

# City of Everman, TX



## Executive Summary

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HELPING LOCAL GOVERNMENT INFORM, ENGAGE & PROTECT THEIR CITIZENS

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# Powering and Empowering Local Governments



**12,000+**

Customers Inspire our  
Solutions



**100,000+**

Administrative Users



**340+ Million**

Resident Users in the U.S.  
and Canada Alone



# How We'll Help

- Promote Transparency for Residents, Visitors, Businesses & Elected Officials
- A Research Based Design w/ Strong Internet Presence
- Strategic Partnership
- Sharing Nationwide Community Insight
- Beautiful UX/UI Navigation Experience for all users
- Encourage Municipal Economic Development
- Website Flexibility. Growing as the City Grows
- Multiple Calendars and Events
- Easily Handled by Small Staff
- Push out Email Alerts and Notices on the Website
- Create Consistent Information Across Social Media
- Schedule content updates, and schedule content removal
- ADA Compliant
- Multiple Software Options for other Departments
- Accessible on Any Device

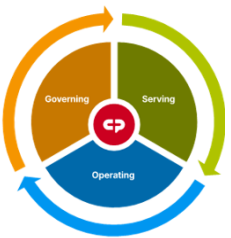




# The Civic Experience

One Vendor, Multiple Software Solutions





# Our Passion – Industry Recognitions

**GovTech**  
**100** AWARDED GOVTECH'S TOP 100 INNOVATOR LIST  
9 YEARS IN A ROW 2016, 2017, 2018, 2019, 2020, 2021, 2022,  
2023, 2024



## 2024 – 5 Stevie Awards Nominations

- Best Customer Satisfaction Strategy – Finalist
- Customer Service Training am of the Year – Finalist
- Customer Service Department f the Year –Finalist
- Best use of Technology in Customer Service – Finalist
- Best Achievement in Customer Experience - Finalist



**MOST PROMISING PUBLIC SECTOR SOLUTIONS PROVIDER 2022**  
Awarded by **CIOReview**



# Purpose Built Website Design - Goals

## 1. Stunning Design

- A site that reflects the uniqueness and beauty of your community
- A site that fosters pride

## 2. Resident Self-Service Capabilities

- Industry-leading search functionality
- Email subscriptions
- Create content once, and post it to multiple locations

## 3. Easy to Use for Staff

- No Web Experience Needed - Easy for staff with varying levels of IT experience to make content-rich updates
- Time-Saving - integrations with core solutions
- Future Proof - As you grow and your priorities evolve, our solutions will scale with you to optimize efficiency, transparency, and resident engagement capabilities

# Purpose Built Website Design - Features

## Base Features

- Responsive Mobile Friendly Design
- Simple Page Editor
- Best-in-Class Search Engine
- Social Media Integration
- Web Page Categories - create a page once, have it show up in multiple places
- Department Microsites (sites-within-a-site)
- Rotating Banners and Headline Articles
- Photo Album Slideshows
- Google Maps Integration
- Resource/Document Center
- Image auto-scaling and resizing
- Site Metrics (Google Analytics)
- Scheduled Publish On/Off Dates
- Unlimited User Logins
- Unlimited Content
- Word-like WYSIWYG Editor
- Email Subscriptions
- Jobs Listings
- Private Pages
- Unlimited Online Fillable Forms
- Emergency Alerts
- Meeting Agendas/Minutes/Videos
- Event Calendar
- Page Versioning / Audit Trail
- Latest News / Press Releases
- Anti-Spam Controls
- Email Harvesting Protection
- Broken Link Finder
- Dynamic Sitemap
- Support for Windows, Mac, Linux
- Video Integration (YouTube, Vimeo, etc.)
- You own the rights to all data
- Organization/Staff Directory
- Frequently Asked Questions (FAQs)
- Ordinances and Resolutions
- Share This Button (Facebook/Twitter)
- Secure Pages / SSL
- Printer-Friendly Pages
- Bids and RFPs
- Projects Directory
- Parks and Trails Directory
- Property Directory (Commercial/Industrial)
- Business Directory
- SMS Text Notifications
- Specialty Sub-Site Graphic Designs
- Integrable CivicPlus Chatbot



