A central photograph of a man with a beard and glasses, wearing a grey sweater, looking at a smartphone. This photo is set within a large red circle with a dashed white border. Surrounding the man are three circular icons: a top-left icon showing a laptop, tablet, and smartphone; a top-right icon showing a hand touching a smartphone screen; and a bottom-left icon showing a group of people around a central building icon.

**Website Redesign, Hosting,  
and Support**

Quote for the City of Glen Rose, TX

**Richard L Jones**

PO Box 2235 Tallahassee, FL 32316

PH: 785.323.4713

Email: [Rjones@civicplus.com](mailto:Rjones@civicplus.com)

# Letter of Interest

July 20<sup>th</sup>, 2022

Dear Staci,

Every interaction between a member of your community and your local government is an opportunity to create a positive civic experience. At CivicPlus®, LLC (CivicPlus), our mission is to help make local governments work better. To do that, we build technology solutions to empower you and your staff to create digital interactions that are personalized, frictionless, and singular.

With a CivicPlus website, you won't simply receive a communication platform—you will also obtain the tools to build a trusted and long-term relationship with its residents. By partnering with CivicPlus, you'll receive:

- A responsive design that is available to your residents from anywhere on any device
- A comprehensive suite of features and tools tailored to the functionality you need most
- The hands-on migration of existing content by our team of experts
- 24/7/365 emergency support with secure hosting and maintenance

In addition, if you choose to integrate your website with our agenda and meeting management and codification solutions, you will realize even greater efficiency. Mark ordinance agenda items as approved and automatically schedule them for supplementation and publishing to your online code of ordinances and your website. These integrations can include unified search and cross-links across each platform.

We have worked with cities, towns, villages, counties, and other local government agencies for decades. As a result of our continued collaboration with customers, we have designed an intuitive website solution that is tailored to satisfy the needs of your municipality.

We thank you for your review of this proposal and look forward to working together to create positive civic experiences in Glen Rose.

Sincerely,

A handwritten signature in blue ink, appearing to read 'B. Geiger'.

Bob Geiger, CivicPlus Vice President, Sales

# Contents

02	Letter of Interest
03	Contents
04	Company Profile
05	References and Design Examples
09	Website Content Management System (CMS) Features
13	Project Timeline and Approach
18	Hosting, Maintenance, and Customer
20	Project Costs
21	Available Options
22	Integrated Product Discount
23	Payment Schedule and Product Details Selection

# Company Profile

## Powering and Empowering Local Governments

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We empower municipal leaders to transform interactions between residents and government into consistently positive experiences that elevate resident satisfaction, increase revenue, and streamline operations. We are proud to have earned the trust of our over 7,300 local government customers and their 100,000+ administrative users.

In addition, 340 million citizens in North America are connected with their local government via our solutions and services.

Knowing that our tools help so many individuals find local information, apply for jobs, stay informed during times of disaster, request civic services, and be active in their communities pushes us to continually evolve our solutions as the needs of local governments evolve.

---



70

years of gov  
experience



7,300+

Local government  
clients



340

Million citizens connected  
with their local government

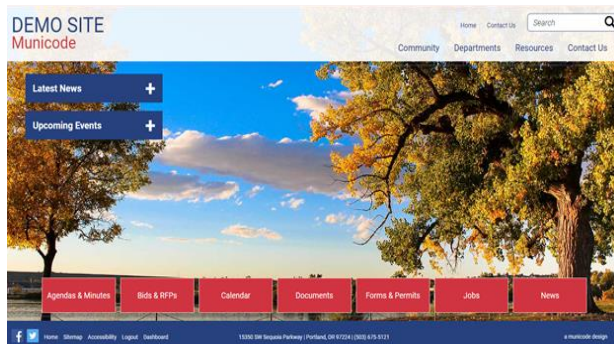
---

Local government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services; however, they struggle with budget cutbacks and technology constraints. CivicPlus enables civic leaders to solve these problems, making consistently positive interactions between residents and government possible.

What sets us apart is our Civic Experience Platform. With it, municipalities increase revenue and operate more efficiently while fostering trust among Customers.

## Standard | Premium Designs

Our standard designs come as part of our base price. They are ideal for communities that want a professional, mobile-friendly design without the added expense of custom graphic design work. Choose from one of our standard layouts and customize the color palette and background photos.



☆ Same features and systems as custom design.

