1, etc.]
- ☐ Interactive Links Integration
- ☐ E-Pub Reader Integration
- ☐ Flickr & Google Photos Integration
- ☐ ArcGIS Integration
- ☐ Google Analytics Support
- ☐ PCI-Compliant Online Payment Processing Integration
- ☐ YouTube and Vimeo Player Support
- ☐ RSS
- ☐ SQL Server
- ☐ LDAP



Support, Hosting & Maintenance

CivicLive has proposed a Software-as-a-Service (SaaS) solution as our response to your Website Redesign & CMS project's long-term requirements.

With a SaaS solution, your City administrators will enjoy:

- ✓ Access to CivicLive's friendly Technical Support team for any service-related or usability-related needs;
- ✓ The freedom to have as many users as your City needs;
- ✓ Hassle-free software maintenance for our SitePublish CMS;
- ✓ Reliable, enterprise-grade website hosting & data protection services.

[CivicLive's] replies are always pertinent and expedient. I appreciate the service they are providing and I believe it is a real asset to our community. Thank you for providing us with excellent service, staff and products.

Judy Pennell
HFHS IT



TECHNICAL SUPPORT SERVICES

Technical Support Services provisioned with a SaaS solution are as follows:

■ A TOLL-FREE SUPPORT HOTLINE

During our extended business hours, your users can contact CivicLive's Technical Support Team directly using a toll free telephone number. This number is first directed to your Dedicated Support Specialist, and then to an alternate team member if they are not available.

■ EMAIL SUPPORT

Submitting support inquiries via email to your dedicated support specialist is a great way to outline more complex support issues that may result in a Development Ticket or Design Ticket being issued for a specific request.

■ LIVE ONLINE CHAT

Technical support via Live Chat is also provisioned as part of our SaaS solution in order to get access to fast, over-the-web help from a Technical Support Specialist. Live Chat help is particularly beneficial for in-context usability assistance (ie: getting an answer to a software usability-related question that arises at that exact time).

■ EMERGENCY PAGER SUPPORT

For off-business hours emergency support requests, CivicLive offers a pager number that notifies your dedicated Support Specialist that your CMS Administrators have called in to support. Emergency support via pager is prompt, which maximum response times averaging 15 minutes, 24 hours a day.

■ A STRUCTURED ESCALATION PROCESS

CivicLive offers a structured procedure for any technical support-related issues that are escalated past the point of a CivicLive Technical Support Specialist's capabilities. This escalation procedure involves first deferring to the CivicLive Client Engagement Manager, and then, if necessary, to our company's Chief Technical Officer.

■ TECHNICAL SUPPORT TICKET TRACKING

For support issues that aren't resolved over the phone or within 24 hours, CivicLive's Technical Support Specialists keep your City staff up-to-date by creating and managing Support Tickets. Email updates on support progress are sent to your designated staff contact person from initial definition to resolution, ensuring effective communication and documentation of the support issue exists for reference.

■ ACCESS TO CUSTOMERNET – OUR CLIENT INTRANET

Your system administrators can be given access to CivicLive's private customer intranet, CustomerNet. CustomerNet serves as a collaborative web space where your staff can participate in discussions related to tips and tricks on using our software, accessing user manuals and videos, read up on CivicLive news, and more.



UNLIMITED-USER SOFTWARE LICENSE

CivicLive doesn't want to limit any City's website management experience and processes by limiting the number of staff users who assume web management roles using our SitePublish CMS software. That's why CivicLive's Software-as-a-Service solution includes an unlimited-user software license that is bundled together along with technical support and software maintenance services in to one low annual services fee.

In other words, the Santaquin's web governance team will never feel pressured to limit the number of users on the SitePublish CMS; any member of your City's staff can contribute to your new eGovernment strategy!

We may be implementing SitePublish for one website right now, but our CMS can be used by your City to manage all of the websites you operate for years to come. Site Management tools can be used to administrate multiple sites your City departments maintain independently from www.santaquin.org.



SOFTWARE MAINTENANCE & UPGRADES

CivicLive invests considerable resources in to the long-term maintenance and development of our SitePublish CMS software. We give every client access to our software maintenance and upgrade services in order to ensure the SitePublish CMS your City uses is always the latest and best version of our software. Benefits of our Software Maintenance and Upgrades include:

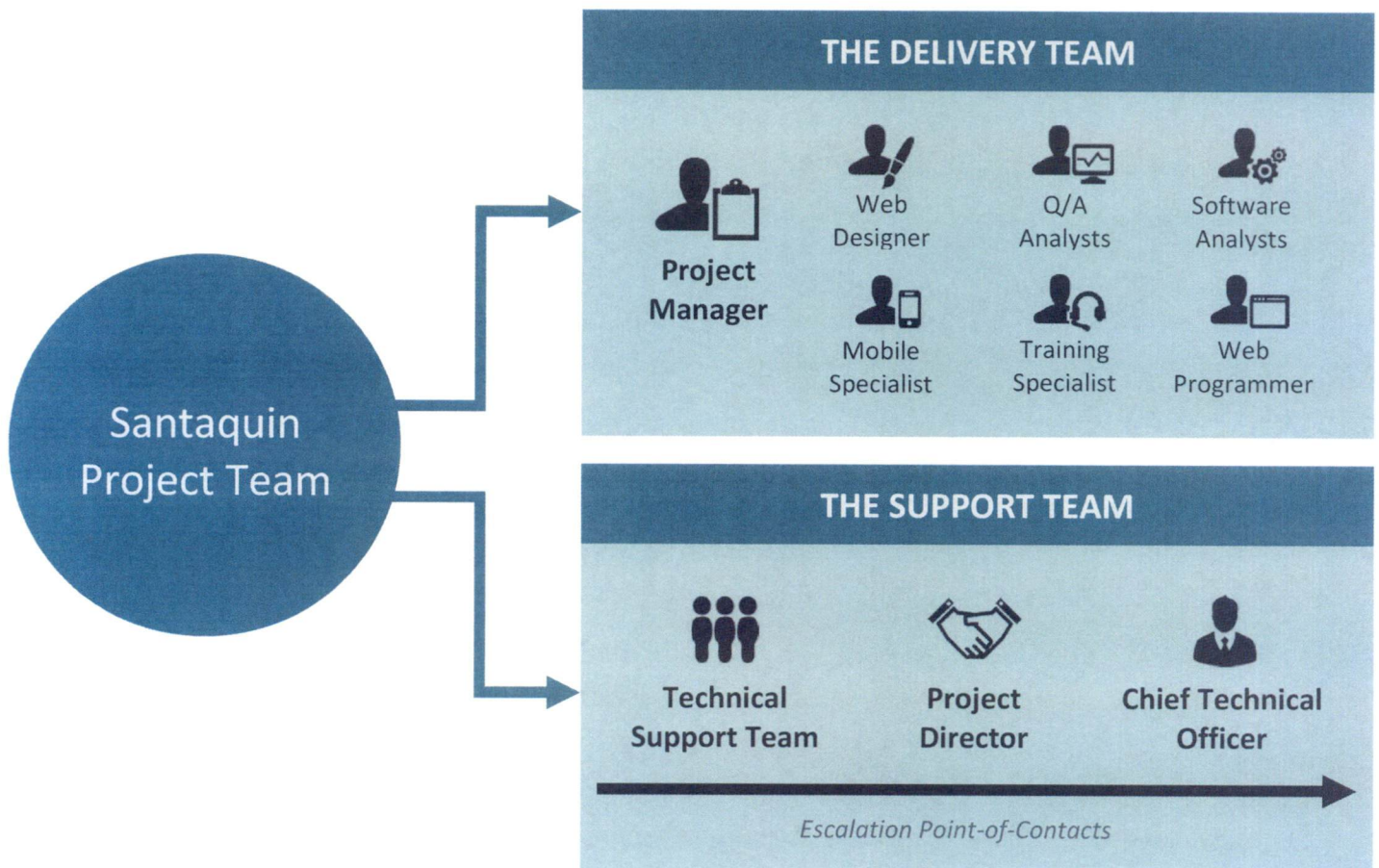
- ✓ Getting access to the latest eGovernment tools and modules we develop for SitePublish
- ✓ Ensuring that software is always up-to-date with CivicLive's latest security standards
- ✓ Software upgrades are handled by CivicLive's team, which means your IT team never has to worry about spending time on installing updates themselves

HOW WE'LL COMPLETE YOUR PROJECT

In this section, we introduce CivicLive's team, provide an in-depth look at the project management methodology we use to develop and implement your eGovernment website, and offer an estimated project timeline based on your RFP's initial Scope of Work.

Our Team & Your Team

The success of your Website Redesign & CMS project is assured thanks to the multi-disciplinary team of technical specialists that CivicLive will assign to completing it, and to the commitment your City's Project Team staff will make to ensure that all necessary information and communications are exchanged promptly.





THE CIVICLIVE DELIVERY TEAM

CivicLive's Delivery Team is the team of technical professionals that perform all of the tasks in CivicLive's SmartWork Project Implementation Methodology. These tasks include project management, website design and implementation, CMS configuration, training, and quality assurance.



MATTHEW O'DONNELL

CivicLive Project Manager

🎓 Bachelors of Engineering in Electronic and Computer Systems, Honours

★ KEY TECHNICAL SKILLS

ASP.NET, Solution Design, HTML, CSS, JavaScript, API Integration Solutions

💬 PROFILE

CivicLive's Project Manager assigned to your project is Matthew O'Donnell – a dedicated technical and client specialist whose work extends to numerous recent and ongoing CivicLive implementations. Since joining CivicLive in 2009, Matthew has successfully provided implementation and project management services for a wide range of clients.

Matthew's detail oriented approach, on-going training in project management, body of knowledge and ability to focus on the needs of the customer ensure the quality of his projects. Matthew will be the primary point of contact between your City's Website Project Team and the CivicLive Delivery Team throughout our SmartWork Project Implementation Process.



SAMANTHA WONG

Design Team Lead and Design Manager

🎓 Bachelor of Design (Hon) Communications & Design

★ KEY TECHNICAL SKILLS

HTML, CSS3, JavaScript, Adobe Creative Suite, Responsive Web Design

💬 PROFILE

Samantha combines over 8 years of professional design, branding, and technical expertise in public and private sectors with a unique flair for original creative design and digital illustration.

Sam's input into the creative design and branding aspects of your Website Redesign & CMS project will be instrumental in leading the design team in creating a look and feel for www.santaquin.org that will drive user engagement and enhance your City's branding and identity.



BRITTANY HANNON

Usability & Mobile Optimization Specialist

 Web Design,
Graphic Design (Hon),
Humber College

★ KEY TECHNICAL SKILLS

HTML, CSS, jQuery, Responsive Design,
Usability Testing

PROFILE


Brittany is a creative and technical specialist whose HTML and JavaScript web design skills have given her a reputation as a usability expert. She fulfills the crucial Usability & Mobility Optimization Designer role at CivicLive, where she focuses on turning design mock-ups and wireframes into a usable, cross-platform-compatible website through technical design implementation processes.

Brittany uses industry best-practices in order to test sites for usability, accessibility and functionality, as well as tracking adherence to privacy and protection guidelines. Brittany's great eye for colour and composition continually raises the bar of graphic and web design for our clients.



GRACE LIU

QA Analyst

 Bachelor of Science,
Computer Engineering

★ KEY TECHNICAL SKILLS

C#, HTML5, ASP.NET, Usability Testing

PROFILE

Having been an invaluable CivicLive Quality Assurance team member for nearly seven years, Grace now leads the QA Analyst team and provides final approval on every version release of the SitePublish CMS software that will be used extensively in our eGovernment solution.



JUDY WANG

Development Manager

🎓 Masters of Science,
Computer Engineering

★ **KEY TECHNICAL SKILLS**
C#, ASP.NET, Technical Design

💬 **PROFILE**

Judy has over fourteen years of software development and analysis experience. She is an expert in analyzing, designing and developing enterprise multi-tier Web applications.

As a member of the CivicLive team for over seven years, Judy has led a team of developers whose work is deployed through the ever-expanding selection of SitePublish CMS modules.



THOMAS VERGHESE

SitePublish CMS Training Specialist

🎓 Bachelor of Science,
Computer Engineering

★ **KEY TECHNICAL SKILLS**
C#, HTML5, ASP.NET, Usability Testing

💬 **PROFILE**

Thomas will support our Training solution, developing training materials and directing the training sessions that we've included with our proposal to teach your staff how to use our SitePublish CMS and become effective website content managers.

Thomas has dedicated his skills to developing, customizing and delivering onsite and online training programs for the our SitePublish CMS that have been applied by thousands of public sector staff ranging from skilled webmasters to non-technical department managers and teachers.



THE CIVICLIVE LONG-TERM SUPPORT TEAM

Once your Website Redesign & CMS project's core scope is complete and your web solution is live, Santaquin staff are introduced to CivicLive's Long-Term Support Team, a team of professionals who will be your go-to contacts throughout the duration of your Contract Term for everything from user support-related issues to future eGovernment projects your City wants CivicLive to complete.



TREVOR MACKAY

Technical Support Team Lead

🎓 Bachelor of Arts,
English w/ Philosophy Minor

★ **KEY TECHNICAL SKILLS**
Instructional Documentation Development,
SitePublish CMS Troubleshooting, HTML, JavaScript

💬 **PROFILE**

Trevor MacKay is CivicLive's Technical Support Team Lead, coordinating a team of support specialists who serve our numerous clients on solving immediate technical and user-experience-related issues as well as longer-term user engagement.

In addition to being available for live technical support via telephone, email and live chat, Trevor also leads CivicLive's end user supporting documentation initiative, personally developing webinars, instructional videos, blog posts and manuals that help end users learn more about the ever-increasing capabilities of our software.



PADRAIG O'SHEA

Project Director

🎓 Hon. Bachelor of Science,
Computer Engineering

★ **KEY TECHNICAL SKILLS**
Technical Design, C#, API Development &
Integration Solutions, HTML, JavaScript, CSS

💬 **PROFILE**

As CivicLive's Project Director, Padraig provides overall product development strategy for our eGovernment solutions from a product roadmap perspective as well as a client-specific solutions perspective.

Your City will be communicating with Padraig throughout the initial relationship-building stages to get your Website Redesign & CMS project off the ground, and may also work with him again on future projects that require his expertise. Padraig is also the second tier contact person for any support escalations that are not immediately resolved by CivicLive's Technical Support Specialists.



RECOMMENDED SANTAQUIN PROJECT TEAM RESOURCES

In order to ensure your City is prepared to participate in the Website Redesign & CMS project, CivicLive recommends the following staffing commitments from Santaquin stakeholders and staff.

Although these recommendations have been separated by roles, it is common that multiple roles be filled by the same individual on City Project Teams.

■ 1 PROJECT MANAGER

A Project Manager will serve as the main point of contact during the life of your contract with CivicLive. They will act as the liaison and prime partner for CivicLive's Project Manager. Although not mandatory, CivicLive highly recommends that your Project Manager be an individual with some degree of technical qualifications or experience, such as a City IT Professional.

■ 1-4 PROJECT IMPLEMENTATION TEAM

The Project Implementation Team are staff members involved in the planning and management of your site's implementation. Ideally, this team is – or will become – your City's Web Governance Committee – and will provide guidance on how your City's long-term web content strategy will impact your new website's design and functionality during every stage of our SmartWork Implementation Methodology, especially the Envisioning and Planning phases. These staff members will also be the core team that provides the vast majority of the feedback during the many client-side review periods that occur during our SmartWork Implementation's various phases.

■ 1-5 CONTENT AUTHORS

At least one content author - someone who will post material to the website regularly - should attend training to gain mastery over SitePublish's many intuitive content creation and editing tools.

■ MEDIA & DIGITAL ASSETS

After initial project launch, we recommend that your Project Team gather logos, photos, videos, documents, and other pertinent files that may be stored offline. This will facilitate the migration of that content to SitePublish, which will in turn streamline the quality assurance process.