# Purpose Built Website Design - Differentiators

- **1) ADA Compliance (WCAG 2.1 AA)**
  - Style-Guide and HTML Structure
  - + Other Web Governance and Compliance Services Available If Desired on an On-going Basis
- **2) Drupal Open Source – Google Friendly**
  - As new versions are developed, Drupal is now designed to be backward compatible, making it quick, easy, and seamless to move to future versions.
  - CivicPlus is a strategic partner within the Drupal community that optimizes the benefits you get from the larger Drupal development community
- **3) Industry-Leading Search Capabilities**
- **4) Integration (Third-Party + Key CivicPlus Software Integrations)**
- **5) Easy Web Page Authoring**
- **6) Create Content Once – Multiple Locations**
- **7) Customer Service and Award-Winning Support**
  - You will be well-trained before going live via free, regularly-scheduled training that you can join as needed
  - 24/7 Help Center Access
  - Support Access by Phone and Email
  - Customer Success Manager Remains in Regular Touch with You Throughout the Life of Your Website



# Approach & Project Timeline

14 – 18 Weeks



1

## Initiate

### PROJECT KICKOFF MEETING

Review deliverables, outline process, assign action items



2

## Analyze

### DESIGN & ARCHITECTURE

Discuss design preferences and vision



3

## Site Implementation

### IMPLEMENT DESIGN

Design is created, reviewed and approved in JPG format



4

## Content Development

### DEPARTMENT SPECIFIC MODULES AND CONTENT

Migrate webpages, documents, and files



5

## Educate

### USER TRAINING

CivicCMS will provide system training to empower users with the skills needed to maintain the website.



6

## Launch

### WEBSITE LAUNCH

The new website is scheduled to be made available to the public with live domain name.





Now Let's Look at  
how it Works

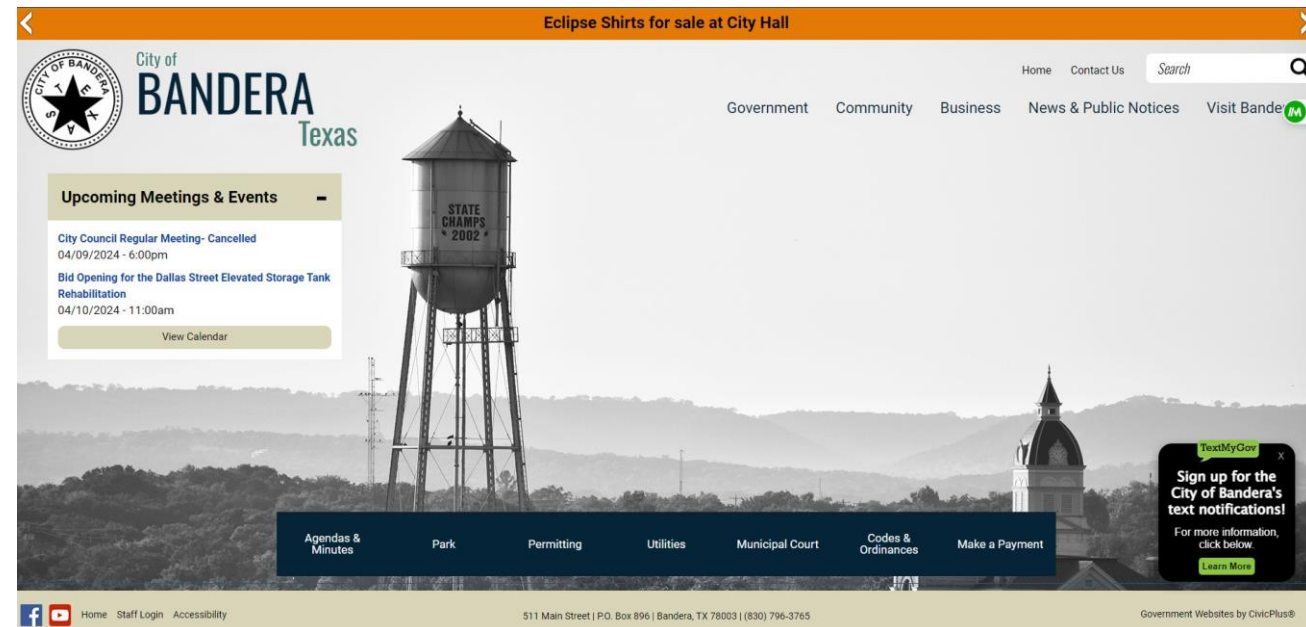
# Premium Design (Templated)

- Template Design
- 15+ Modules
- Hosting & Security
- 150 Pages of Content Migration
- Live or Recorded Website Training

