Revize Web Services Sales Agreement

This Sales Agreement is between Town of Dundee, FL ("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179 Date: 09-02-25

CLIENT INFORMATION:		REVIZE LLC:
Client Name:	Dundee FL	Revize Software Systems
Client Address:	202 E Main St	150 Kirts Blvd., Suite B
Client Address 2:		Troy, MI 48084
Client City/State/Zip:	Dundee, FL 88340	248-269-9263
Contact Name:	Melissa Glogowski 863-438-8330 X258 mglogowski@townofdundee.com	
Billing Dept. Contact:	Melissa Glogowski 863-438-8330 X258 mglogowski@townofdundee.com	

Client Website Address: https://townofdundee.com/

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

Quantity	Description	Price
1	Phase 1 – Project Planning and Analysis, Onetime fee:	$900
1	Phase 2 – Discovery & Design from scratch - One concept, three rounds of changes, home page and inner page designs and layout, includes Responsive Web Design. Onetime fee:	$2,250
1	Phase 3 & 4 – Revize Template Development - Set-up all CMS modules listed on the following page with I-framing or linking to any additional 3rd party web applications and CMS module updates. Onetime fee:	$3,800
1	Phase 5 – Quality Assurance Testing, Onetime fee:	$950
1	Phase 6 – Site map development/content reorganization and content migration from old website into new website including spell checking and style corrections – up to 400 web pages and documents (approximate amount on your website today). Onetime fee:	$0
1	Phase 7 – Content Editing/Administrator Training, one-day session, remote, Onetime fee:	$900
1	Phase 8 – Go Live, Onetime fee:	Included
1	Revize Annual Fee, pre-paid: Includes unlimited tech support, CMS software updates (up to 5 users), security software updates, and 24-hour website health monitoring. Website hosting on 4 redundant server farms included free of charge with SSL security certificate (10 GB storage space, 100 GB monthly bandwidth limit)	$2,000/yr.
	Build Fee & Year 1 Annual Fee Grand Total	**$10,800**
	Five Year Payment Plan: Annual Fee Due 10/01/25	**$3,760**

Terms:

1. Five-year agreement. Revize will provide a free redesign beginning in year 5 after 4 completed years of service.
2. Payments: All Invoices are due according to the due date on forthcoming invoice. All sent invoices will be due on a net 30 business day billing cycle.
3. Revize requires payments to be made according to the payment schedule listed on page 4.
4. All future payments are subject to annual appropriations approval from CLIENT.
5. Additional content migration, if requested, is available for $3 per web page or document.
6. Additional bandwidth is available at $360 per year for each additional 50GB per month.
7. This agreement is the only legal document governing this sale & the proper jurisdiction and venue for any legal action or dispute relating to this Agreement shall be the state of Michigan.
8. Both parties must agree in writing to any changes or additions to this Sales Agreement.
9. The CLIENT understands that project completion date is highly dependent on their timely communication with Revize. CLIENT also agrees and understands that;
    a. The primary communication tool for this project and future tech support is the Revize customer portal found at https://support.revize.com.
    b. During the project, the CLIENT will respond to Revize inquiries within 48 hours of the request to avoid any delay in the project timeline.
    c. The CLIENT understands that project timelines will be delayed if they do not respond to Revize inquiries in a timely manner.
10. The CLIENT owns the design, content, and will receive software updates to the CMS for the life of the contract.
11. Unless otherwise agreed, Revize does not migrate irrelevant records, calendar events, news items, bid results, low quality images, or data that can reasonably be considered non-conforming to new website layout.
12. Revize expects to complete phase 7 (training) of this project within 18-24 weeks from the date of the project kickoff meeting. Upon completion of phase 7 it is the CLIENT's responsibility to decide when to go live with the website. The CLIENT's decision to delay go-live for any reason, unrelated to a functional defect making the site inoperable, does not constitute breach of contract on the part of Revize. The CLIENT understands that it is incumbent upon the CLIENT to respond to Revize requests in a timely manner. The CLIENT further understands that any timeline delays due to their lack of timely communication do not constitute a breach of contract on the part of Revize.