The SmartWork Project Implementation Methodology

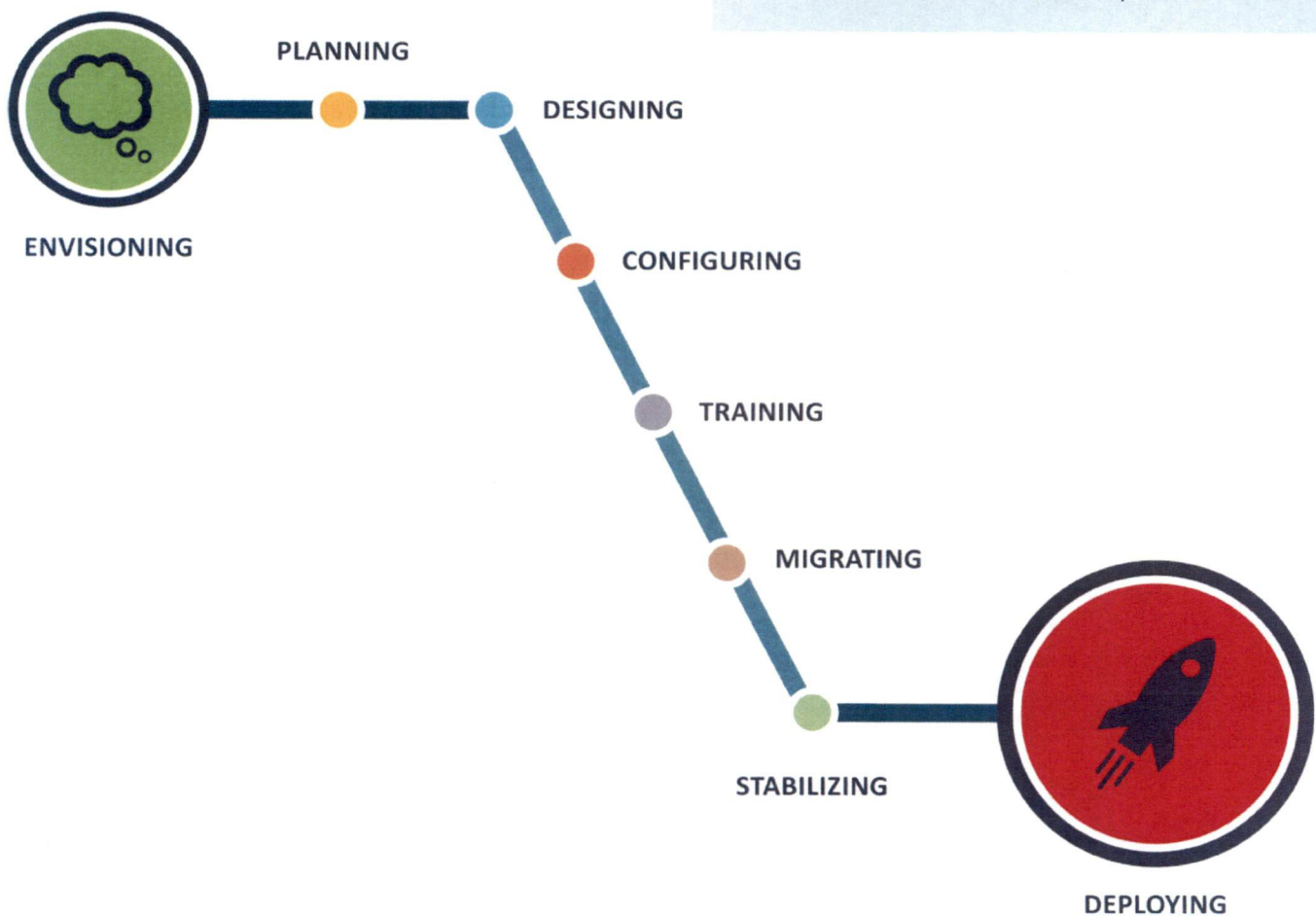
CivicLive uses a proven 8-phase project implementation methodology called SmartWork to take your eGovernment project from conceptualization planning to a complete implementation that ends with a live website.

SmartWork’s 8 phases are each designed to address specific project milestones. Via our Project Manager, your City Project Team gets to interact with a number of CivicLive technical specialists throughout the SmartWork implementation.

Learn more about SmartWork’s 8 phases, key project milestones, and the numerous project deliverables in the following section.

“For someone that is not so tech-savvy, I was able to follow the lead of the folks at CivicLive to help create our site. We were asked for our input, what we wanted, how we wanted it to look, and it’s like they used the images in my mind. I appreciate the weekly one-on-one calls with our implementation analyst, Kevin Nguyen. He explained the system and web creation tools to me in a way that made sense. With his approach, I was less intimidated. I felt comfortable with the process, and even enjoyed it. The trainer, Thomas, did such an excellent job with me and with our staff. When he left, we felt confident that we’d be able to transfer content and create content. Thanks, CivicLive!”

Natalee Flynn
Clearfield City PR Coordinator





THE ENVISIONING PHASE

The Envisioning phase kicks-off your Website Redesign & CMS project and is designed to create a dialog between your project team and our Project Manager about what the goals and constraints of the project are.

After the project kick-off meeting, our Project Manager creates a project roadmap in a Vision Scope Document which is used to begin the more technical project planning that occurs in the next phase.

The Envisioning Phase typically only lasts for one or two days; a meeting day, and a day for our Project Manager to finalize **the Vision Scope Document** - the first Website Redesign & CMS project deliverable your team receives from CivicLive.



THE PLANNING PHASE

This phase is dedicated to detailed requirements gathering about specific aspects of the project and how our proposed solution will address them. Everything from the most general creative elements to the most specific technical details are outlined, and will include project elements like:

- CivicLive Team and Santaquin Team Roles & Responsibilities by SmartWork Phase
- SitePublish Configuration Functional Specifications
- Webpage Content Migration Plan
- Stabilizing & User Acceptance Testing Plan
- Long-Term Software Update & Maintenance Plan

The Planning phase closes with the project's first milestone and second deliverable: the creation and sign-off of the Master Project Plan and Project Charter – critical documents that will be used by both teams as the project progresses.



THE DESIGNING PHASE

Citizen engagement, usability and effective web presence-building all depend on quality web design work. And that's why CivicLive places so much emphasis on the Designing phase of our project – we want to ensure your Website Redesign & CMS project results in the most tangible success indicator – a beautiful, usable website!

We want to make sure our design work is exactly what your City staff, citizens and other stakeholders want, which is why we've broken down the Designing phases in to 4 processes that begins with a Design Vision & Analysis surveying process, and ends with the CivicLive Design Team implementing the design elements in our SitePublish CMS.

THE DESIGN VISION & REQUIREMENTS-GATHERING PROCESS

CivicLive begins the Designing phase with a process focused on determining the unique needs of your community and gathering relevant requirements that will shape your website's look and feel.

This process is focused on developing a plan for addressing the following 5 critical elements of eGovernment web design:

- ✓ Usability
- ✓ Simplified Access to Information
- ✓ Consistent, Beautiful Look-and-Feel
- ✓ Search Engine Optimization
- ✓ Web Accessibility

Everything we plan, design and build in the Designing phase will consider those five tenets. And, in order to get started on the right path, the Design Vision and Requirements-Gathering Process gets our Delivery Team and the Santaquin Project Team thinking about – and planning out – design-related deliverables with these aspects in mind.

This Design Vision and Requirements-Gathering Process can include the following tasks and deliverables:

- An open or closed survey of Santaquin staff website design input.
- Use Cases and Stakeholder Usability Scenario documents with planned solutions for improving those scenarios through design-related elements.
- A Website Design forum in your community to get in-person feedback on desired functionality and design suggestions from external stakeholders such as citizens.

85%
of users want to find
the information they
are looking for
in 30 seconds or less
and leave the site if
they're unsuccessful

THE ITERATIVE INFORMATION ARCHITECTURE DESIGN PROCESS

A good Information Architecture (IA) – *how the information is structured* – ensures a website’s information is structured logically and is easy to navigate.

Building the best possible Information Architecture will not just offer immediate usability improvements – it’ll help Santaquin staff maintain and expand the website’s content for years to come. Our Iterative Information Architecture process is our Designing phase’s first collaborative step and involves our Design Team, our Project Manager, and your City project team. Together, this group applies the planning and analysis conducted in the Design Vision & Usability process to a site map that will outline how information is defined, structured and linked to across the whole website in terms of page hierarchies. This process focuses on organizing webpages and other web resources in a structure that is aligned with users’ needs, your City’s organizational requirements, and search engine optimization.

The Information Architecture process ends with the first major milestone of the Designing phase: ***the Finalized Website Information Architecture.***

“The new city website now reflects the true character of Redmond, and the navigation is easier, quickly getting to where you want to go, often with just one click.”

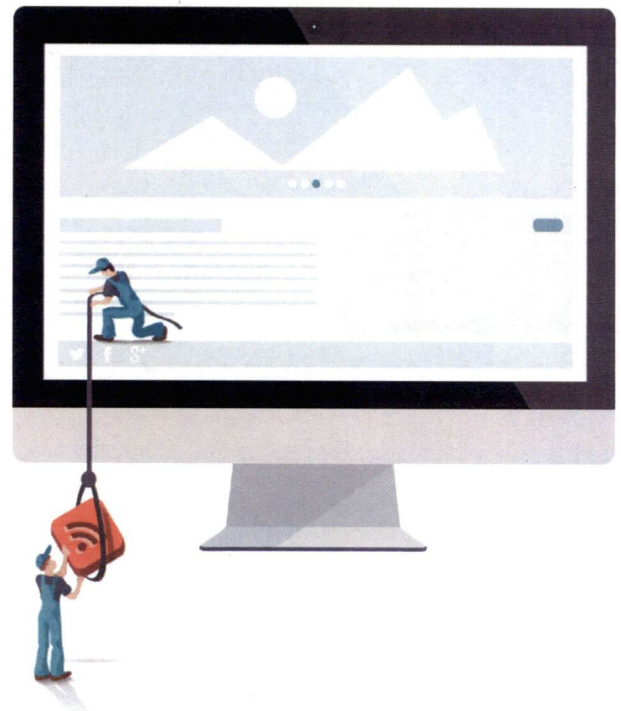
John Marchion
Mayor of Redmond, Washington

THE ITERATIVE WIREFRAME DESIGN PROCESS

Wireframing is an iterative design process that examines page-level information architecture, as opposed to the site-wide information architecture that was planned in the previous process.

Wireframing is an industry-standard web design process that is great for giving your City staff the chance to see how much information is best displayed on the homepage and various types of subpage templates. Wireframing is a highly interactive iterative process, and is our Designing phase’s first opportunity for your staff to visualize (and participate in!) the usability and accessibility improvements CivicLive will make to your website.

The Wireframing process culminates with the following critical deliverable: ***the Finalized Wireframes.***



THE ITERATIVE INTERFACE DESIGN PROCESS

In this stage, CivicLive adds color and depth to the website's design wireframes to bring the site to life and ensure that it will build a strong, positive image for your City.

We want it to become an effective web marketing asset just as much as it will become an eGovernment web services asset to your community, which is why this completely iterative process only ends when your project team is completely satisfied with the work we've done.

This is where we create the website's Look and Feel.

We believe that the look and aesthetic of a website contributes a lot to its success. www.santaquin.org's look-and-feel will convey the image and appeal of Santaquin. A strong design theme will also aid with site navigation and entice users to return in the future.

Here are some examples of design elements we address during this process:

■ PROPER LOGOS & UNIFYING HEADERS/FOOTERS

Consistent use of the City's logo and headers to merge appropriately with the homepage and all subpages.

■ STANDARD NAVIGATION & SEARCH

Standard, simple, easy-to-use navigation features such as breadcrumb hyperlinks will tell users where they are, where they've been and where they can go, while a helpful, accurate search option will be on every page to provide an alternative content discovery option.

■ DIFFERENT TYPES OF NAVIGATION ELEMENTS

A combination of mega drop-down menus, side and top waterfall drop-down menus, breadcrumb hyperlinks, graphical quick links tables, and other navigation elements will make it easy for users to track where they are and where they want to go. Our idea of successful navigation elements includes making it possible to find virtually any web content within three clicks of a user's current location.

■ TONE & COLORATION

Contrasting tones will be used between text and background images to reduce eyestrain, while the background shall be comprised of muted tones that are subtle and never overpowering.

■ CONSISTENT DESIGN THEME & BRANDING

Consistent look and feel throughout the site will prevent users from getting overwhelmed and lost within the site. This is facilitated through the use of Subpage Template design(s).

THE TECHNICAL IMPLEMENTATION & PAGE TEMPLATE CREATION PROCESS

Once the interface design, wireframes and information architecture have been approved by your project team, CivicLive will begin applying those design deliverables to a selection of responsive-designed webpage templates in SitePublish. These pages are what the CivicLive Analyst will use for configuring the numerous SitePublish eGovernment modules your City website will feature in the Developing phase.

CivicLive also uses this final stage of the Designing phase to address numerous user accessibility requirements – many of which are mandatory for public sector websites – and search engine optimization requirements. Addressing these requirements at the page template level allows CivicLive to make sure Santaquin staff don't have to worry about managing them, although our Training phase will give them the knowledge to do so.

■ USING HTML, JAVASCRIPT, AND CASCADING STYLE SHEETS (CSS)

Style sheets are the primary method we ensure a consistent look and feel throughout the website. The design team utilizes HTML, JavaScript and CSS to give the user the best possible online experience and improve the look-and-feel of a site as it is viewed across multiple browsers and devices.

■ PAGE-LEVEL SEARCH ENGINE OPTIMIZATION CONFIGURATION MAKES THE WEBSITE SEARCHABLE

While great search engine optimization (SEO) is maintained with content management best practices, the foundation of SEO is in the page-level details. Making the site authoritative, available and readable to both humans and search engines is a key process that includes content & source code optimization, navigation and internal links optimization; meta-tag creation/adjustments, and XML sitemap creation – all of which your users can be trained on in order to effectively manage SEO over the long term.

■ CROSS-BROWSER COMPATIBILITY TESTING

CivicLive conducts rigorous cross-browser compatibility and consistency testing using both traditional PCs and Macs as well as mobile devices such as smartphones and tablets. Our industry-standard range of supported and tested web browsers includes:

- ✓ Internet Explorer ver. 9+
- ✓ Google Chrome ver. 26+
- ✓ Apple Safari 5.1+
- ✓ Mozilla Firefox 16+
- ✓ Opera 12.1+

Potential tourists and investors who cannot find the information they need will not convert into revenue sources.

■ NETWORK & CONNECTION ACCESSIBILITY

CivicLive can design your website to accommodate varying network connection speeds that users in your City may have. Our Design Team can employ smaller file sizes for images and other multimedia, and conduct page load time testing to ensure webpages load within desired limitations on slower Internet connections.

■ ADA AND W3C GUIDELINES AND STANDARDS COMPLIANCE FOR USERS WITH SPECIAL NEEDS

CivicLive is committed to maintaining eGovernment website accessibility no matter what kind of limitations a user may face, which is why the websites we build are designed to conform to W3C and ADA guidelines at multiple levels. During the technical implementation & page template creation process, the CivicLive Design Team can use numerous accessibility-building resources and options that will help disadvantaged users groups, such as:

✓ Visually-Impaired Users

Text-only page versions can be created that allow screen reader applications to easily create an audio playback of the webpage's content, ensuring visually-impaired users don't miss desired content on your website, and allows for easy site navigation.

✓ Users with Reduced Eyesight

CivicLive accommodates these users with page template elements such as larger and legible headers and text, or text size increase/decrease buttons.

✓ Hearing-Impaired Users

For hearing-impaired users, CivicLive can embed transcripts of spoken audio clips and video players that provide a subtitle option.