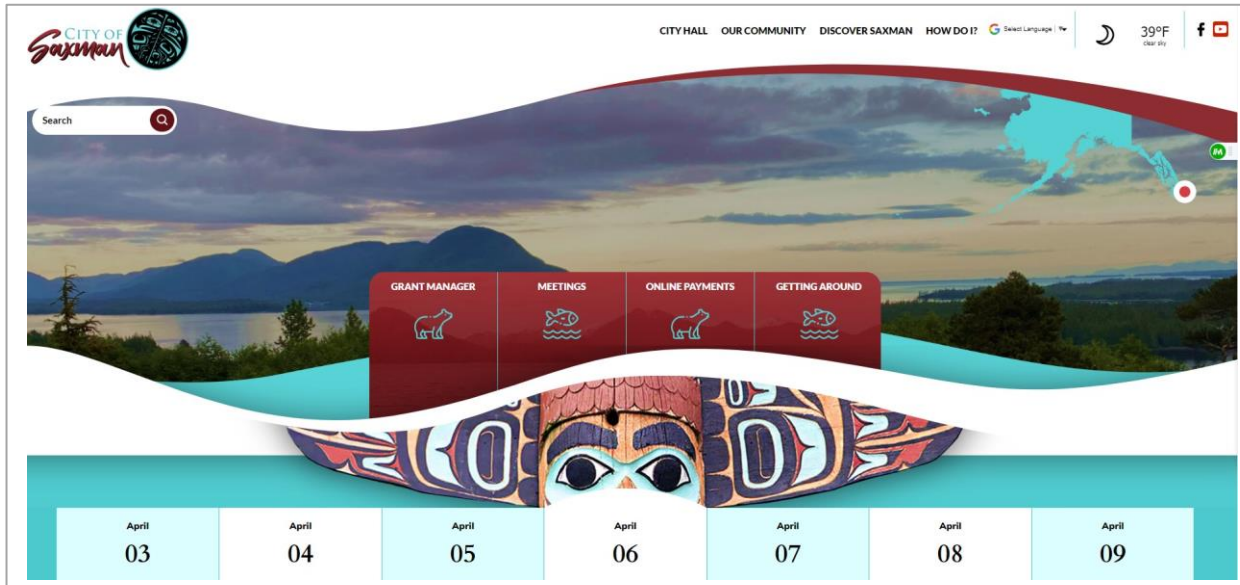
**One-Time Development: \$1,000**

**Annually: \$3,608\***

\*Includes 20% Discount for existing customer

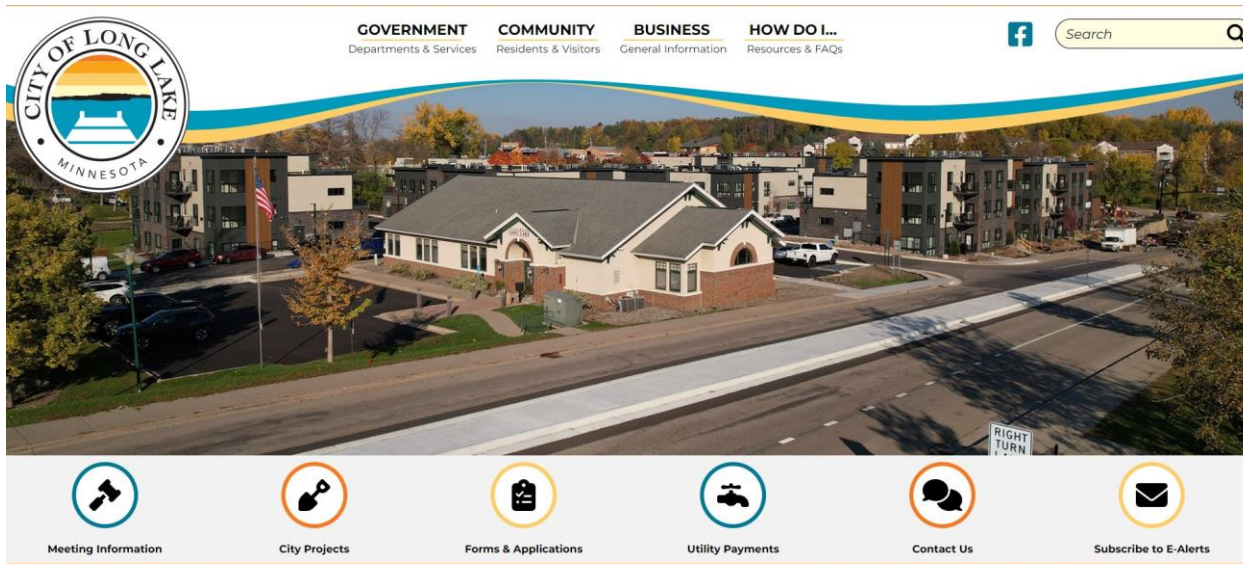






## Ultimate Design (Custom)

- Custom Design
- 15+ Modules
- Hosting & Security
- 150 Pages of Content Migration
- Live or Recorded Website Training



**One-Time Development: \$1,000**

**Annually: \$4,136\***

\*Includes 20% Discount for existing customer