Enterprise Revize CMS License

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

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

Products CLIENT Owns Include:

- Revize CMS License
- Hosted Website
- Source Files
- All Included Revize Web Applications
- Design & Page Content

AGREED TO BY:	***CLIENT***	***REVIZE***
Signature of Authorized Person:	_____	_____
Name of Authorized Person:	_____	***Brian Rohen***
Title of Authorized Person:	_____	***Account Executive***
Date:	_____	_____

Please sign and return full sales agreement to: ***brian@revize.com*** Fax 1-866-346-8880

Revize Site Payment Schedule for Town of Dundee, FL

PAYMENT SCHEDULE OPTIONS

Option 2: Revize Five-Year Interest-Free Payment Plan

Instead of paying for the total project cost in year one, Revize would spread out the total first year cost over five years of service.

Payment Amount	Due Date	Payment Includes
$ 3,760	October 1, 2025	20% of Project Cost + Year 1 Annual Hosting & Maintenance
$ 3,760	Year 2	20% of Project Cost + Year 2 Annual Hosting & Maintenance
$ 3,760	Year 3	20% of Project Cost + Year 3 Annual Hosting & Maintenance
$ 3,760	Year 4	20% of Project Cost + Year 4 Annual Hosting & Maintenance + Free Redesign!
$ 3,760	Year 5	20% of Project Cost + Year 5 Annual Hosting & Maintenance
$ 2,000	Year 6 & beyond	Year 6 Annual Hosting & Maintenance

The Following Applications & Features will be integrated into Your Website Project

Revize provides applications and features specifically designed for government websites. The applications and features are categorized into:

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

Citizen's Communication Center Apps

- Home Page Alerts
- Document Center with keyword search
- FAQs with keyword search
- Staff Directory with keyword search
- RFP/RFQ Bid Posting Templates
- Job Postings
- News Center with Facebook/Twitter Integration
- "Share This" Social Media App
- Photo Galleries
- Quick Link Buttons
- New Revize Web Calendars with monthly grid and listing view
- Sliding Feature Bar
- Language Translator – over 95 languages

Citizen's Engagement Center Apps

- Citizen Request Center with Captcha
- Online Bill Pay
- RSS Feed

Staff Productivity Apps

- Image Manager
- iCal Integration
- Link Checker
- Menu Manager
- Online Web Form Builder with drag & drop text fields
- Bid Posting
- Website Content Archiving
- Website Content Scheduling

Site Administration and Security Features

- Audit Trail
- Drag and Drop Menu Management
- Drag and Drop Picture Management
- Drag and Drop Document Management
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- SSL Security Certificate
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics

Mobile Device and Accessibility Features

- ADA Compliant WCAG 2.1 AA
- ADA Accessibility Widget
- Responsive Website Design (RWD) for great mobile phone viewing

Service Level Agreement

Revize Maximum Response Times via Severity Level

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

Crisis issues, determined by Revize, are defined as when a website error renders the CMS program or website completely unusable or nearly unusable or introduces a high degree of operational risk and no workaround is available. Until this error is resolved, the website is essentially halted. A large number of users and or core program functionality are severely impacted.

Critical issues are defined as website errors that are an inconvenience, or causes an inconsistent behavior of the website, which does not impede the normal functioning of the website. It could be an error that occurs consistently and affects non-essential functions and is an inconvenience which impacts a small number of users. May also contain visual errors for the graphical display of the website that is not ideal but still functioning correctly.

Normal issues are defined as an error that has a small degree of significance or is a minor cosmetic issue, or is a one-off case. A one-off case occurs when the error occurs and cannot be reproduced easily. These are errors that do not impact the daily use of the website. A low error is something that does not affect normal use, and can be accepted for a period of time, but the user would eventually want changed.

Technical Support Escalation:
If an issue cannot be remedied by the Tech Support technician within 3 days, it will be escalated to the CTO, Ray Akshaya. If the problem is not resolved within 3 business days, then the Business Development Director, Joseph Nagrant, will assemble a team to work on the issue and have a conference call with the client explaining the resolution path the company will take to resolve the issue. If additional time is needed, the Business Development Director will contact the client and notify the client with an explanation and a follow up date as agreed by both the client and Revize.

Revize Support

- 8 a.m. – 8 p.m. EST Phone Support (Monday thru Friday)
- 24/7/365 Portal & Email Support
- Dedicated support staff to provide assistance and answer all questions
- Training refreshers
- Video tutorials and online training manual