✓ Users with Alternative Preferred Languages

Many language tools exist that CivicLive can leverage in order to offer users access to your website's information in their preferred language, such as:

- Using a **Google Translate** dropdown menu as part of all of your webpage templates so users always have the option to switch language on every page.
- **Landing pages** that prompt users to select their preferred language from a list, or press a button corresponding to their language that then serves each page the user navigates to in the correct language. These translation choices can also be bookmarkable so that users can bypass language choice pages and go straight to what they want the next time they're on the website.

The successful completion of the Designing phase results in the following critical project deliverables:

- ☐ Finalized Website Information Architecture
- ☐ Finalized Responsive Website Interface Design
- ☐ Finalized Website Design Wireframes
- ☐ Finalized Responsive Webpage Templates



THE CONFIGURING PHASE

The Configuring phase is where CivicLive fully configures your eGovernment software solution – a custom deployment of our SitePublish CMS's many modules and tools that Santaquin staff will use for everything from day-to-day content management to delivering online services to your community.

This phase houses the bulk of CivicLive's technical implementation process and requires minimal input from Santaquin staff. Our team of Analysts completes this phase using a simple 4-step approach that covers everything from setting up the technical staging environment to integrating external software applications.

1

PROVISIONING THE ENVIRONMENT

CivicLive Analysts create the server environment that is used from this phase right up to the end of the stabilizing phase.

2

SITEPUBLISH BASE INSTALLATION

A CivicLive Analyst installs the SitePublish CMS with out-of-the-box functionality on the environment and conducts a preliminary round of testing.

3

SITEPUBLISH TECHNICAL CONFIGURATION

Once SitePublish's out-of-the-box testing and installation process is complete, our Analysts begin configuring SitePublish modules based on the technical specifications outlined in the Planning phase.

4

3RD PARTY SOFTWARE & SOCIAL MEDIA INTEGRATION

Once the SitePublish modules are fully-configured, external applications that were part of your Technical Specifications (such as Language Translation Tools, GIS tools, Social Media accounts and feeds, Analytics, and E-Commerce applications) are all integrated with SitePublish.

The deliverables of the Configuring phase are all software-related, and include:

- ☐ Provisioned Environment
- ☐ Installed and Configured SitePublish CMS
- ☐ Integration of Any Desired 3rd Party Software



THE TRAINING PHASE

In order to ensure your staff have everything they need to effectively manage your City's website over the long-term, CivicLive dedicates an entire phase of our project implementation methodology to training the staff that will use our software based on the type of roles they will fulfill.

Our training plan will include sessions that are tailored to the unique needs of your staff, many of which may fall under one of the four general training session types:

■ WEB ADMINISTRATOR TRAINING SESSION

Training for system administrators on the solution's backend. Focuses on imparting top-level technical knowledge of how SitePublish works. These users will become your highest-tier webmasters and primary points-of-contact for CivicLive throughout the lifetime of your partnership with us.

■ POWER USERS SESSION

Training for standard tool power users such as Content Managers. Focuses on detailed skills building to enable effective and efficient use of all of SitePublish's modules and tools.

■ DEVELOPER TRAINING SESSION

In-depth background training on SitePublish suitable for staff who will enhance or develop the code base or extend the software in house. This training is only required by clients with IT Administrators who wish to conduct in-house custom development using our software or take advantage of web services and APIs to integrate with third party applications.

■ TRAIN-THE-TRAINER SESSION

Advanced training, focusing on promoting the skills and knowledge needed to train new users on the system. Participants in this course should have already taken the administrator or power user courses.

Our Training phase marks a critical milestone in the SmartWork Implementation Methodology, and ends with these two deliverables:

- ☐ Fully-trained Santaquin staff ready to conduct Content Migration and User Acceptance Testing
- ☐ Training documents and multimedia such as user manuals and how-to videos for specific SitePublish modules



THE MIGRATING PHASE

The goal of CivicLive's Migrating phase is to transfer your existing content from www.santaquin.org to the corresponding webpage based on your CivicLive website's new information architecture.

The Content Migration process is accomplished through two processes that typically occur simultaneously:

■ COLLABORATIVE WEBPAGE CONTENT MIGRATION & OPTIMIZATION

The CivicLive Content Migration Specialist and members of your project team conduct manual page content migration; optimizing and transferring desired web content from your live website to pages where that content is needed based on the IA developed in the Designing phase.

■ AUTOMATED & MANUAL DOCUMENT MIGRATION

For high volume document and file migration, the CivicLive Project Manager may opt to implement an automated document migration process. However, this process can be handled manually by CivicLive's Content Migration Specialist and members of your project team for most projects.

The Migrating step in the CivicLive Implementation Process results in the following deliverables:

- ☐ Internally-Launched Beta Website
- ☐ Santaquin Staff-Approved Web Content



THE STABILIZING PHASE

CivicLive believes that testing and QA is best done prior to a website's launch. This is why we dedicate an entire phase for two different critical types of testing:

■ CIVICLIVE'S QUALITY ASSURANCE (QA) PROCESS

CivicLive's Quality Assurance Specialists conduct our stringent QA process that is designed to discover problems before the site goes live to the public. These issues can range from content errors such as typos or blank pages to potential problems with code used on page templates. Examples of QA tasks include:

- ✓ Verifying Page Consistency
- ✓ Verification of all Website Links
- ✓ Testing to Ensure All Scripting Works
- ✓ Webpage Content Print Testing
- ✓ Final Cross-Browser Compatibility Testing

Key deliverables of the Stabilizing phase are:

- ☐ Fully QA'd Website Ready to Go Live
- ☐ QA Testing Documentation

■ SANTAQUIN STAFF USER ACCEPTANCE TESTING PERIOD

We also use the Stabilizing phase as a chance for your City staff to get familiar with their new eGovernment website, explore its content, and provide any final feedback that may affect the website before it goes live. Although we recommend setting a time limit on this period, it can last as long as your staff want it to in order to feel completely satisfied that the website meets their expectations.



THE DEPLOYING PHASE

In SmartWork's final phase, CivicLive launches www.santaquin.org to the public. Our team performs any remaining knowledge transfer with Santaquin staff and conducts a final Quality Assurance process as the website goes live in order to ensure the launch goes smoothly.

CivicLive can also provide post-deployment services such as tracking citizen engagement with analytics and conducting stakeholder satisfaction surveys if desired.




Key deliverables of the Deploying phase are:

- ☐ A Live Website!
- ☐ Introduction to the CivicLive Technical Support Team








Estimated SmartWork Project Timeline

The following table provides an estimated project timeline and highlights project milestones using our SmartWork Project Implementation Methodology.

Website Redesign & CMS Project Timeline		Est. Duration
 THE ENVISIONING PHASE		1 Day
Project Kick-Off Meeting		
 THE PLANNING PHASE		15 Days
Draft Master Project Plan & Charter		
Client Reviews Project Plan & Project Charter		
MILESTONE: Finalized Project Plan & Charter Documents		
 THE DESIGNING PHASE		25 Days
Conduct Vision & Requirements-Gathering Process		
Conduct Iterative Information Architecture Process		
Conduct Iterative Wireframing Process		
Conduct Iterative Interface Design Process		
MILESTONE: Finalized Website Design		
Implement Responsive Webpage Templates in CMS		

continues on the following page >

Website Redesign & CMS Project Timeline [cont'd]		Est. Duration
 THE CONFIGURING PHASE		30 Days
Provision Staging Environment		
Install SitePublish on Staging Environment		
Configure SitePublish Modules		
Integrate 3rd Party Software		
MILESTONE: Fully-Configured SitePublish CMS Technical Solution		
 THE TRAINING PHASE		3 Days
Conduct Training Sessions		
MILESTONE: Fully-Trained Santaquin Staff		
 THE MIGRATING PHASE		15 Days
Collaborative Web Content Migration		
Collaborative Document & File Migration		
MILESTONE: Internal Beta Website Launch		
 THE STABILIZING PHASE		20 Days
CivicLive Quality Assurance [QA] Process		
Santaquin Staff User Acceptance Testing [UAT] Period		
 THE DEPLOYING PHASE		1 Day
FINAL MILESTONE: Website Launch!		

COST PROPOSAL

The following section outlines CivicLive's One-Time and Annual fixed fee structure we've created in order to meet your Website Redesign & CMS project's requirements. Please contact the Proposal Developer if you have any questions about CivicLive's fixed fee-based pricing model.

One-Time Implementation Fee		\$23,650.00
Our One-Time Implementation Fee covers costs associated with designing, developing and implementing your new website using our SmartWork Methodology. Key deliverables per SmartWork phase include:		
Envisioning & Planning Phase Deliverables <ul style="list-style-type: none"> <input type="checkbox"/> Kick-Off Meeting <input type="checkbox"/> Finalized Project Plan <input type="checkbox"/> Project Charter 	Designing Phase Deliverables <ul style="list-style-type: none"> <input type="checkbox"/> A Completely New Responsive Website Design for www.santaquin.org with our 100% Design Satisfaction Guarantee 	
Configuring Phase Deliverables <ul style="list-style-type: none"> <input type="checkbox"/> Complete SitePublish CMS Software Configuration <input type="checkbox"/> Integration of Desired 3rd Party Software 	Training Phase Deliverables <ul style="list-style-type: none"> <input type="checkbox"/> Completion of Training Sessions <input type="checkbox"/> User Manuals, Videos, and Access to Online Resources 	
Migrating Phase Deliverables <ul style="list-style-type: none"> <input type="checkbox"/> Completion of Desired Website Content Migration 	Stabilizing Phase Deliverables <ul style="list-style-type: none"> <input type="checkbox"/> A Stable Internal Beta Launch of www.santaquin.org <input type="checkbox"/> Completed CivicLive QA and Santaquin Staff User Acceptance Period 	
Deploying Phase Deliverables <ul style="list-style-type: none"> <input type="checkbox"/> www.santaquin.org Goes Live! <input type="checkbox"/> Finalized Project Documents 	Please Note: There are <u>no additional hidden fees</u> for meeting your RFP's current scope of work!	

Annual Software-as-a-Service Fee		\$4,140.00
		<i>This fee is not charged in Contract Year #1!</i>
CivicLive's Annual Software-as-a-Service [SaaS] Fee Includes the following services:		
<ul style="list-style-type: none"> <input type="checkbox"/> Enterprise-grade Data Protection and Unlimited-Bandwidth Website Hosting Services for www.santaquin.org <input type="checkbox"/> SitePublish CMS Software Version Upgrades & Maintenance <input type="checkbox"/> Unlimited Access to CivicLive Technical Support 	<ul style="list-style-type: none"> <input type="checkbox"/> Unlimited-User SitePublish CMS Software License <input type="checkbox"/> A Design Refresh of www.santaquin.org at the End of Contract Year #4 [if desired] 	PLEASE NOTE: There is <u>no Annual SaaS Fee charged</u> in Contract Year #1!

Optional Additional Services & Rates

CivicLive's proposed solution includes a certain level of services such as design, training, content migration, and more. However, if additional work is required, CivicLive can provide quotes for this work using the following charts that rationalize services by either hourly rates or unit costs.

Hourly Rates for All Professional Services

Although our proposed Design, Development & Implementation costs include many hours of professional services, the following hourly rates are presented in the event that additional work is requested after your website's launch:

PROFESSIONAL SERVICES	HOURLY RATE
Programming	\$150.00
Graphic Design	\$115.00
Quality Assurance Analysis	\$125.00
Project Management	\$125.00
Marketing Specialist Services	\$90.00
Content Optimization	\$115.00
Usability Testing / Improvement	\$115.00
Technical Support (for no-contract clients)	\$115.00

Optional Additional Training Services

If your site administrators do not believe the proposed included training services will meet your needs, additional training can be provided at the following unit prices. Please note that additional training may be offered during service level negotiations:

TRAINING SERVICES	HOURLY RATE
1 Webinar-Based Online Training Session [for up to 8 Staff Members per session]	\$500.00
1 Onsite Training Session [for up to 10 staff members per session]	\$1,500.00


REFERENCES

CivicLive is pleased to offer the following references and invites your proposal evaluation committee to reach out to them:

Project	Contact Information
Clearfield City, Utah CITY WEBSITE DESIGN & DEVELOPMENT www.clearfieldcity.org 55 South State Street Clearfield, UT 84015	Natalee Flynn, Public Relations Coordinator 801-525-2796 natalee.flynn@clearfieldcity.org
Essex County, Virginia COUNTY WEBSITE DESIGN & DEVELOPMENT www.essex-virginia.org 202 South Church Lane, Tappahannock, VA 22560	Charles Huntley, IT Director 804-443-8154 chuntley@essex-virginia.org
North Little Rock, Arkansas CITY WEBSITE DESIGN & DEVELOPMENT www.northlr.org 300 Main St. North Little Rock, AR 72114	Nathan Hamilton, Director 501-975-8833 nhamilton@nlr.ar.gov
Midwest Public Risk, Missouri AGENCY WEBSITE DESIGN & DEVELOPMENT www.mprisk.org 19400 East Valley View Parkway Independence, MO 64055	Matt Farlin, Communications Manager mfarlin@mprisk.org Business: (816) 292-7512 Fax: (816) 292-7597

"In order to respect the privacy of our clients, the content of this page is proprietary and confidential information of CivicLive. It is not meant to be distributed to any third party without the written consent of CivicLive."



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PROPOSAL FOR

SANTAQUIN CITY FOR A WEBSITE REDESIGN AND CONTENT MANAGEMENT SYSTEM

Presented On: Tuesday, March 8, 2016
Proposal Valid for: 120 days

Prepared For:
Penny Reeves
Director of Community Development
Borough of Collingswood
678 Haddon Ave.
Collingswood, NJ 08108
Phone: (856) 854-0720
Email: cduffey@collingswood.com

Proposal Contact:
Jason Reis
Director of Business Development
Civica, A Granicus Company
707 17th Street Suite 4000
Denver, CO 80202
Phone: (949) 899-8097
Email: jason.reis@granicus.com

civica

A  GRANICUS COMPANY

More than the launch of a new website, Civica is about giving residents a way to easily and powerfully interact with local government.

Civica is one of the most experienced and innovative Government website development companies in the U.S. We work exclusively for Local Government, Special Districts, Special Events and Non-Profits, with installations in over 125 public sector agencies and 300+ projects/ system deployments nationwide. Recently, Civica has become a part of Granicus, Inc. Now governments can use our all-in-one shop for agenda management, web casting and website design.

As the leader in the market and only provider to offer the complete integrated platform to fill the needs of Santaquin City; Granicus offers the first cloud platform and suite of applications designed specifically for government agencies.

The Center for Digital Government remarked that cities across the United States recognized as "the most innovative and pioneering counties in the nation" turn to Granicus for their software solutions.

We are proud to have the Santaquin City in our family of clients and look forward to exceeding expectations to make this new website a reality for your staff, visitors, and most importantly your community of residents.

CORE SOLUTIONS



Responsive Web Design
and Development



Comprehensive Content
Management System



Mobile Application
Development

Cover Letter

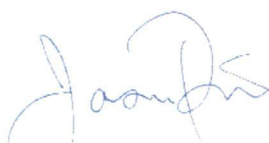
Dear Whom it may Concern,

We are excited to send you this presentation and cost estimate for a new, fully responsive and hosted website for Santaquin City. We've had great tremendous success with the recent launch of new sites for Town of West Hartford, CT (www.westhartfordct.gov), City of Fullerton, CA (www.cityoffullerton.com), City of Carlsbad, CA (www.carlsbadca.gov), and City of Santa Barbara, CA (www.santabarbaraca.com). We would be proud to continue our partnership with you on this opportunity, as we are exited to continue doing great things for your community.

For more than 15 years, Granicus has partnered with local governments and special districts across the country to provide public communications software and tools, and with the recent addition of the CivicaCMS product, Granicus is as well-positioned as any partner to strengthen and support government communications officials in their daily tasks. Through our continued partnership with the Santaquin City, we believe Granicus could provide immense value to the community through a website built on a leading content management system.

Our sites aren't just great to look at; they are functional, easily accessible across all devices, and powered by the CivicaCMS for complete control. The key to our award-winning technologies is our collaborative and partner-focused approach. Behind every great organization are great members, and the city's website should be an accurate and easy-to-use reflection of the pride they take in the organization.

