

**CivicPlus**

302 South 4th St. Suite 500  
 Manhattan, KS 66502  
 US

**Quote #:**

Q-14068-1

**Date:**

1/14/2021 11:03 AM

**Expires On:**

2/28/2021

**Product:**

CivicCMS

**Client:**

Dripping Springs TX - CivicCMS

**Bill To:**

Dripping Springs TX - CivicCMS

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Richard Jones	x785.323.4713	rjones@civicplus.com		Net 30

## CivicCMS - Statement of Work

QTY	PRODUCT NAME	DESCRIPTION	PRODUCT TYPE
1.00	CivicCMS Standard Annual	CivicCMS Standard Annual	Renewable
3.00	CivicCMS Department Sub-Sites Annual	CivicCMS Department Sub-Sites Annual	Renewable
1.00	CivicCMS Standard Implementation	CivicCMS Standard Implementation	One-time
1.00	CivicCMS Full Content Development	CivicCMS Content Development for XXX pages	One-time
1.00	CivicCMS Agendas & Minutes Migration - 100 Meetings	Content Migration - Agendas & Minutes - Per 100 Meetings	One-time
3.00	CivicCMS Department Sub-Sites One-Time Design	CivicCMS Department Sub-Sites One-Time Design	One-time

### Chart of Payments

	Annual Subscription Charges	CPA Yearly Charge	Total Annual Billing
Year One	USD 3,500.00	USD 3,125.00	USD 6,625.00
Year Two	USD 3,500.00	USD 3,125.00	USD 6,625.00
Year Three	USD 3,500.00	USD 3,125.00	USD 6,625.00
Year Four	USD 3,675.00	USD 3,125.00	USD 6,800.00

10 Supported Users included.

### Civic Payment Agreement Terms & Conditions

#### Client Agreement

This License and Service Agreement (“Agreement”) sets forth the agreed upon terms and conditions under which CivicPlus, LLC (“CivicPlus”) will provide the Services, as outlined and defined in the attached Exhibit A – Statement of Work (“SOW”).

#### Term and Termination

1. This agreement shall be for a three-year period, starting at signing, and shall automatically renew, year-to-year, unless terminated by either party.
2. Either party may terminate the Services by providing the other party with at least 60 days written notice prior to the renewal date.
3. Client may terminate this Agreement at any time if CivicPlus is found in default of any obligation defined within this Agreement which has not been cured within thirty days after receipt of written notice of such default.
4. Notwithstanding the above, in the event this Agreement and the Services are terminated, any outstanding invoices for Services performed shall become due in full and any outstanding fees for annual services shall be prorated from the beginning of the renewal term to the date of termination.

#### Intellectual Property & Ownership

5. This Agreement is not a sale of CivicCMS Content Management System (the “CMS”) and its associated applications and modules. CivicPlus provides a right of use to the Client during the period of this Agreement. Rights are non-transferable.
6. The Client will own the graphic designs and web content that are incorporated into the CMS; ownership assumes all invoices for development have been paid by the Client. Upon completion and delivery of the website to Client, Client will assume full responsibility of the content maintenance and administration. Client, not CivicPlus, shall have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness, and intellectual property ownership or right to use of all Client Content.
7. Regarding the CMS, Client may not: a) license, sublicense or in any way commercially exploit or make it available to any third party, b) make derivative works based upon it, c) reverse engineer or access it in order to build a similar product, copy features or functions, or share it with third parties, or d) copy any ideas, features, functions or graphics.
8. The CivicPlus name, the CivicPlus and CivicCMS logo, and the products and modules associated with these services provided are trademarks of CivicPlus, and no right or license is granted to use them.

#### Billing & Payment Terms

9. The project charges include the one-time development costs and the annual services (3,500.00) as detailed on Exhibit A. The client has elected to spread these charges over three fiscal years as follows:
  - a. USD 17,125.00 will be invoiced after this agreement is signed.
  - b. USD 6,625.00 will be invoiced twelve months from the date of signature.
  - c. USD 6,625.00 will be invoiced twenty-four months from the date of signature.
10. Annual services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in Year 4 of service.

11. The Client shall only pay those expenses which are specifically defined in this Agreement or defined in writing and approved as an addendum to this Agreement.

12. If the Client's account exceeds 90 days past due, the web service may be temporarily removed from service until the Client's account is made current. Client will be given 30 days' notice prior to any removal of the website for non-payment.

13. The Client will be invoiced electronically through email. Upon request CivicPlus will mail invoices and the Client will be charged a \$5.00 convenience fee.

#### **Taxes**

14. It is CivicPlus' policy to pass through sales tax in those jurisdictions where such tax is required. If the Client is tax-exempt, the Client must provide CivicPlus proof of their tax-exempt status, within fifteen (15) days of contract signing, and this Agreement will not be taxed. If the Client's state taxation laws change, the Client will begin to be charged sales tax in accordance with their jurisdiction's tax requirements and CivicPlus has the right to collect payment from the Client for past due taxes

#### **Marketing**

15. Client allows CivicPlus to display a "Government Websites by CivicPlus" insignia, and web link at the bottom of their web pages.

16. Client agrees to allow CivicPlus to include a reference(s) to the Client's website on the CivicPlus corporate website. This may include a mention of the Client, a picture of the Client's home page, and/or a case study of the Client's project.

#### **Liability**

17. CivicPlus will not be liable for any act, omission of act, negligence or defect in the quality of service of any underlying carrier or other service provider whose facilities or services are used in furnishing any portion of the service received by the Client.

18. CivicPlus will not be liable for any failure of performance that is caused by or the result of any act or omission by Client or any entity employed/contracted on the Client's behalf.

19. Client agrees that it is solely responsible for any solicitation, collection, storage, or other use of end-users' Personal Data on any website or online service provided by CivicPlus. Client further agrees that CivicPlus has no responsibility for the use or storage of end-users' Personal Data in connection with the website or the consequences of the solicitation, collection, storage, or other use by Client or by any third party of Personal Data.

20. To the extent it may apply to any service or deliverable of any SOW, user logins are for designated individuals chosen by Client ("Users") and cannot be shared or used by more than one User. Client will be responsible for the confidentiality and use of User's passwords and user names. Client will also be responsible for all Electronic Communications, including those containing business information, account registration, account holder information, financial information, Client Data, and all other data of any kind contained within emails or otherwise entered electronically through any CivicPlus Property or under Client's account. CivicPlus will act as though Client will have sent any Electronic Communications it receives under Client's passwords, user name, and/or account number. Client shall use commercially reasonable efforts to prevent unauthorized access to or use of any CivicPlus Property and shall promptly notify CivicPlus of any unauthorized access or use of any CivicPlus Property and any loss or theft or unauthorized use of any User's password or name and/or user personal information.

21. Client shall comply with all applicable local, state, and federal laws, treaties, regulations, and conventions in connection with its use of any CivicPlus Property.

#### **Indemnification**

22. To the extent allowed by law, CivicPlus agrees to indemnify and hold Client harmless from any and all claims for bodily injury, death, personal injury and property damage and for any other expenses (including attorney's fees) which arise out of the negligent actions or omissions of CivicPlus during the performance of this Agreements.

#### **Force Majeure**

23. Neither party will be liable to the other for any failure or delay in rendering performance arising out of causes beyond its control and without its fault or negligence. Such causes may include, but not be limited to, acts of God or the public enemy, freight embargoes, power outages, and unusually severe weather; but the failure or delay must be beyond its control and without its fault or negligence and shall only be for the period causing the delay.

#### **Miscellaneous**

24. At all times and for all purposes hereunder, CivicPlus is an independent contractor and not an employee of the Client.

25. Any and all modifications of the services and/or terms of this agreement, shall be accomplished by an amendment, which must be approved in writing by both parties.
26. The invalidity, in whole or in part, of any provision of this Agreement shall not void or affect the validity of any other provision of this Agreement.
27. Each person signing this Agreement represents and warrants that he or she is duly authorized and has legal capacity to execute and deliver this Agreement. Each party represents and warrants to the other that the execution and delivery of the Agreement and the performance of such party's obligations hereunder have been duly authorized and that the Agreement is a valid and legal agreement binding on such party and enforceable in accordance with its terms.

**Acceptance**

By signing below, the parties are agreeing to be bound by the covenants and obligations specified in this SOW and the MSA terms and conditions found at: <https://www.civicplus.com/master-services-agreement>.

IN WITNESS WHEREOF, the parties have caused this SOW to be executed by their duly authorized representatives as of the dates below.

Client

CivicPlus

By:

By:

\_\_\_\_\_  
Name:

\_\_\_\_\_  
Name:

\_\_\_\_\_  
Title:

\_\_\_\_\_  
Title:

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

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

**Contact Information**

\*all documents must be returned: Master Service Agreement, Statement of Work, and Contact Information Sheet.

**Organization** URL

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Street Address

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Address 2

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City State Postal Code

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CivicPlus provides telephone support for all trained clients from 7am –7pm Central Time, Monday-Friday (excluding holidays).  
Emergency Support is provided on a 24/7/365 basis for representatives named by the Client. Client is responsible for  
ensuring CivicPlus has current updates.