We are available to answer any questions and look forward to demonstrating our capabilities to your team.



Jason Reis
Director of Business Development
(949) 899-8097
jason.reis@granicus.com

Jason Fletcher
CEO of Granicus
(720) 240-9586
jason.fletcher@granicus.com

Company Profile

COMPANY BACKGROUND

Civica is one of the most experienced and innovative Government website development companies in the U.S. We work exclusively for Local Government, Special Districts, Special Events and Non-Profits, with installations in over 125 public sector agencies and 300+ projects/system deployments nationwide.

Recently, Civica has become a part of Granicus, Inc. Now governments can use our all-in-one shop for agenda management, web casting and website design. As the leader in the market and only provider to offer the complete integrated

platform to fill the needs of 3CMA; Granicus offers the first cloud platform and suite of applications designed specifically for government agencies. Cities across the United States recognized as "the most innovative and pioneering counties in the nation" turn to Granicus for their software solutions, as found by the Center for Digital Government.

During the last 17 years, we have created a number of custom online tools to ensure smooth communications and timely project management, with client staff having full and transparent access to our online project management systems and development

environments.

We stand out from the competition not just because we have been doing this longer than anyone else, but because we have a personal touch combined with a level of professionalism that few vendors can match. Each client has its unique needs and we respect that. Your new site will be built from your perspective and with your needs in mind, not ours.

COMPANY SIZE

IN BUSINESS SINCE: 1997
TOTAL SIZE OF FIRM: 135
FEDERAL TIN#: 91-2010420
SOFTWARE COMPANY FOR GOVERNMENT.

OFFICE LOCATION

707 17TH STREET
SUITE 4000
DENVER, CO 80202
720-240-9586
WWW.GRANICUS.COM
WWW.CIVICASOFT.COM

OTHER INFORMATION

CIVICA SOFTWARE, INC. (CIVICA), IS OWNED BY GRANICUS INC., A DENVER COLORADO CLOUD SOLUTIONS

AVAILABILITY

CIVICA IS AVAILABLE TO BEGIN THIS PROJECT IMMEDIATELY (UPON NEGOTIATION OF A CONTRACT).

*Civica is the prime and sole contractor for this project. All work will be completed by our in-house team.

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Project Team Description

PRINCIPAL

Chief Executive Officer:

JASON FLETCHER

Jason is passionate about instilling a culture of high performance with a team focused on continual improvement, individual ownership and intellectual curiosity. As head of the executive team, Jason believes strongly in building product that is inspired by and provides deep value to the Granicus client base. Jason's primary goal is aggressive and strategic growth, keeping Granicus a celebrated leader in government technology. A Denver native, he graduated from the Leeds School of Business at the University of Colorado Boulder. Over his 17-year career, Jason has successfully guided key teams for major organizations, most recently as President of CII, an organization that experienced a fourfold rate of growth under his stewardship.

Vice President of Marketing & Strategic Partnerships:

MICHAEL ASHFORD

Michael grew up in local government as the son of a Community and Economic Development Director and has relied on those insights to connect public sector employees' needs to technology solutions throughout his career. As the

Vice President of Marketing and Strategic Partnerships at Granicus, Michael guides the company's demand generation strategy and thought leadership efforts. He has nearly a decade of experience in the eGovernment software space, having worked previously at MindMixer and CivicPlus, and has been a featured speaker and presenter at conferences across the country on eGovernment trends. Michael graduated from Kansas State University with a B.S. in Mass Communications and Journalism.

OPERATIONS & PROJECT MANAGEMENT

PROJECT MANAGER:

JEANNE GREGG

Jeanne has over 20 years of experience in building, leading & motivating teams, and managing projects & programs in both domestic and international technology arenas.

Her experience spans small privately owned corporations, big corporations and business ownership. She holds a Master's degree in Applied Linguistics from the University of Saarland. Jeanne is passionate about streamlining and establishing processes to ensure the highest levels of customer satisfaction. Jeanne manages all phases of a project,

acting as a liaison between the client and various Civica staff active at each stage of design and development.

ACCOUNT MANAGEMENT

BUSINESS DEVELOPMENT:

JASON REIS

Jason received a Bachelor of Science degree in Web Design and Interactive Media from the Art Institute of California, Orange County, where he graduated as valedictorian with President's Honors. With over 10 years of experience in various professional service roles spanning entertainment, startup ventures, website design, and software business development, his technical background provides a solid foundation for client solution scoping and delivery. Jason collaborates with clients to keep focus on user interface and experience.

CLIENT SOLUTIONS:

IAN NICHOLLS

Ian has a Bachelor's degree in Web and Interactive Media Design from The Art Institute of California, Orange County. He has worked in both management and production for various media, giving him an insightful perspective on relationships between clients and companies.

Ian works closely with clients to understand and communicate their needs to the Civica Team in order to produce personal and distinctive solutions. A strong advocate for our clients' aspirations, he works alongside designers and programmers to assist in product development.

WEB DESIGN

DESIGN AND INTEGRATION: MARCO SEGURA

Marco received his Bachelor of Science degree in Web Design and Interactive Media from the Art Institute of California, Orange County. He has in-depth experience in website front-end design and integration, corporate branding, graphic design and is highly skilled with graphic design tools such as Adobe Photoshop and Illustrator. Marco maintains expert knowledge in CSS, JavaScript, PHP, MySQL, HTML5 and ASP.NET. He leads the design team in creating and integrating designs for client websites.

DESIGN AND INTEGRATION: RYAN SAPP

Ryan obtained his Bachelor of Science degree in Digital Media and Web Design from The Art Institute of California, Orange County. Before joining Civica, he provided effective web solutions

for the Chuck Jones Center for Creativity, Suzuki Strings and several other small businesses in Southern California. Ryan has over 7 years of design and integration experience. His designs include dynamic and creative websites which combine his skills at CSS, JQuery, PHP and AJAX, accentuating his experience with digital art and interactive media.

DESIGN AND INTEGRATION: PATRICK EAGAR

Patrick earned his BFA in Communication Art from Otis College of Art and Design in Los Angeles. A California native, he has worked with Tim Burton through Disney, as well as Sony, Square Enix and Legendary Productions. Patrick has 7 years of experience designing and integrating outstanding websites and maintains expert knowledge of CSS, HTML5, UI, and JQuery. He specializes in government website designs that showcase social and new media.

DEVELOPMENT & ENGINEERING SENIOR ENGINEER:

DAVE WELCH

Dave holds a Bachelor's degree from California State University Long Beach. He has 18 years of experience building a variety of software applications in ASP.

NET (VB.NET, C#.NET), classic ASP, Cold Fusion, .PHP and SQL frameworks including MS SQL and My SQL. He maintains expert knowledge of Server Side Code, databases and numerous APIs. He created and modified several of the Civica CMS modules. Dave currently leads the ongoing development of the CRM, email applications, specific customized modules, extranet applications and heads the Civica Development Team.

PROGRAMMER ANALYST: SANUJA KANUNGO

Sanuja has a Master's degree in Management Information Systems, from UT Dallas. She interned with the Walt Disney Operations Measurement Department in Florida and worked as a Software Developer with First Communications in Chicago, Illinois. She has 3+ years of experience as a software engineer and maintains expert knowledge of ASP, .NET, JQuery, C# and SQL Server. She is the lead on several Civica CMS modules including the interactive maps.

Process, Milestones and Timeline



DISCOVER

Every community is unique. Implementing technologies to best serve your community requires a deeper understanding of usability and audience.



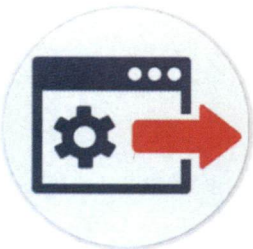
DESIGN

A strong user driven approach toward community branding ensures your website and mobile app seamlessly deliver both style and functionality.



DEVELOP

Stability, security, and accessibility are vital to any site development. We integrate the latest technologies into your solution to provide a flexible foundation for years to come.



DEPLOY

Content migration, quality assurance, training, and the convenience of on-going support come standard. Civica provides everything needed for a successful launch, even hosting.

Average Timeline: 13-24 Weeks

Milestone 1
Kick-off

Milestone 2
Concept and Design

Milestone 3
Development and
Integration

Milestone 4
Architecture and
Content Migration

Milestone 5
End-User Training

Milestone 6
QA & Technology
Transfer

A refined Milestone and Deliverables Timeline and Schedule, which fits the requirements of the Client, will be established at time of contract negotiation and execution. Whenever possible, Civica will work on various project phases concurrently to reduce the overall project timeline.

Milestone 1: Discovery and Kick-Off Meeting

1 week from contract execution

Milestone 2: Concept and Design

4-6 weeks from kick-off meeting

Milestone 3: Development and Integration

3-5 weeks from concept/design

Milestone 4: Information Architecture / Content Migration

6-12 weeks from design integration

Milestone 5: Training

2 weeks during content migration

Milestone 6: Quality Assurance/ Technology Transfer

1-3 weeks from completion of content migration



The new functionality is wonderfully versatile and flexible. The display of the buttons and banners truly enhances our pages. The flexibility we have with the buttons, both in the homepage and the subpages is truly fantastic! ”

Rick Lynch, IT Application Specialist
City of San Leandro, CA

Milestone 1: Discovery and Kick-Off Meetings

Civica will host kick-off meetings with your website project team to review and evaluate the current site and identify goals, expectations, and your explicit wishes and requirements for the new website. We encourage your team to present design examples to complement the

work and experience our designers bring to the table.

Additionally, we will introduce all of the tools we will use to make this project a collaborative success story (Collab, Content and Branded Page Matrices for Content Migration, etc.),

we will also discuss and establish the precise project timeline, milestone goals and expectations.

Estimated Timeline: 1 week from contract execution

Milestone 1
Kick-off

Milestone 2
Concept and Design

Milestone 3
Development and
Integration

Milestone 4
Architecture and
Content Migration

Milestone 5
End-User Training

Milestone 6
QA & Technology
Transfer

Milestone 2: Concept and Design

Upon completion of the design kick-off meeting, our in-house team will have everything they need to drive the design a direction home, establishing what will ultimately become the new website look and feel, layout and content hierarchy.

Using a variety of proven-effective layouts (themes), our expert team will help you select the best design direction for

your users. Civica will work back and forth with your team, branding the selected theme as allowed to ensure all preferred photos, graphics, colors, features and functionality have been considered and included. If a new custom design is desired, we have options available to deliver all new design concepts for review and selections. Throughout the process, your team will be in direct personal

communication with the Civica design team, with every opportunity for you to offer comments and feedback on all revisions. Our goal is to deliver a new site that you will be proud to call home.

Estimated Timeline: 4-6 weeks from kick-off meeting

Milestone 1
Kick-off

Milestone 2
Concept and Design

Milestone 3
Development and
Integration

Milestone 4
Architecture and
Content Migration

Milestone 5
End-User Training

Milestone 6
QA & Technology
Transfer

Milestone 3: Development and Integration

Once you approve the homepage and secondary (internal) page designs, Civica will host a development (test) version of what will be your new website. We will integrate the approved designs with the new system and, at this point, the new design will “come to life.”

Your staff will have the ability to interact with the new site features, and upon completion of this stage you will have the current version of the CivicaCMS. The new system will have modules, tools and features including:

- News and Announcements
- User Administration System
- Photo Manager
- Simple Forms
- Phone Directory
- FAQs
- Advanced Media Manager
- Agendas and Minutes
- Press Releases
- Slideshows
- Job Classifications
- RFPs and Bids
- QuickLinks
- e-Notify and Email Manager
- FileBank
- A-Z Index
- Interactive Maps
- Calendar
- Job Postings
- Contacts

Estimated Timeline: 3-5 weeks from concept/design

Milestone 1
Kick-off

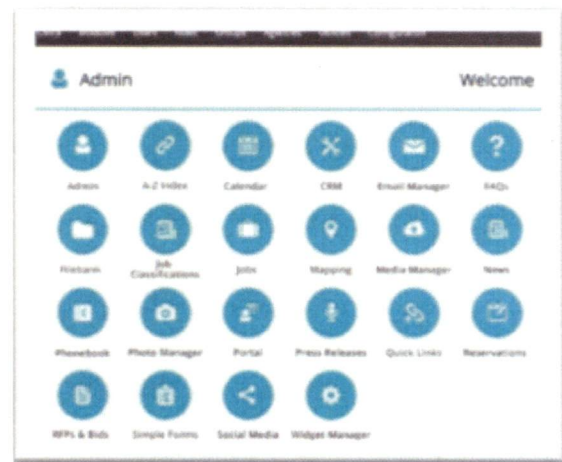
Milestone 2
Concept and Design

Milestone 3
Development and
Integration

Milestone 4
Architecture and
Content Migration

Milestone 5
End-User Training

Milestone 6
QA & Technology
Transfer



Milestone 4: Information Architecture and Content Migrations Services

The Civica Content Migration teams primary objective is to relocate all content from the previous navigation structure to the new structure, including the addition and restyling of any new content. We will do a comprehensive analysis of the current content (HTM, HTML and ASPX code), as well as structure an inventory of additional contents, which also require migration. For example:

- News Migration
- FileBank Organization
- A-Z Index
- FAQ Migration
- Online Forms
- Staff Directory
- Calendar Migration
- Slide Shows
- Image Resizing
- Page Contact Setup

Civica will provide a complete content migration plan for successfully migrating content to the new website applying global styles for the new design. Civica considers the budget for this project to be of highest priority, and for that reason, pricing for content migration is best established after a pre-analysis has taken place. Civica will work with your IT administrators to fully understanding the format, storage, structure and styling of the current website content in order to provide a content migration plan that is most efficient and cost effective.

During content migration, the development site will remain available for review on a 24/7 basis. As sections of the site are completed, you will be notified via Civica's internal project management system, and a request for sign-off will be posted.

Civica's content migration services can extend far beyond the simple transfer or relocation of content from a previous navigation structure into a new structure. Our content migration team is highly skilled and experienced at streamlining your website for optimum content delivery and performance. Available content migration services can include, but are not limited to:

- Give existing content a modernized look and feel, complementing the new portal design
- Clean up and removal of extraneous 'junk' code and formatting from previous years, which can slow down site performance
- Employ styled tables and a clear information architecture and content hierarchy
- Use our knowledge and expertise of the CivicaCMS to transform bland HTML pages into visually pleasing, easy to navigate and easy to maintain content.
- Utilize CMS modules and tools for superb content performance, organization and delivery.
- Review of content for grammatical and spelling errors
- Set up CSS style sheets, drop downs and automatic content styling tools
- Optimize all graphics for Web delivery
- Integrate CMS modules to handle content such as news, events, alerts and documents in appropriate and powerful ways
- Setup Popular Links and QuickLinks on homepage and secondary pages
- Organize FileBank structure, files and naming conventions, including the creation of appropriate FileBank display pages
- Establish core News and Calendar feed targets for immediate access by staff

Milestone 4: Information Architecture and Content Migrations Services

- Final check and removal of any broken and/or duplicate links

Throughout the entire development cycle, we maintain a system that replicates your final deployment environment. All functionality testing and development will take place on this system to ensure an accurate representation of the finished product.

Although testing occurs throughout the project, in this stage the site is scrutinized on multiple platforms, browsers, and bandwidth environments. The various systems planned for the site will be tested and all subsections will be refined and tested for proper linkages and content control.

Estimated Timeline: 6-12 weeks from design integration



“Civica staff has been phenomenal to work with. We’re really enjoying the site!”

Pamela Burns, Communications Supervisor
Dallas-Fort Worth Clean Cities, TX



Web Marketing Association's
WebAward 2014

Congratulations to Dallas-Fort Worth Clean Cities
Winner of Energy Standard of Excellence 2014

Milestone 5: End User Training (Editor/Admin)

Our team will provide end-user training in focused onsite or webinar training sessions. Each session will take your content editors through the tools necessary to maintain and update the content on the website and the procedures for creating and posting new content onto existing pages. These “content editor” training sessions will be held at your offices. Session topics include, but are not limited to:

create and edit page content, best practices for importing and working offline, use of basic modules (News, Calendar, FileBank, etc.)