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**Emergency Contact & Mobile Phone**

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**Emergency Contact & Mobile Phone**

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**Emergency Contact & Mobile Phone**

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**Billing Contact** E-Mail

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Phone Ext. Fax

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Billing Address

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Address 2

---

City State Postal Code

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Tax ID # Sales Tax Exempt #

---

Billing Terms Account Rep

---

Info Required on Invoice (PO or Job #)

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Are you utilizing any external funding for your project (ex. FEMA, CARES): Y [     ] or N [     ]

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Please list all external sources: \_\_\_\_\_

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**Contract Contact** Email

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Phone Ext. Fax

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**Project Contact** Email

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Phone Ext. Fax



**CIVICCMS<sup>®</sup>**

# City of Dripping Springs, TX

Website Redesign, Development, and  
Implementation Services

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

## Letter of Introduction

Lisa Sullivan  
Communication Director  
City of Dripping Springs  
511 Mercer St  
PO Box 384  
Dripping Springs, TX 78620

January 27<sup>th</sup>, 2020

Dear Lisa,

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

CivicPlus is the leading developer of municipal websites in the United States, with over 3,500 clients. Our sole focus is the municipal sector, including counties, cities, townships, villages, boroughs, special districts and municipal related associations.

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

- We have 100+ municipal clients throughout the state of TX
- You will receive a custom new design and layout, built in Responsive Design, to accommodate the various sizes of mobile and tablet devices currently in use.
- This proposal includes full content development, migrating existing pages and building out new content, as provided.
- We offer two-way integration with Social Media.
- Our CMS is very intuitive, and we believe the easiest to use in the industry.
- We can also provide optional software for a variety of online services such as Emergency Notifications and Agenda Management.

We are committed to forming a long-term partnership with the city, providing a cost-effective upgrade to your website now while planning for future challenges as your needs evolve. I look forward to having the opportunity to present our services and demo our applications.

Sincerely,



Richard Jones  
Trusted Solutions Advisor Representing Texas  
rjones@civicplus.com



# Executive Summary

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



### Created to Meet Your Needs

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



### Our Drupal Platform

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



### We Build Long-Term Relationships

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



### Easiest System for Updating & Adding New Content

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



### Custom & Responsive Design

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



### Useful & Relevant Modules

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



### Affordable Cost, Flexible Payments

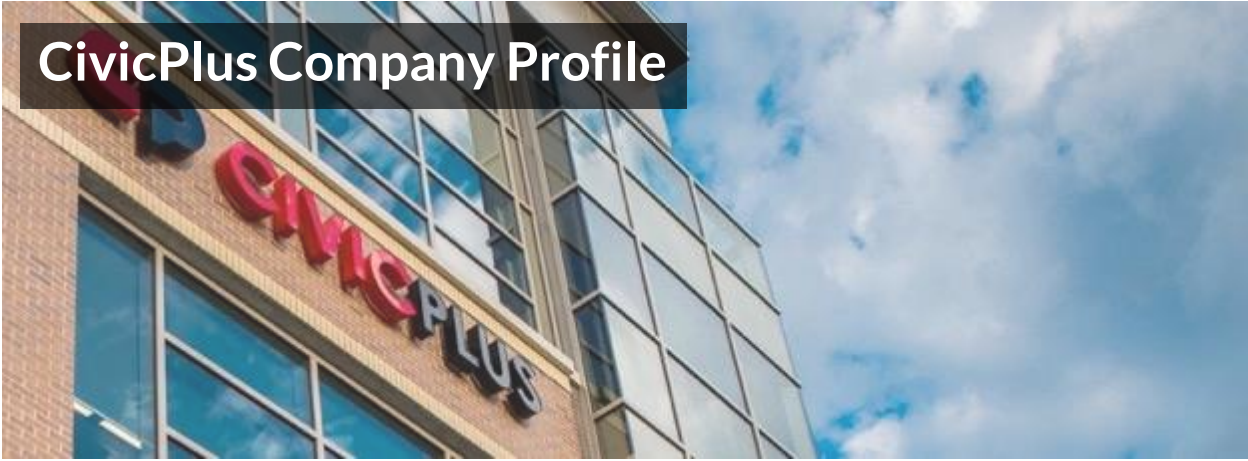
We understand the fiscal challenges municipalities face on a daily basis, so CivicPlus offers payment options to meet your budgeting needs.



### Security and Protection—Priority One!

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

# CivicPlus Company Profile



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

CivicPlus was founded over 20 years ago. Today, we have 350 staff members and continue to implement new technologies and services to maintain the highest standards of excellence and efficiency for our more than 4,000 clients and over 70,000 users. Our commitment to setting the standard in website design, management and government communication has been instrumental in making CivicPlus a leader in web design, communication programming and hosting.

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

## **Why should the City of Dripping Springs choose CivicPlus to achieve its vision?**

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

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

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



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

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

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

**Here is a link to some of our award winners:**

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



**We Make Government Work Better.**

# Project Goals & Guidelines

## Overall Project Goals

- 1.) Your new CivicCMS website will be a fully custom, modern responsive design utilizing a feature-rich content management system (CMS). We believe our platform is the best value for our customers and is tailor-made for the small government market, in which municipal staff juggle many roles and often lack enough technological support. Our websites are easy to use, easy to maintain, and will meet or exceed the City's needs.
- 2.) Our expert designers will guide your team towards the perfect homepage design and consistent user experiences for all departments and subpages. Google Analytics is integrated with the CivicCMS platform to track website performance after launch.
- 3.) Ability to limit the number of content administrators you may configure within the system. Our user account system offers many ways to control access to your department pages and allows each group to manager their own material. Advanced, site-wide administrators may support these individuals, as needed, in addition to performing higher level management of the website.
- 4.) Your CivicCMS website is highly ADA compliant upon launch. We have partnered with accessibility services provider AudioEye to offer additional functionality for those clients who prioritize compliance beyond our existing best practices.
- 5.) Our Drupal-based platform enables us to deliver new functionality to our customers over time. Many additional modules or advanced features may be leveraged at a future date, once the city is ready to build upon our base implementation.
- 6.) We proudly meet the rigorous security and infrastructure standards demanded by thousands of government entities for their websites and related applications.

## Project Guidelines

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

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

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

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

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

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

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

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

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

## Other Comments

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

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

# Typical Project Timeline

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

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

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





## Content Management System (CMS)

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

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

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

### Interactivity

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

#### I. Email Broadcast of New Content

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

## II. Calendar

Our CMS houses an intuitive calendar feature. Allowing staff to create multiple calendars for various meetings and events. Ability to integrate with Google Maps, attach documents and also equipped with built-in YouTube Video Players.

## III. Text Messaging

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

## IV. Webforms Module

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

## V. Payment Systems Integration

Our system allows clients to continue using Payment Systems with an iFrame or an embed.

## VI. Cabinet

Department content storage area. Allowing staff to delete multiple published content from one location.

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



*The support has been amazing from day one. We worked closely with your employees during initial setup stages, creating the webpage, training, and for follow-up. Your team of employees know what the City was looking for and created it with ease.*

Felicia B., Aberdeen, MD



## Available Apps & Modules

### Constituent Communication Apps

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

### Design & Graphics Modules

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

### Content Management Features

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

### Administration & Security

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

## Support, Maintenance & Hosting



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

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

### Support & Maintenance

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

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

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

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

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

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

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

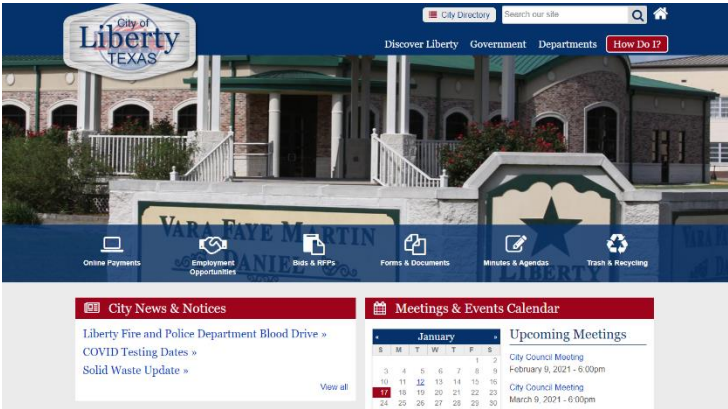
Occasionally our clients encounter natural disasters such as tornadoes or tropical storms, and man-made crises (Newtown, CT, Parkland, FL). In all cases, our staff is committed to take on an active webmaster role as needed at no cost to our clients.