In addition, we will provide in-depth “system administrator” training for selected users in the full use of the Civica administration system. The session topics include, but are not limited to: setting up all user rights and privileges, configuring Workflow and approver level assignment, understanding all of the Civica tools necessary to maintain and redesign the website (creating new pages, landing pages, modifications to navigation and graphic changes to the website)

Estimated Timeline: 2 weeks during content migration phase



Milestone 6: Quality Assurance and Technology Transfer

Although the site will be continually tested during the entire duration of development, a final checking and testing will take place at this stage. Civica will deploy the new website on the **Civica Cloud worry-free hosting**.

If a beta (soft-launch) is desired, Civica will assist in configuring the current website so that the public and staff may view the new site via a link from the current website, or alternatively link back to the previous site from the new

redesign (if client hosts). A feedback form will be included so that users can submit comments and suggestions.

At the point of soft or hard launch, the site will **go-live**. You will take full control of the maintenance of all sections, including **full access to the source code** for possible internal development and/or disaster recovery.

Typical Timeline: 1-3 weeks from completion of content migration



Cost and Budget

The following is our initial cost proposal. We have done everything possible to offer our lowest pricepoints, as we highly value our current relationship with the City.

New Website Discovery

Current website review and evaluation, including user and staff goals and requirements
Full discussion of objectives and goals for the new website
Interactive demonstration of wireframes, design themes and Civica technology stack
Introduce and create accounts for collaborative tools for authorized personnel

\$357

Website Design Process

Discussion of design examples and desired design direction
Establish homepage design concept based on design meeting feedback
Development of secondary (internal page design)
Additional design concepts can be added to this process (\$2,250 per concept)

\$816

Website Development and Integration

Integration of the approved design on a development CMS installation
Implementation of CivicaCMS and required features
Delivery of fully responsive website framework optimized for mobile

\$2,125

New Website Information Architecture and Navigation

Audit of existing navigation and inventory of content (pages, news, documents) to be migrated
Establish and construct new and improved information architecture for website

\$422

Web-Ready Content Migration (discounted block rate)

Migrate up to 100 pages of "ready for web" content to new site according to a content migration matrix
Establish and deploy global styling to all current and future content pages
Final check content for duplication errors, broken links and spelling
Additional content migration available for 50 pages at \$350.00

Up to 100 pages - \$700

Quality Assurance and Technology Transfer

Final checking and stress testing of complete site

At launch, you will take full control of the maintenance of all sections

Full access to the source code (Private Open-Source)

\$527

Project Management

Complete hands-on project management for website from Kick-off to Launch

Setup and project task tracking in Collab (project management software solution)

\$505

CMS Staff Training - 10 hours of Live Web-Based Training

Training for Basic User and System Administrators (all expenses have been included)

Unlimited user access to Civica Knowledge Base and Online Video Help Center

Additional day/sessions can be added to this contract

Option for web-based recordable session (\$900 for 4 hour block)

10 Hours Live via Web - \$2,250

Annual Maintenance, Support and Hosting

Annual Maintenance and upgrade program - security patches, updates, enhancements (responsive)

Private and secure cloud-based hosting with disaster recovery, backups, and 99.5% uptime

Includes full Access to Civica phone support during business hours for staff and administrative users

Includes a FREE website design refresh at the end of year four (with 3 year commitment)

\$2,700

Final Cost Summary

New Responsive Website Powered by the CivicaCMS	\$4,752
Content Migration - Web Pages (100 pages)	\$700
End User Training (10 Hours Live via Web)	\$2,250
Migration of all documents and graphic resources	Included
Google Site Search and Google Analytics Integration	Included
3rd-Party Integrations (external link / iframe only)	Included

Total Redesign Project Cost **\$10,402**

*We have multi-year pricing options available which can spread the year one cost across multiple years, if desired.

Granicus will provide a no cost design refresh following 4 consecutive years of Maintenance, Hosting and Support

Annual Recurring Cost (begins at time of GoLive)

Maintenance, Hosting and Support **\$2,700 annually***

*Subject to a 5% annual increase

OPTIONS (NOT INCLUDED IN BASE PRICE)

BRANDED DEPARTMENT SECTIONS Starting at \$350
Options to add unique landing page, title-bar graphics, feature buttons and background image.

USER PORTAL \$6,580 (one-time)
Website visitors create accounts which allowing personalization of the web experience, including favoriting pages, news and calendar feeds, notification preferences (eNewsletters), icons and more.

CUSTOM MAP SETUP AND CONFIGURATION \$1,180 - \$2,500 per Map
Design, styling and icons for a Department or Agency Map
Ex. Parks, Local Businesses, or special projects

UNIQUE DEPARTMENT SUBSITE \$10,950 per Subsite
If a different layout, navigation, user experience and interface is desired.

Technical Support and Maintenance

Software Warranty

Civica fully warrants the Content Management Software and website to be free of all bugs and defects for 12 months from the date the website goes live.

Civica remains committed to a long-term partnership with all its government clients and its technicians will be available during regular business hours to assist personnel in all aspects of the website maintenance and also to advise staff on the development of any applications required to interface with other e-government initiatives. These services will be provided free of charge for a three month period post the website go-live date.

Should any additional professional services be required regarding the design, implementation, content conversion or training either beyond that included in the proposal or after the three-month initial period the following rate structure would apply:

Principals:	\$210 per hour
Custom programming and integration:	\$155 per hour
Project management:	\$135 per hour
Web design:	\$116 per hour
Web mastering:	\$96 per hour
HTML Production:	\$93 per hour
Specializing Programming - Scope For Price	

Annual Maintenance Program

An annual maintenance and upgrade program is available that will ensure all website and purchased modules installed contain the latest features developed during the previous year. In addition, it will provide you staff with access to Civica engineers during normal business hours to consult on any proposed website and software integration issues. (Included no-charge for first year following go-live)

Ongoing Training, Web Mastering & Custom Development

Civica has several packages training and web mastering packages available, either via GoToMeeting or onsite with cost of travel and expenses. Custom development packages can be accommodated by pre-approved proposal funding as part of this proposal, and can include graphic design services, department branding and site additions.

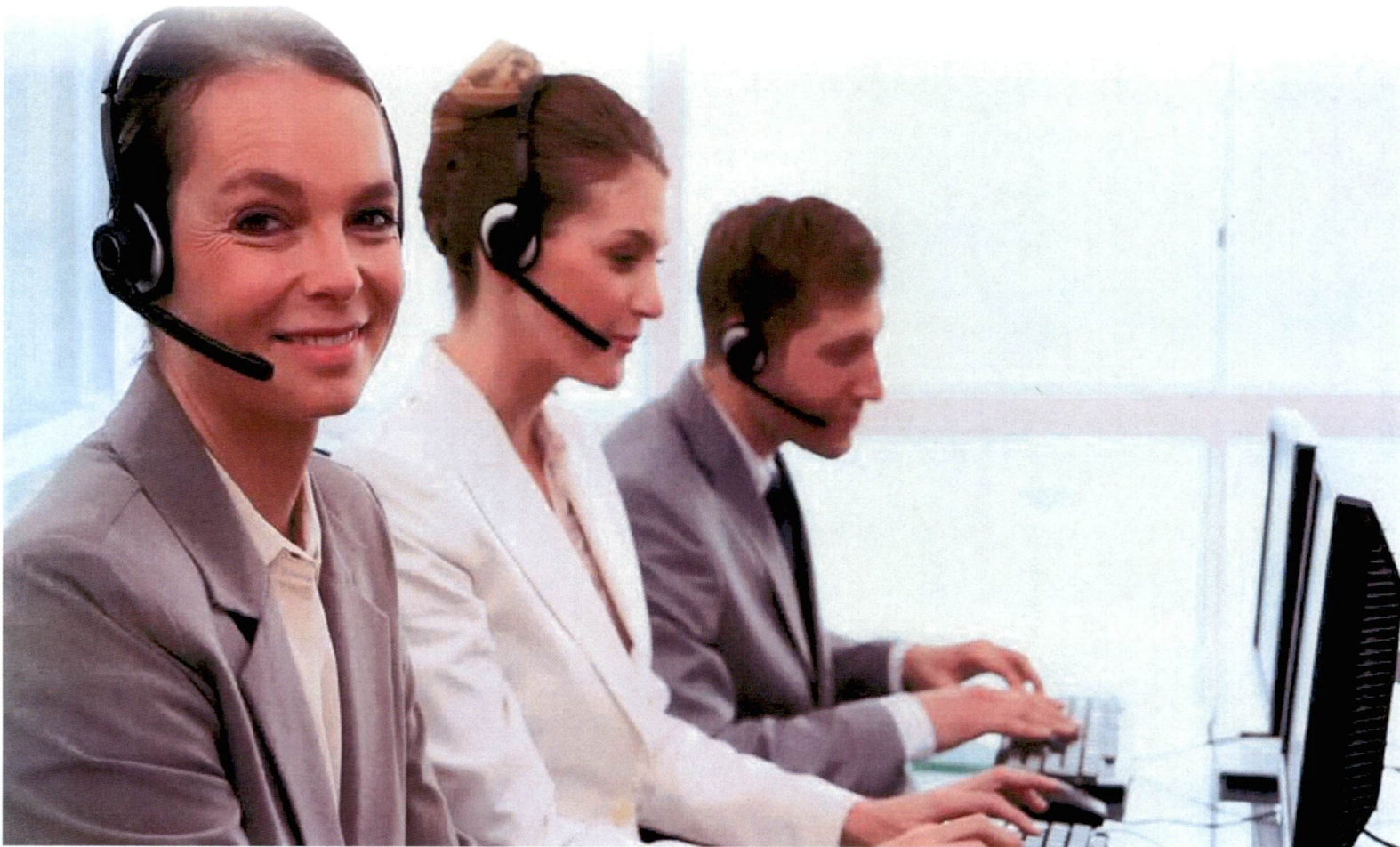
Updates

Generally, administrative and general updates are released within 9 to 12 months of the previous release. Changes to specific modules may be provided and integrated with client system upon their approval.

Live Customer Support via Phone, Email or Support Center

Our support team includes dedicated personnel to handle direct phone and email support. Our core development team (the actual programmers who create the technology) is also available to answer and address issues directly. In addition, we have launched Civica Support – a new online Support management system allowing clients to access online Help, a Knowledge base and Forums, submit issues online via our issue tracking system and access all documentation.

Security patches and necessary upgrades are scheduled upon immediate discovery - normally within a few hours of being brought to our team's attention. We assist onsite technology staff with all updates as part of the annual maintenance including all new features added (for other clients and as part of our normal ongoing development cycle) for the modules and systems you have purchased. The impact on your staff is normally no more than a few hours in total.



Issue Categories and Response Times

PRIORITY 1: EMERGENCY

Reserved for anytime there is a severe application problem resulting in complete work stoppage for a large number of your staff, or complete loss of service to either website or intranet (application-related site outage). Access to key points of contact is available 24 hours a day.

Response: 30-60 minutes during prime hours (M-F 8AM - 6PM)

60-120 minutes off-hours, holidays and weekends

Resolution: 4-12 hour resolution time

Notifications: Project Manager is given a detailed report by the Civica on-call technician (for off hours only) and distributes to the IT Manager.

Update: Hourly or as scheduled with Civica

Examples: Web server is up but application non-functional.

SQL-server errors not related to hardware

Patch updates from vendor or Microsoft cause incompatibility resulting in service outage

PRIORITY 3: MEDIUM

Moderate business impact; issues have affected customer productivity. Work around may exist or problem is for non-business-critical task.

Response: 8 hours

Resolution: 5 business days

Update: Staff is notified when Civica completes repair

Examples: File attachments won't upload. Presentation layer is not rendering correctly

PRIORITY 2: HIGH

Reserved for when an application or service is available, but in a degraded mode. Work around is feasible or loss of service for short time is acceptable. Impacts a small group or complete work stoppage for an individual.

Response: 2-4 hours during prime hours (M-F 8AM - 6PM)

Resolution: 3-5 business days

Update: Daily or as scheduled with Civica

Examples: Site is operational, but search, calendar or other modular functionality is non-operational or impaired presentation layer is up but back-end is non-operational

PRIORITY 4: LOW

Limited business impact. request can be scheduled.

Response: 2-3 business days

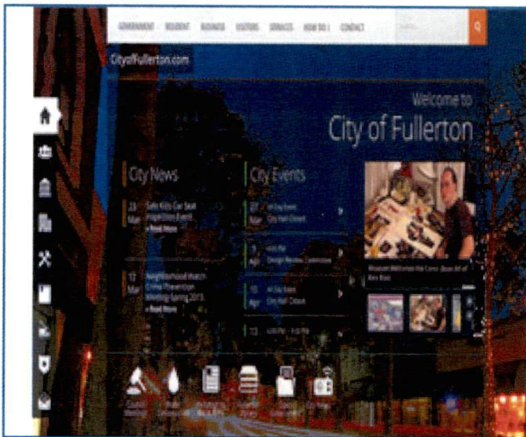
Resolution: As scheduled by Civica

Update: Staff is notified when Civica completes repair

Examples: Programmatic change to back-end to improve efficiency

Programmatic change to front-end
Distribution of all patches and upgrade

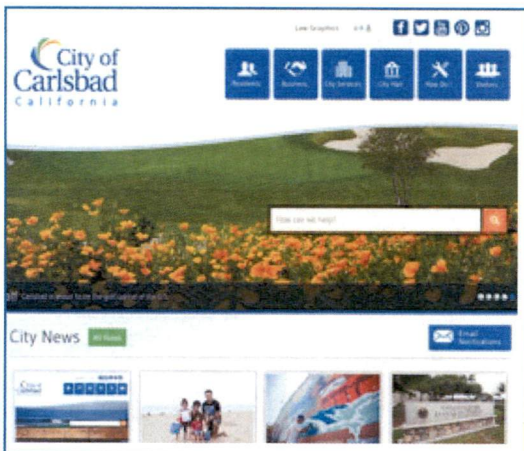
Client References



Fullerton, CA
303 W. Commonwealth
Fullerton, CA 91730
www.ci.fullerton.ca.us

Steven Yee
Webmaster, IT. Dept.
O: (714) 738-6538
steveny@ci.fullerton.ca.us

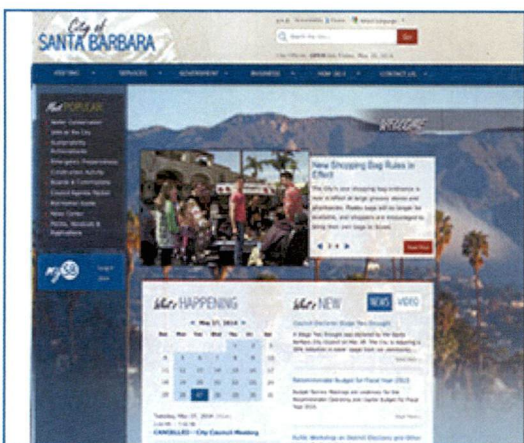
Current client website redesign, fully responsive with 9 screen interactive scrolling design, each with unique services, icon tray and more. Share and Follow option from the homepage
DOS: 2006



Carlsbad, CA
1200 Carlsbad Village Dr.
Carlsbad, CA 92008
www.carlsbadca.gov

Greg Wallace
Sr. Web Administrator
O: (760) 602-2489
greg.wallace@carlsbad-ca.gov

New client website redesign, fully responsive with completely re-imagined information architecture, humanistic user experience, news center, library subsite, social media integrations, and strong search-ability
DOS: 2014



Santa Barbara, CA
735 Anacapa St.
Santa Barbara, CA 93101
www.santabarbaraca.gov

Scott Nelson
Webmaster
O: (805) 897-2510
snelson@santabarbaraca.gov

New client website redesign, fully responsive with unique floating panel approach, colorful user portal functionality, video libraries, several 3rd party integrations, interactive maps (parks, construction, downtown parking), and powerful search
DOS: 2013



Low Graphics

AAA

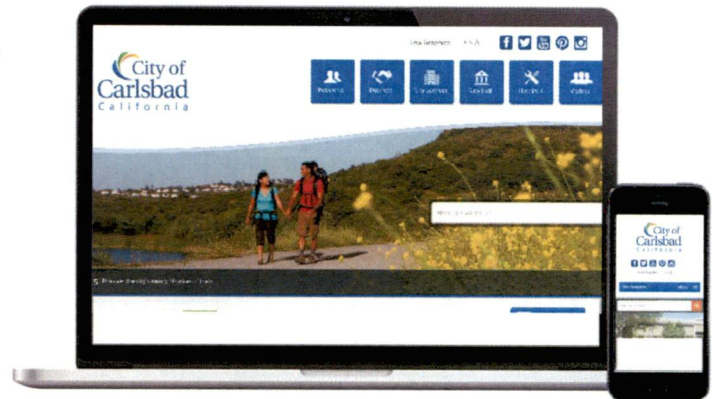


Carlsbad, CA

Launched in September of 2014, the website features a design that truly represents the Carlsbad, CA community and its 115,000 residents. From the surf inspired main navigation, to its custom Library Subsite and City News Room, the redesigned website was designed to reinvigorated the community.

Key features include:

- Completely Responsive Design with Cross Browser Compatibility
- Library Sub-Site for department specific customization and functionality
- City News Room with Social Media Integrations
- Google Search Integration
- "How Do I" navigation for easy access to information our users requested most



Since launch, the site has received tremendous amounts of positive feedback from both staff members, as well as residents. Users are spending less time searching for what they are looking for, and more time engaging with fresh content throughout the site, as well as communicating with us more than ever on digital channels.

FOR REFERENCE, CONTACT:

City of Carlsbad
1200 Carlsbad Village Drive Carlsbad, CA 92008
www.carlsbadca.gov/

Greg Wallace

Sr. Web Administrator O: (760) 602-2489
greg.wallace@carlsbadca.gov

WEST HARTFORD

CONNECTICUT

I WANT TO...

GOVERNMENT

TOWN SERVICES

BUSINESS

THINGS TO DO

CONTACT US

West Hartford, CT

The Town of West Hartford is located just outside of Hartford Connecticut, and is home to over 64,000 residents. A completely reworked and responsive website was launched with a modern look and feel, powered by CivicaCMS to create and distribute new content to its community on a regular basis.

The goal of the site was to provide the residents of West Hartford with a modern digital hub, allowing them to access key information and documents.

Key features include:

- Completely Responsive Design with Cross Browser Compatibility
- Custom Google Search Integration
- Bulky Waste Permit Form with Payment Integration (<https://www.westhartfordct.gov/gov/departments/pw/bulkywastepermit.asp>)
- Prominent Events Calendar on Homepage to Encourage Community Engagement



IT Specialist, Jeff Roller, led an internal team of key stakeholders and worked closely with Civica Software on the project from concept to launch. Since launch the site has been very well received by internal staff and community members for its robust content and ease of use.

FOR REFERENCE, CONTACT:

Town of West Hartford

50 S. Main Street - Room 409 West Hartford, CT 06107 www.westhartfordct.gov

2015 Government Standard of Excellence - WebAwards 2015 FINALIST - Best City Portal for "Best of Web"

Jeff Roller

Information Specialist O: (860) 561-7588

jeff.roller@westhartfordct.gov

Santa Barbara, CA

Situated between the Santa Ynez Mountains and the Pacific Ocean on a sunny stretch of Western coastline, the City of Santa Barbara has been aptly nicknamed “The American Riviera” by its visitors and residents. Its picturesque scenery and Mediterranean climate are home to approximately 90,000 people, and draw about 6.1 million more visitors each year. With its ever-changing calendar of programs and events paired with a constant influx of visitors, the city of Santa Barbara required an especially fluid and adaptable web solution to assist future evolution.



The new website functions as a hub, focusing all of the city’s initiatives and consolidating its schedule into an easily accessible platform. Robust, detailed drop-down and mega menus such as “How do I” and “Contact Us” are designed to guide site visitors and reduce the need for people to call the city’s departments with information inquiries.

Santa Barbara and Civica have continued to cultivate their successful partnership, launching an innovative, real-time parking application. Working in conjunction with Sentry Control Systems, the app serves the more than 4.4 million cars that use the city’s Downtown Parking Program per year. The mobile-focused, PCI DSS compliant solution allows users to view parking lot availabilities in real time, as well as to receive GPS directions directly to their desired lot through their native mobile map application.

“We’re really using the website to engage in a two-way manner, this is something different from what we used to be, which was just delivering information. [Now] we have a lot of ways for people to contact us and ask a lot of questions; so we can engage more, and really provide more of a conversation than just a tell.” -Scott Nelson

FOR REFERENCE, CONTACT:

City of Santa Barbara

735 Anacapa St., Santa Barbara, CA 93101 www.santabarbaraca.gov

Scott Nelson

Webmaster

O: (805) 897-2510

snelson@santabarbaraca.gov

Technology: CivicaCMS Out-Of-The-Box Features and Functionality

The Civica CMS – Simple Management with Modules

With over 22 modules and counting, the Civica CMS is a comprehensive and highly capable system right out of the box. Whether you're looking for simple event calendars and job postings, or customizable mapping features on an RFP coordination, our modules are easy to deploy and even easier to manager.

ADMINISTRATION, PERMISSIONS AND WORKFLOW

At the core of CivicaCMS is the Admin Module. The Admin Module allows for simple centralized setup and management of user rights, roles, and permissions across the entire system. Leverage custom workflows and user roles for seamless content revisions and approvals. External authentication is also available against third party systems such as Active Directory, via a dedicated hosting environment.

Restrict access to specific modules and functionalities based upon user roles or departments, on the fly and without the need for IS/IT involvement. As a result, content is self-managed by internal staff for increased efficiencies in a monitored environment. For maximum visibility, an audit trail of changes to the site and its systems are maintained within the Administration MS-SQL database.

A full audit trail of every change to the site and publication of new content is maintained by the Administration MS-SQL database

NAVIGATION, PAGES AND SECTIONS

The Civica CMS makes it simple and quick to edit content in all areas of the website. From our "what you see is what you get (WYSIWYG) editor to our new simplified "Add a Page" feature, we give you full control to sustain your website with new and exciting content for years to come. We include features like Paste From Word, Page Version Time Machine and Spellchecker to give you full control of content management. The center for navigation and page control is NavBuilder, which allows authorized staff to create new pages and folders/sections within the site.

With one click, authorized staff can create a new page on the site, using either a simple HTML blank page, a predefined template-based page with integrated module functionality, a branded department page, or more complex "widget" pages. The system automatically populates the associated site indexes and metadata.

The navigation structure and all associated drop down menus are also created from the NavBuilder system. This includes the ordering, layout, colors and styling of the menus.

MODULES, MODULES, MODULES!

The Civica CMS provides an extensive array of modules and tools for proper organization of content. Staff contacts, job postings, press releases, RFPs and bids, e-newsletters - there's a module for that! Best of all, the core CMS package includes all these modules and more, so you don't have to worry about hidden or future costs for service.

DOCUMENT MANAGEMENT

FileBank is a robust and fully integrated document management system which provides high-level organization, tagging and posting of all document materials. Custom features include the ability to set upload size and type restrictions, detailed metadata and search, as well as configurable viewing rights and permissions for documents and file directories.

SEARCH

CivicaCMS comes fully integrated with Google Custom Search Engine (GSE) for a powerful, detailed and familiar search experience. GSE extends search capabilities into documents

stored within FileBank (PDF, Word, Excel, PowerPoint, etc.). This single integration enables users to instantly locate documents, as well as perform a complete text search within the documents themselves.

MEDIA MANAGER

CivicaCMS places full design control into the hands of authorized staff with the Media Manager module. Wherever possible, design elements including buttons, icons, and imagery are managed through one central location, and able to be quickly modified or swapped-out on the fly. Government communication needs to be agile and adaptive, CivicaCMS and the Media Manager provide all the tools to keep your new website current, fresh, and serving your community best.

PHOTO MANAGER

Showcasing great imagery of your community has never been easier. Photo Manager brings powerful photo management capabilities to a single interface within CivicaCMS. A variety of Meta Data options are available to allow for easy searchability and organization across multiple photo galleries and groups. Just had an event in your community? Take your event online and publish a new photo gallery for your community to engage with.

CALENDAR

When communities come together over events, they thrive. The CivicaCMS Calendar Module is a catalyst for action, excitement, and enjoyment. Create, edit, and manage event announcements, meetings, or any public activity with the ease. Event posts can be featured on the the homepage or simultaneously

on multiple calendar feeds, tagged with filters such as department, age group or location for easier search. Enhance event posts with pictures, descriptions, website links, attached documents, contacts and map location details.

NEWS & ALERTS

Build awareness and maintain government transparency through a constant feed of news and information. From emergency alerts to simple announcements and social media sharing, CivicaCMS's News Module is powerful and agile. Easily host and manage an unlimited number of departments or project news feeds in addition to the central news feed typically found on the website homepage.

Choose from a variety of display options such as text-only, thumbnail graphics, or even a full-width responsive slideshow for a unique look and feel. Keeping your residents informed and connected has never been easier with APIs and RSS feeds, as well as CivicaCMS's optional user-driven Resident Portal.

SOCIAL MEDIA MANAGER

Engage your community through their favorite social media channels like Facebook and Twitter. Directly connected to the News & Alerts Module, the Social Media Module instantly pulls all socially distributed content into a simple dashboard, keeping a log of all activity for tracking and redistribution. Custom RSS feeds can also be configured through the Social Media Module, making it a dynamic necessity for community engagement.

FORMS

Capturing feedback and information from your community is vital for constant improvement. Deploy a quick and simple visitor survey or a fully dynamic CPR class registration form with complete payment integration

in seconds with CivicaCMS's Form Module. Tracking and reporting are all available in a centralized and secure database, and form submissions can be custom tailored per use case.

GIS AND MAPPING

Civica is an ESRI business partner with all of our products that interface with GIS systems being built on ESRI Software. We have created a number of mapping applications, including Crime Mapping, Parcel- and Address-based Information Displays, Capital Improvement Planning, Business Development mapping and a number of client-specific customized displays.

EMAIL MANAGER

CivicaCMS's Email Module is a full-service mass email and text communication distribution solution, digitally connecting your agency with both large groups (20,000+) and individuals. Create newsletters or emails using built-in templates or custom tools, manage distribution lists, and analyze reporting insights for every communication that is sent out.

For full ICANN SPAM compliance users are able to opt-in, as well as manage their subscription directly through an optional Resident Portal. Beyond the Email Module, CivicaCMS supports integration with most popular third party email platforms and solutions, including Constant Contact and GovDelivery.

SOCIAL MEDIA

Civica has made it easy - one click easy - to share information like calendar events and news across popular social media streams including RSS, Facebook and Twitter. Civica can assist with configuration, making sure the Social Media Module provides easy access to any and all social streams across various department. Additionally, it's standard practice to provide website visitors with the ability to share your website content across their own social

streams, as well as browse your social feeds in embedded live stream feeds on your new website homepage or social media center.

WEBSITE MAINTENANCE AND HEALTH TOOLS

The Civica CMS has built-in health tools to make sure your website is always running smoothly and free of errors. Among these tools is the ability to produce reports and fix broken link errors, duplicate links, broken pages (404 errors) and image metadata.

SITE MAPPING, A-Z INDEX AND QUICK LINKS

The Civica CMS comes standard with dynamic Site Map features, providing an index of your site that is always current and easily available. A-Z Index automatically links Web pages into the site map, indexing page construction for both Internal and external Web links, significantly improving the website's search capabilities. Adding Quick Links to this toolset provides the ability to create and manage hyperlinks that are short, easy to remember and promotional-material friendly.

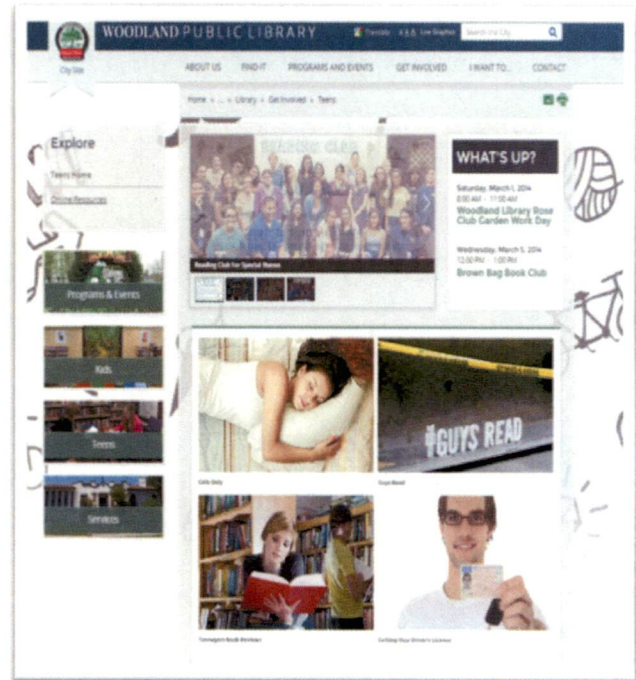
APIS

Given the API specifics, Civica can develop the proper interface to allow the CMS to communicate with an external API. Included with the CMS is the ability to communicate with the most common API's - Facebook, Twitter, RSS, Flickr, etc.

We would love to demonstrate for you and your website project team all these features and more.

Please contact us if you have a feature or requirement that you don't see listed above and we can discuss.

Department Branding Options



WIDGET LANDING PAGES AND BRANDED SECTIONS

In addition to the many page layouts that are included with the Civica CMS (HTML, Calendar, News, Press Releases, Filebank, etc.). Civica has a variety of customization options for any website section typically used by departments, agencies, special events and/or programs. The above example (KIDS and TEEN section for the Woodland Public Library) demonstrates some of these options including custom background images, feature buttons (below side navigation), custom page look and feel, widget layout options (news feeds, calendar feeds, social media streams, icon trays, etc.) and more.

ADA Compliance

Civica Software has used its multiple years of experience in the municipal field to adapt their CMS to make ADA compliance as easy as possible for the content inputting user as well as front end users.

A few examples of the automatic tools are:

- News/Calendar modules: Automatically add an alt attribute to image tags when one is not provided
- Design only images are added via CSS-background so they will not interfere with screen readers
- WYSIWYG Editor provides a table wizard that adds <TH> tags where necessary
- Form Editor adds a label to every input



Other elements that are added to websites are:

- Skip to content link (Santa Barbara)
- Low Graphics (text only) Version is self-generated by the system; this is so administrators don't have to input information twice
- HTML Table Markup is only used for tabular data and not design or layout

Also as part of the Civica workflow, every site goes through a quality assurance process using ADA available tools (<http://wave.webaim.org/>) and human resources before sites go-live.