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

# Partial List of Clients in Texas

- Killeen TX
- Midland County TX
- Taylor County TX
- Randall County TX
- Odessa TX
- Wichita Falls TX
- Fields Association TX
- Lost Pines Groundwater Conservation District TX
- Rockwall County TX
- Flower Mound TX
- Victoria TX
- Wise County TX
- San Marcos Intranet TX
- San Marcos TX
- Rowlett TX
- Port Arthur TX
- Hood County TX
- Val Verde County TX
- Bedford TX
- Bedford Intranet TX
- Texas City TX
- Port of Galveston
- Leander TX
- Erath County TX
- Coppell TX
- Huntsville TX
- Huntsville EDC TX
- Huntsville Tourism and Cultural Services TX
- The Colony TX
- Hurst Creek Municipal Utility District TX
- Rosenberg TX
- Texarkana TX
- Lancaster TX
- Nacogdoches TX
- La Porte TX
- Little Elm TX
- My Little Elm News TX
- Friendswood TX
- Eagle Pass TX
- Big Spring TX
- Weatherford TX
- Greenville TX
- Paris TX
- San Benito TX
- Corsicana TX
- Balch Springs TX
- Kerrville TX
- Plainview TX
- Benbrook TX
- Sachse TX
- Saginaw TX
- Brownwood TX
- Alice TX
- Angleton TX
- Dickinson TX
- Universal City TX
- Converse TX
- Midlothian TX
- Andrews County TX
- Murphy TX
- Bay City TX
- Fate TX
- South Houston TX
- Bellaire TX
- Mineral Wells TX
- White Settlement TX
- Mount Pleasant TX
- Gainesville TX
- Brenham TX
- Cibolo TX
- Taylor TX
- Portland TX
- Highland Village TX
- Seagoville TX
- West University Place TX
- Hutto TX
- Forney TX
- Jacksonville TX
- La Marque TX
- Henderson TX
- Hewitt TX
- Levelland TX

# Client Examples | All Designs Are Custom



## City of Liberty, TX

<https://cityofliberty.org>

*MOBILE RESPONSE DESIGN!*

Take a look!



## City of Navasota, TX

<https://navasotatx.gov>

*MOBILE RESPONSE DESIGN!*

Take a look!



## City of Ferris, TX

<https://ferristexas.gov>

*MOBILE RESPONSE DESIGN!*

Take a look!

# Accessibility

## ADA Section 508 Compliance

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

Our approach for each website includes the following steps:

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



# Costs & Deliverables

## CIVICCMS Website Package

### Graphic Design

- Custom Website Design
- Custom Design; Fully Responsive Format (Smart Phones, Tablets)
- 3 Individual & Custom Subsites

### Content Development

- Full Migration of All Content from City Website and all Three Subsites
- Migration of up to 250 Files
- Migration of 2019-2021 Minutes and Agendas

### Staff Training

- Online Training, as needed; Minimum One Day (8 hours)
- Full Access to Library of Videos/Documentation

### Supplemental Modules at No Cost

- Bids/RFP's
- Recyclopedia
- Intranet
- Text Alerts
- Email Notifications
- Agenda Manager
- Popular Pages
- Business Directory

### Secure Hosting

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

### Ongoing Customer Support

- Unlimited Live Support for Up to 10 Users
- Unlimited Number of Content Editors
- Online Helpdesk
- Free Monthly Webinars
- 24/7 Technical Support

### CIVICCMS Application

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

### Also Includes

- Apache Solr Search Appliance
- Google Analytics
- E-Subscriber Mail Lists
- Social Media Integration
- Web Forms Builder
- iFrame existing Payment System
- No Storage Limit on Future Pages & Files

### Year One Investment: \$ 16,000

- Website Development/Training: \$12,500
- Annual Fees: \$3,500

Alternate Payment Option: Page 18

# Annual Services

## Hosting, Support & Maintenance

Each year of your contract, you'll receive system enhancements, maintenance, optimization, and have full access to our support staff so your site stays up to date with our latest features and functionality. (Annual Hosting/Maintenance Services are subject to a cumulative annual 5% technology fee increase beginning Year 3 and beyond)

- Secure Hosting and Security Services
- Software maintenance including service patches and system enhancements
- 24/7 technical support and access to the Online Help Center
- Unlimited Live Customer Support for up to 10 Designated Users
- Account Management Team for ongoing support and web environment evolution

### Website Project Alternative Pricing

**The CivicPlus Advantage (CPA) payment alternative payment plan provides zero interest dividing the One-Time Implementation Investment expense of your project over the four (4) years of your contract to assist with your initial out of pocket expense and budget allocation. Each payment also includes your Annual Hosting/Maintenance Services.**

<b>1st Year .....</b>	<b>\$6,625</b>	<b>3rd Year.....</b>	<b>\$6,625</b>
<b>2nd Year.....</b>	<b>\$6,625</b>	<b>4th Year.....</b>	<b>\$6,800</b>

(Annual plus 5% Technology Increase Beginning in Year 4)