“ I am very pleased with Civica. From the start of the project through content migration and ‘go live’ the Civica team worked with us to make our Website update a success. ”

EJ Boranian, IT Manager
City of Whittier, CA

Assumptions

- Unless otherwise stated, this estimate is good for 120 days from the date first set forth above.
- A full and detailed project schedule will be delivered on commencement of the project.
- All terms and conditions of the foregoing subject to a definitive written agreement to be agreed between the parties, if so desired.
- The client shall be responsible for making additional payments for changes requested by the client's employees or agents in original assignment. However, no additional payment shall be made for changes required conforming to the original assignment description, or to amend any vendor omissions.
- Development and changes are billed at the rates set forth in this proposal and are subject to possible (though unlikely) review year 3 of contract.
- The Client will be solely responsible for securing all licenses, digital certificates, and rights of usage to external links and services.
- Civica Software shall retain all rights to reuse all technologies created and implemented for this assignment.
- The production team and any other authors in the work shall receive a credit line with any editorial usage to the extent such credit lines are in accordance to the customary practice in the industry. And, in keeping with the spirit of the Internet, and because Civica Software is active in the web community, we request credit for development of the website on the bottom of the home page of the developed website. This is handled with a graphic image / hypertext link to the Civica website. Modifications of the agreement must be written, except that the invoice may include, and the client shall be obligated to pay fees or expenses that were orally authorized in order to progress promptly with work, if followed up with written confirmation within five (5) days.
- Any additional design concepts or revisions, content migration or custom development, including retrofitting custom code for responsive design, conversion of existing Flash-based technologies to use industry standard HTML5 display technologies, along with all custom integration items not set forth in the RFP document, will be billed at the rates set forth in this estimate / proposal.
- Any integration with a 3rd party or internally development application (including custom functionality) will first be evaluated by Civica, in order to provide proper cost for integration.
- A Free basic graphic redesign of (1) website after four years of uninterrupted Annual Maintenance Service is will include the following: One (1) Homepage composition based on current theme library, with one (1) revision. One (1) Secondary page composition based on homepage design with one (1) revision. Integration of final design compositions with City website. Migration of current existing content. Free basic graphic Redesign DOES NOT include: Any addition of new content by Civica, any relocation of current content to a new navigation structure by Civica, any changes of Website functionality outside of those necessary with new homepage design. Additional Features and functionality not available on the original website may be subject to addition charge.

civica

A  GRANICUS COMPANY

Carlsbad, CA
Elsinore Valley MWD, CA
Laguna Beach, CA
Lakewood, CA
Mountain View, CA
DFW Clean Cities, TX
Woodland, CA
Garland, TX
Indian Wells, CA
Fullerton PD, CA
Murrieta, CA
Newton, MA
Irvine TV (ICTV), CA
Pico Rivera, CA
Pleasant Valley RPD, CA
Port of Long Beach, CA
Gloucester County, NJ
Livermore, CA
Oceanside, CA
South Coast Water District,
CA
Whittier, CA
Conejo Parks, CA
Downey, CA
Santa Barbara, CA

Hanford, CA
Long Beach Airport, CA
Rancho Cucamonga, CA
San Leandro, CA
Fairfield, CA
Fullerton, CA
Saratoga, CA
San Ramon Valley Fire, CA
Walnut Creek, CA
West Sacramento, CA
Lake Forest, CA
Montebello, CA
Rancho Santa Margarita, CA
Solano County, CA
Visalia, CA
El Cajon PD RV Permits, CA
(app)
Pacifica, CA
Palo Alto, CA
Eureka, CA
Orange County, CA
Folsom, CA
Fullerton Police, CA
Los Angeles County SD, CA
Newport Beach PD, CA

Unified Fire Authority, UT
Rocklin, CA
Santa Fe Springs, CA
El Segundo, CA
Merced, CA
Montclair, CA
Placerville, CA
San Bernardino, CA
Santa Barbara Airport, CA
San Carlos, CA
Westminster, CA
Long Beach, CA
Orange, CA
Roseville, CA
Inglewood, CA
Martinez, CA Redondo
Beach, CA
Bellflower, CA
Brentwood, CA
Cal CUPA, CA
Cambridge Housing Auth.,
MA
Compton, CA
Connect Transit, IL
Durham MPO, NC

Irvine, CA
Livermore/Pleasanton Fire,
CA
Norco, CA
Pleasanton, CA
Team Fire Force (OCFA), CA
Thousand Oaks, CA
Tustin, CA
WESA Water, CA
.... AND YOU!

Thank You

You deserve to own more than just a website. Civica Software is home to innovators, thinkers and industry leaders, and by letting us work with you, you are guaranteeing a beautiful and scalable web presence that will meet the needs and expectations of your community and visitors.

Web design, management and hosting is our only business, and we would be proud to be your partner.

GRANICUS, INC. SERVICE AGREEMENT

THIS SERVICE AGREEMENT (the "Agreement"), dated as of March 8, 2016 (the "Effective Date"), is entered into between Granicus, Inc. ("Granicus"), a California Corporation, and _____, a _____ (the "Client"). Additional definitions of capitalized terms used herein are set forth in Section 12 hereof.

A. WHEREAS, Granicus is in the business of developing, licensing, and offering for sale various streaming media solutions specializing in Internet broadcasting, and related support services; and

B. WHEREAS, Granicus desires to provide and Client desires to (i) purchase the Granicus Solution as set forth in the Proposal, which is attached as Exhibit A, and incorporated herein by reference, (ii) engage Granicus to integrate its Granicus Software onto the Client Website, (iii) use the Granicus Software subject to the terms and conditions set forth in this Agreement, and (iv) contract with Granicus to administer the Granicus Solution through the Managed Services set forth in Exhibit A.

NOW, THEREFORE, in consideration of the foregoing and the mutual agreements, covenants, representations, and warranties herein contained, the parties hereto agree as follows:

1. GRANICUS SOFTWARE AND MANAGED SERVICES.

1.1 Software and Services. Subject to the terms and conditions of this Agreement, Granicus will provide Client with the Granicus Software, and Managed Services that comprise the Granicus Solution as outlined in Exhibit A. Managed Services shall mean the services provided by Granicus to Client as detailed in Exhibit A. Managed Services Fee shall mean the monthly cost of the Managed Services, as detailed in Exhibit A.

2. GRANT OF LICENSE.

2.1 Ownership. Granicus, and/or its third party supplier, owns the copyright and/or certain proprietary information protectable by law in the Granicus Software.

2.2 Use. Granicus agrees to provide Client with a revocable, non-transferable and non-exclusive license to access the Granicus Software listed in the Proposal and a revocable, non-sublicensable, non-transferable and non-exclusive right to use the Granicus Software. All Granicus Software is proprietary to Granicus and protected by intellectual property laws and international intellectual property treaties. Pursuant to this Agreement, Client may use the Granicus Software to perform its own work, including Client's work with its customers/constituents. Cancellation of the Client's Managed Services will also result in the immediate termination of the Client's Software license as described in Section 2.2 hereof.

2.3 Limited Warranty; Exclusive Remedies. Subject to Sections 6.1 and 6.2 of this Agreement, Granicus warrants that the Granicus Software, as provided by Granicus, will substantially perform in accordance with the functionality and features as described in the Proposal for as long as the Client pays for and receives Managed Services. Client's sole and exclusive remedy for any breach by Granicus of this warranty is to notify Granicus, with sufficient detail of the nonconformance, and provide Granicus with a reasonable opportunity to correct or replace the

defective Granicus Software. Client agrees to comply with Granicus' reasonable instructions with respect to the alleged defective Granicus Software.

2.4 Limitations. Except for the license in Section 2.2, Granicus retains all ownership and proprietary rights in and to the Granicus Software, and Client is not permitted, and will not assist or permit a third party, to: (a) utilize the Granicus Software in the capacity of a service bureau or on a time share basis; (b) reverse engineer, decompile or otherwise attempt to derive source code from the Granicus Software; (c) provide, disclose, or otherwise make available the Granicus Software, or copies thereof, to any third party; or (d) share, loan, or otherwise allow another Meeting Body, in or outside its jurisdiction, to use the Granicus Software, or copies thereof, except as expressly outlined in the Proposal.

3. PAYMENT OF FEES

3.1 Client agrees to pay all fees, costs and other amounts as outlined in the Proposal in Exhibit A.

3.2 Fifty percent (50%) of all up-front fees for all products are due upon Granicus' receipt of an executed agreement or purchase order, as appropriate. The remaining fifty percent (50%) of up-front fees for each product are due upon delivery of the respective product.

3.3 Annual billing for Managed Services for associated products shall begin upon completion of delivery as defined under Section 3.4 below. Client shall be invoiced for a twelve (12) month period commencing upon delivery of the configured product(s). Thereafter, Client will be billed annually in advance. Client agrees to pay all invoices from Granicus within thirty (30) days of receipt of invoice. Client acknowledges that products may be delivered and fully operational separate from the other purchased products.

3.4 For Granicus Hardware, delivery is complete once the Client receives Hardware components with the configured Granicus Software. For Granicus Software, delivery is complete once the Software is installed, configured, tested and deemed by Granicus to be ready for Client's use, irrespective of any training services provided to Client by Granicus. Upon Granicus Hardware and/or Software delivery, Client will have fifteen (15) days to notify Granicus of any issues or problems. If Client notifies Granicus within such fifteen (15) day period of issues or problems, Granicus will promptly work to fix those issues or problems. Granicus oftentimes sells multiple software suites in one transaction. For Clients that have purchased multiple suites, Granicus reserves the right to start invoicing on a per suite basis when considered delivered.

3.5 Granicus, Inc. shall send all invoices to:

Name:
Title:
Address:
Email:

3.6 Upon each yearly anniversary of Granicus Hardware and Software delivery as defined under Section 3.4 above during the term of this Agreement (including both the initial term and all renewal terms), the Granicus Managed Service Fees shall automatically increase from the previous Managed Service Fees by five (5) percent per annum.

3.7 Training Usage Policies. Granicus has established best practice training plans around success with Granicus services, and Clients are encouraged to take advantage of all purchased training up-front in order to achieve the maximum amount of success with their services. All purchased training must be completed within ninety (90) days of the date of the project kickoff call. Any purchased training not used during this ninety (90) day period will expire. If Client feels that it is necessary to obtain more training after the initial ninety (90) day period, Client may purchase additional training at that time.

3.8 Training Cancellation Policies. Granicus' policies on Client cancellation of scheduled trainings are as follows:

(a) Onsite Training. For any cancellations within forty-eight (48) hours of the scheduled onsite training, Granicus, at its sole discretion, may invoice the Client for one hundred (100) percent of the purchased training costs and all travel expenses, including any incurred third party cancellation fees. Subsequent training will need to be purchased and scheduled at the previously quoted pricing.

(b) Online Training. For any cancellations within twenty-four (24) hours of the scheduled online training, Granicus, at its sole discretion, may invoice the Client for fifty (50) percent of the purchased training costs, including any incurred third party cancellation fees. Subsequent training will need to be purchased and scheduled at the previously quoted pricing.

4. CONTENT PROVIDED TO GRANICUS

4.1 Responsibility for Content. The Client shall have sole control and responsibility over the determination of which data and information shall be included in the Content that is to be transmitted, including, if applicable, the determination of which cameras and microphones shall be operational at any particular time and at any particular location. However, Granicus has the right (but not the obligation) to remove any Content that Granicus believes violates any applicable law or this Agreement.

4.2 Restrictions. Client shall not provide Granicus with any Content that: (i) infringes any third party's copyright, patent, trademark, trade secret or other proprietary rights; (ii) violates any law, statute, ordinance or regulation, including without limitation the laws and regulations governing export control and e-mail/spam; (iii) is defamatory or trade libelous; (iv) is pornographic or obscene, or promotes, solicits or comprises inappropriate, harassing, abusive, profane, defamatory, libelous, threatening, indecent, vulgar, or otherwise objectionable or constitutes unlawful content or activity; (v) contains any viruses, or any other similar software, data, or programs that may damage, detrimentally interfere with, intercept, or expropriate any system, data, information, or property of another.

5. TRADEMARK OWNERSHIP. Granicus and Client's Trademarks are listed in the Trademark Information exhibit attached as Exhibit D.

5.1 Each Party shall retain all right, title and interest in and to their own Trademarks, including any goodwill associated therewith, subject to the limited license granted pursuant to Section 5.2 hereof. Upon any termination of this Agreement, each Party's right to use the other Party's Trademarks pursuant to this Section 5 terminates.

5.2 Each Party grants to the other a non-exclusive, non-transferable (other than

as provided in Section 5 hereof), limited license to use the other Party's Trademarks as is reasonably necessary to perform its obligations under this Agreement, provided that any promotional materials containing the other Party's Trademarks shall be subject to the prior written approval of such other Party, approval of which shall not be unreasonably withheld.

6. LIMITATION OF LIABILITY

6.1 Warranty Disclaimer. Except as expressly provided herein, Granicus' services, software and deliverables are provided "as is" and Granicus expressly disclaims any and all express or implied warranties, including but not limited to implied warranties of merchantability, and fitness for a particular purpose. Granicus does not warrant that access to or use of its software or services will be uninterrupted or error free. In the event of any interruption, Granicus' sole obligation shall be to use commercially reasonable efforts to restore access.

6.2 Limitation of Liabilities. To the maximum extent permitted by applicable law, Granicus and its suppliers and licensors shall not be liable for any indirect, special, incidental, consequential, or punitive damages, whether foreseeable or not, including but not limited to: those arising out of access to or inability to access the services, software, content, or related technical support; damages or costs relating to the loss of profits or revenues, goodwill, data (including loss of use or of data, loss or inaccuracy or corruption of data), or cost of procurement of substitute goods, services or technology, even if advised of the possibility of such damages and even in the event of the failure of any exclusive remedy. In no event will Granicus' and its suppliers' and licensors' liability exceed the total amount of Managed Services Fees paid by Client under this Agreement for the six (6) month period prior to the date the claim arose, regardless of the form of the claim (including without limitation, any contract, product liability, or tort claim (including negligence, statutory or otherwise).

7. CONFIDENTIAL INFORMATION & OWNERSHIP.

7.1 Confidentiality Obligations. Each party agrees to keep confidential and not disclose to any third party, and to use only for purposes of performing or as otherwise permitted under this Agreement, any Confidential Information of the other Party. The receiving party shall protect the Confidential Information using measures similar to those it takes to protect its own confidential and proprietary information of a similar nature but not less than reasonable measures. Each party agrees not to disclose the Confidential Information to any of its Representatives except those who are required to have the Confidential Information in connection with this Agreement and then only if such Representative is either subject to a written confidentiality agreement or otherwise subject to fiduciary obligations of confidentiality that cover the confidential treatment of the Confidential Information.

7.2 Exceptions. The obligations of this Section 7 shall not apply if receiving party can prove by appropriate documentation that such Confidential Information (i) was known to the receiving party as shown by the receiving party's files at the time of disclosure thereof, (ii) was already in the public domain at the time of the disclosure thereof, (iii) entered the public domain through no action of the receiving party subsequent to the time of the disclosure thereof, or (iv) is required by law or government order to be disclosed by the receiving party, provided that the receiving party shall (i) if permitted by applicable law, notify the disclosing party in writing of such required disclosure as soon as reasonably possible prior to such disclosure, (ii) use its commercially reasonable efforts at its expense to cause such disclosed Confidential Information to be treated by such governmental authority as trade secrets and as confidential.

8. TERM

8.1 The term of this Agreement shall commence on the date hereof and shall continue in full force and effect for thirty-six (36) months after the date hereof. This Agreement shall automatically renew in perpetuity for terms of one (1) year each, unless either party notifies the other in writing at least thirty (30) days prior to such automatic renewal that the party does not wish to renew this Agreement.

8.2 Rights Upon Termination. Upon any expiration or termination of this Agreement, and unless otherwise expressly provided in an exhibit to this Agreement:

(a) Client's right to access or use the Granicus Solution, including Granicus Software, terminates and Granicus has no further obligation to provide any services;

(b) Client shall immediately return the Granicus Software and all copies thereof to Granicus, and within thirty (30) days of termination, Client shall deliver a written certification to Granicus certifying that it no longer has custody of any copies of the Granicus Software.

(c) Client shall refer to Exhibit E for the four (4) termination/expiration options available regarding Content.

8.3 Obligations Upon Termination. Upon any termination of this Agreement,

(a) the parties shall remain responsible for any payments that have become due and owing up to the effective date of termination;

(b) the provisions of 2.1, 2.4, 3, 4, 5, 6., 7, 8.2, 11, and 12 of the Agreement, and applicable provisions of the exhibits intended to survive, shall survive termination of this Agreement and continue in full force and effect;

(c) pursuant to the termination or expiration options regarding Content as set forth on Exhibit E, Granicus shall allow the Client limited access to the Client's Content, including, but not limited to, all video recordings, timestamps, indices, and cross-referenced documentation. The Client shall also have the option to order hard copies of the Content in the form of compact discs or other equivalent format; and

(d) Granicus has the right to delete Content within sixty (60) days of the expiration or termination of this Agreement.

9. PATENT, COPYRIGHT AND TRADE SECRET INFRINGEMENT.

9.1 Granicus' Options. If the Granicus Software becomes, or in Granicus' opinion is likely to become, the subject of an infringement claim, Granicus may, at its option and sole discretion, (i) obtain for Client the right to continue to use the Granicus Software as provided in this Agreement; (ii) replace the Granicus Software with another software product that provides similar functionality; or (iii) if Granicus determines that neither of the foregoing options are reasonably available, Granicus may terminate this Agreement and refund any prepaid fees to Client for which it has not received the services.

10. INTERLOCAL AGREEMENT.

10.1 This Agreement may be extended for use by other municipalities, school districts and governmental agencies upon execution of an addendum or other signed writing setting forth all of the terms and conditions for such use, including the products and services and fees applicable thereto. Any such usage by other entities must be in accordance with the City Code, Charter and/or procurement rules and regulations of the respective governmental entity.

11. MISCELLANEOUS.

11.1 Amendment and Waiver. This Agreement may be amended, modified, waived or canceled only in writing signed by each of the parties hereto or, in the case of a waiver, by the party waiving compliance. Any failure by either party to strictly enforce any provision of this Agreement will not be a waiver of that provision or any further default.

11.2 Governing Law. The laws of the State of Colorado shall govern the validity, construction, and performance of this Agreement, without regard to its conflict of law principles.

11.3 Construction and Severability. Wherever possible, each provision of this Agreement shall be interpreted so that it is valid under applicable law. If any provision of this Agreement is held illegal or unenforceable, that provision will be reformed only to the extent necessary to make the provision legal and enforceable; all remaining provisions continue in full force and effect.

11.4 Independent Contractors. The parties are independent contractors, and no other relationship is intended by this Agreement.

11.5 Force Majeure. Other than payment obligations, neither party is responsible for any delay or failure in performance if caused by any event outside the reasonable control of the party, including without limitation acts of God, government regulations, shortage of supplies, act of war, act of terrorism, earthquake, or electrical, internet or telecommunications outage.

11.6 Closed Captioning Services. Client and Granicus may agree that a third party will provide closed captioning or transcription services under this Agreement. In such case, Client expressly understands that the third party is an independent contractor and not an agent or employee of Granicus. Granicus is not liable for acts performed by such independent third party.

12. DEFINITIONS. In addition to terms defined elsewhere in this Agreement, the following terms shall have the meaning specified:

12.1 "Confidential Information" shall mean all proprietary or confidential information disclosed or made available by either party pursuant to this Agreement, directly or indirectly, in any manner whatsoever (including without limitation, in writing, orally, electronically, or by inspection), that is identified as confidential or proprietary at the time of disclosure or is of a nature that should reasonably be considered to be confidential, and includes but is not limited to the terms and conditions of this Agreement, and all business, technical and other information (including without limitation, all product, services, financial, marketing,

engineering, research and development information, product specifications, technical data, data sheets, software, inventions, processes, training manuals, know-how and any other information or material); provided, however, that Confidential Information shall not include the Content that is to be published on the Client Website.

12.2 “Content” shall mean any and all, documents, graphics, video, audio, images, sounds and other content that is streamed or otherwise transmitted or provided by, or on behalf of, the Client to Granicus.

12.3 “Client Website” shall mean the Client's existing websites.

12.4 “Granicus Application Programmatic Interface” shall mean the Granicus interface which is used to add, update, extract, or delete information in MediaManager.

12.5 “Granicus Solution” shall mean the Solution detailed in the Proposal, which may include Granicus Software, Installation and Training, Managed Services, and Hardware, as specified in Exhibit A.

12.6 “Granicus Software” shall mean all software included with the Granicus Solution as specified in the attached Proposal that may include but is not limited to: MediaManager™ (includes Uploader, Software Development Kit, and Podcasting Services), MinutesMaker™ (includes LiveManager), MobileEncoder™, VotingSystem™ (includes Public Vote Display).

12.7 “Hardware” shall mean the equipment components of the Granicus Solution, as listed in Exhibit A.

12.8 “Managed Services” shall mean the services provided by Granicus to Client for bandwidth usage associated with live and archived Internet streaming, data storage, and Granicus Solution maintenance, upgrades, parts, customer support services, and system monitoring, as detailed in the Proposal attached as Exhibit A.

12.9 “Managed Services Fee” shall mean the monthly cost of the Managed Services, as specified in Exhibit A.

12.10 “Meeting Body” shall mean a unique board, commission, agency, or council body comprised of appointed or elected officials that meet in a public capacity with the objective of performing decisions through a democratic voting process (typically following Robert’s Rules of Order). Two or more Meeting Bodies may be comprised of some or all of the same members or officials but may still be considered separate and unique Meeting Bodies at Granicus’ sole discretion. For example, committees, subcommittees, city councils, planning commissions, parks and recreation departments, boards of supervisors, school boards/districts, and redevelopment agencies may be considered separate and unique individual Meeting Bodies at Granicus’ sole discretion.

12.11 “Proposal” shall mean the document where the Granicus Solution that is the object of this Agreement is described along with pricing and training information.

12.12 “Representatives” shall mean the officers, directors, employees, agents, attorneys, accountants, financial advisors and other representatives of a party.

12.13 "Trademarks" shall mean all trademarks, trade names and logos of Granicus and Client that are listed on Exhibit D attached hereto, and any other trademarks, trade names and logos that Granicus or Client may specify in writing to the other party from time to time.

This Agreement consists of this Agreement as well as the following exhibits, which are incorporated herein by reference as indicated:

Exhibit A: Proposal
Exhibit B: Support Information
Exhibit C: Hardware Exhibit
Exhibit D: Trademark Information
Exhibit E: Termination or Expiration Options Regarding Content

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized representatives,

GRANICUS, INC.

By: _____

Jason Fletcher

Its: Chief Executive Officer

Address:

707 17th Street, Suite 4000

Denver, CO 80202

[INSERT CLIENT NAME]

By: _____

Name: _____

Its: _____

Address:

Date: _____

EXHIBIT A

PROPOSAL

[The remainder of this page is left blank intentionally.]

EXHIBIT B

SUPPORT INFORMATION

1. Contact Information. The support staff at Granicus may be contacted by the Client at its mailing address, general and support-only telephone numbers, and via e-mail or the Internet.

(a) Mailing Address. Mail may be sent to the support staff at Granicus headquarters, located at 707 17th Street, Suite 4000, Denver, CO 80202.

(b) Telephone Numbers. Office staff may be reached from 5:00 AM to 6:00 PM Pacific time at (415) 357-3618 or toll-free at (877) 889-5495. The technical support staff may be reached at (415) 357-3618 opt 1.

(c) Internet and E-mail Contact Information. The website for Granicus is <http://www.granicus.com>. E-mail may be sent to the support staff at customercare@granicus.com.

2. Support Policy. When Granicus receives notification of an issue from Client, Granicus, Inc. customer advocate or technical support engineer will respond with notice that they will be actively working to resolve the issue. Granicus, Inc. will make a good faith effort to give an assessment of the issue and an estimated time for resolution. Notification shall be the documented time that the Client either calls or e-mails Granicus, Inc. to notify them of an issue or the documented time that Granicus, Inc. notifies Client there is an issue. Granicus reserves the right to modify its support and maintenance policies, as applicable to its customers and licensees generally, from time to time, upon reasonable notice.

3. Scheduled Maintenance. Scheduled maintenance of the Granicus Solution will not be counted as downtime. Granicus will clearly post that the site is down for maintenance and the expected duration of the maintenance. Granicus will provide the Client with at least three (3) days prior notice for any scheduled maintenance. All system maintenance will only be performed during these times, except in the case of an emergency. In the case that emergency maintenance is required, the Client will be provided as much advance notice, if any, as possible under the circumstances.

4. Software Enhancements or Modifications. The Client may, from time to time, request that Granicus incorporate certain features, enhancements or modifications ("Modifications") into the licensed Granicus Software. Subject to the terms and conditions to this exhibit and the Agreement, Granicus and Client will use commercially reasonable efforts to enter into a written scope of work ("SOW") setting forth the Modifications to be done, the timeline to perform the work and the fees and costs to be paid by Client for the work.

4.1 Documentation. The SOW will include a detailed requirements and detailed design document illustrating the complete financial terms that govern the SOW, proposed project staffing, anticipated project schedule, and other information relevant to the project. Such Modifications shall become part of the licensed Granicus Software.

4.2 Acceptance. Client understands that all work contemplated by this exhibit is on a "time-and-materials" basis unless otherwise stated in the SOW. Delivery of the software containing the Modifications shall be complete once such software is delivered and deemed by Granicus to be ready for Client's use. Client will have fifteen (15) days after delivery of the Modifications to notify Granicus

of any issues or problems. If Client notifies Granicus within such fifteen (15) day period of issues or problems, Granicus will promptly work to fix those issues or problems.

4.3 Title to Modifications. All such Modifications shall be the sole property of Granicus.

5. Limitation of Liability; Exclusive Remedy. IN THE EVENT OF ANY INTERRUPTION, GRANICUS' SOLE OBLIGATION, AND CLIENT'S EXCLUSIVE REMEDY, SHALL BE FOR GRANICUS TO USE COMMERCIALY REASONABLE EFFORTS TO RESTORE ACCESS AS SOON AS REASONABLY POSSIBLE.

EXHIBIT C

HARDWARE EXHIBIT

THIS HARDWARE EXHIBIT is entered into by Granicus and Client, as an attachment to the Agreement between Granicus and Client, for the Hardware components of the Granicus Solution (the "Hardware") provided by Granicus to Client. This exhibit is an additional part of the Agreement and is incorporated therein by reference. Capitalized terms used but not defined in this exhibit have the meanings given in the Agreement.

1. Price. The price for the Hardware shall be the price specified in the Proposal.
2. Delivery. Any scheduled ship date quoted is approximate and not the essence of this exhibit. Granicus will select the shipment method unless otherwise mutually agreed in writing. Granicus retains title to and ownership of all Granicus Software installed by Granicus on the Hardware, notwithstanding the use of the term "sale" or "purchase."
3. Acceptance. Use of the Hardware by Client, its agents, employees or licensees, or the failure by Client to reject the Hardware within fifteen (15) days following delivery of the Hardware, constitutes Client's acceptance. Client may only reject the Hardware if the Hardware does not conform to the applicable written specifications.
4. Service Response Time. For hardware issues requiring replacement, Granicus shall respond to the request made by the Client within twenty-four (24) hours. Hardware service repair or replacement will occur within seventy-two (72) hours of determination of a hardware issue, not including the time it takes for the part to ship and travel to the Client. The Client shall grant Granicus, or its representatives access to the equipment for the purpose of repair or replacement at reasonable times. Granicus will keep the Client informed regarding the timeframe and progress of the repairs or replacement. Once the Hardware is received Client's responsibilities will include:
 - a. Mount server on client rack (if applicable)
 - b. Connecting original network cables.
 - c. Connecting original audio and video cables (if applicable).
5. LIMITATION OF LIABILITY. GRANICUS SHALL NOT BE LIABLE FOR CONSEQUENTIAL, EXEMPLARY, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES ARISING OUT OF OR RELATING TO THIS EXHIBIT INCLUDING WITHOUT LIMITATION LOSS OF PROFIT, WHETHER SUCH LIABILITY ARISES UNDER CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT PRODUCT LIABILITY OR OTHERWISE, EVEN IF GRANICUS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR IF SUCH DAMAGE COULD HAVE BEEN REASONABLY FORESEEN. IN NO EVENT WILL GRANICUS' LIABILITY TO CLIENT ARISING OUT OF OR RELATING TO THIS EXHIBIT EXCEED THE AMOUNT OF THE PRICE PAID TO GRANICUS BY CLIENT FOR THE HARDWARE.
6. Hardware. In the event of malfunction for Hardware provided by Granicus, Hardware will be repaired or replaced as per the warranty, and as detailed in this Exhibit. Granicus provides the above-mentioned services under Client's acknowledgment that all Granicus tools, and systems will be installed by the manufacturer chosen by Granicus within the Hardware, provided to the client. These software tools have been qualified by Granicus to allow the highest level of service for the client. While it is Granicus' intention to provide all Clients with the same level of customer care and warranty, should the Client decline these recommended tools, certain levels of service and warranty may not guaranteed.

7. Remote Accessibility. Granicus leverages remote access tools such as Logmein for installation and ongoing maintenance of Granicus software. These tools are designed to provide Granicus technicians with necessary information to diagnose and resolve software problems. Should the Client decide to decline these remote tools, Granicus cannot guarantee optimal level of service due to limited access to Granicus Hardware. Client understand that should they decide to use internal methods of access, such as VPN, Client may need to assist Granicus technicians for remote accessibility during business hours as well as after hours in the event Granicus technicians are unable to access remote Granicus systems.

8. Purchased Hardware Warranty. For Hardware purchased from Granicus by Client, Granicus will provide to Client a three (3) year warranty with respect to the Hardware. Within the three (3) year warranty period, Granicus shall repair or replace any Hardware provided directly from Granicus that fails to function properly due to normal wear and tear, defective workmanship, or defective materials.

9. Use of Non-Approved Hardware. The Granicus platform is designed and rigorously tested based on Granicus-approved Hardware. In order to provide the highest level of support, Granicus requires the use of Granicus-approved Hardware in your solution. While it is Granicus' intention to provide all clients with the same level of customer care and continuous software upgrades, Granicus does not make any guarantees or warranties whatsoever in the event Client uses non-approved hardware.

10. Client Changes to Hardware Prohibited. Client shall not install any software or software components that have not been agreed upon in advance between Client and Granicus technical staff. While it is Granicus' intention to provide all clients with the same level of customer care, Granicus does not make any guarantees or warranties whatsoever regarding the Hardware in the event Client violates this provision.

EXHIBIT D

TRADEMARK INFORMATION

Granicus Registered Trademarks ® Include:



Granicus logo as a mark

Granicus®

Legistar®

MediaVault®

MinutesMaker®

Mobile Encoder®

Outcast Encoder®

StreamReplicator®

Granicus Trademark Names ™ Include:

CivicIdeas™

iLegislate™

InSite™

Integrated Public Record™

Intelligent Routing™

LinkedMinutes™

LiveManager™

MediaCenter™

MediaManager™

MediaVault™

MeetingMember™

MeetingServer™

Simulcast Encoder™

VoteCast™

VoteCast™ Classic

VoteCast™ Touch

For an updated list of Granicus registered trademarks, trademarks and servicemarks, please visit:
<http://www.granicus.com/help/legal/copyright-and-trademark/>.

Client Trademarks

EXHIBIT E

TERMINATION OR EXPIRATION OPTIONS REGARDING CONTENT

In case of termination or expiration of the Agreement, Granicus and the Client shall work together to provide the Client with a copy of its Content. The Client shall have the option to choose one (1) of the following methods to obtain a copy of its Content:

- Option 1: Video/Audio files made available through an external hard drive or FTP site in its raw non-proprietary format. A CSV file will be included providing file name mapping and date. This option shall be provided to Client at Granicus' actual cost, which shall not be unreasonable.
- Option 2: Provide the Content via download from the application UI. This option shall be provided free of charge and is available anytime.
- Option 3: Provide the means to pull the content using the Granicus Application Programming Interface (API). This option is provided free of charge and is available at anytime.
- Option 4: Professional services can be contracted for a fee to customize the retrieval of content from the system.

The Client and Granicus shall work together and make their best efforts to transfer the Content within the sixty (60) day termination period. Granicus has the right to delete Content from its services after sixty (60) days, or whenever transfer of content is completed, whichever is later.