☆ Customize your:

- ☆ Logo
- ☆ Header bar color
- ☆ Menus
- ☆ Quick links
- ☆ Button colors
- ☆ Footer bar color

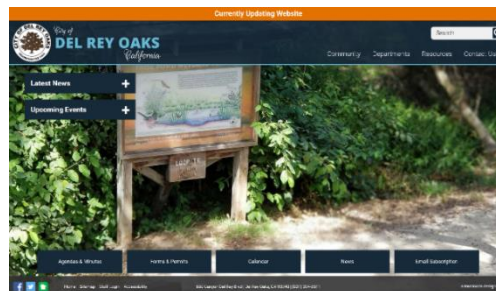
### Del Rey Oaks California

[DelReyOaks.org](http://DelReyOaks.org)

Population: 1,624

Kim Carvalho, Assistant to the City Manager/Deputy City Clerk  
(831) 394-8511 Ext. 110

[kcarvalho@delrevoaks.org](mailto:kcarvalho@delrevoaks.org)



### Mount Carmel Illinois

[CityOfMtCarmel.com](http://CityOfMtCarmel.com)

Population: 7,284

Mike Gidcumb, City Inspector  
618-262-4822

[mgidcumb@cityofmtcarmel.com](mailto:mgidcumb@cityofmtcarmel.com)



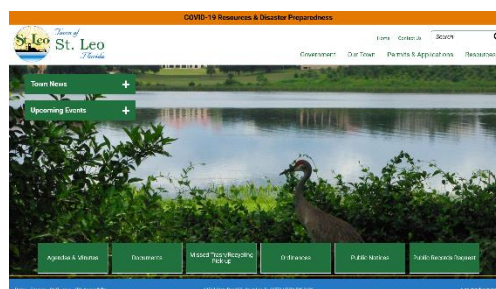
### St. Leo Florida

[TownOfStLeo.org](http://TownOfStLeo.org)

Population: 1,340

Andrea Calvert, Town Clerk  
352-588-2622

[townclerk@townofstleo.org](mailto:townclerk@townofstleo.org)





## Custom | Ultimate Designs

We offer robust custom design capabilities for communities that want more flexibility and custom configuration with their website to align its visual aesthetic with their community's

### Royal Palm Beach Florida

[RoyalPalmBeach.com](http://RoyalPalmBeach.com)

Population: 34,140

Marina Quintero, IS Manager

561-791-7078

[mquintero@royalpalmbeach.com](mailto:mquintero@royalpalmbeach.com)



### Addison Texas

[AddisonTexas.net](http://AddisonTexas.net)

Population: 13,056

Mary Rosenbleeth, Director of Public

Communications, 972-450-7032

[mrosenbleeth@addisontx.gov](mailto:mrosenbleeth@addisontx.gov)



### Kenai Alaska

[Kenai.city](http://Kenai.city)

Population: 7,100

Jamie Heinz, City Clerk

(907) 283-8246, (907) 283-8231

[jheinz@kenai.city](mailto:jheinz@kenai.city) **3CMA Award Winner**



### Ketchum Idaho

[KetchumIdaho.org](http://KetchumIdaho.org)

Population: 2,689

Jake Losinski, Senior Management

Analyst (208) 727-5081

[jlosinski@ketchumidaho.org](mailto:jlosinski@ketchumidaho.org)



### Corvallis Oregon

[CorvallisOregon.gov](http://CorvallisOregon.gov)

Population: 55,298

Patrick Rollens, Public Information

Officer 541-766-6368

[patrick.rollens@corvallisoregon.gov](mailto:patrick.rollens@corvallisoregon.gov) **NAGW Award**



## Corinth Texas

[CityOfCorinth.com](http://CityOfCorinth.com)

Population: 19,935

Lee Ann Bunselmeyer, City Manager

(940) 498-3241

[LeeAnn.Bunselmeyer@cityofcorinth.com](mailto:LeeAnn.Bunselmeyer@cityofcorinth.com)



## Leavenworth Kansas

[LeavenworthKS.org](http://LeavenworthKS.org)

Population: 35,251

Melissa Bower, Public Information

Officer 913-680-2610

[melissab@firstcity.org](mailto:melissab@firstcity.org)



## Wilsonville Oregon

[CI.Wilsonville.OR.US](http://CI.Wilsonville.OR.US)

Population: 19,509

Beth Wolf, Systems Analyst

503-570-1513

[wolf@ci.wilsonville.or.us](mailto:wolf@ci.wilsonville.or.us)



## Brookhaven Georgia

[BrookhavenGA.gov](http://BrookhavenGA.gov)

Population: 52,444

Ann Marie Quill, Communications Manager

404-637-0508

[annmarie.quill@brookhavenga.gov](mailto:annmarie.quill@brookhavenga.gov)



## Rexburg Idaho

[Rexburg.org/](http://Rexburg.org/)

Population: 25,484

Daniel Torres, Assistant Economic Developer

208-372-2333

[daniel.torres@rexburg.org](mailto:daniel.torres@rexburg.org)

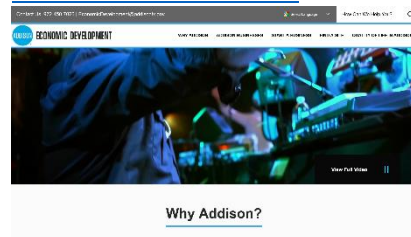


## Specialty Subsite Graphic Designs

We also offer the option of having graphic designs for subsites that require specialized branding. These specialty subsites leverage your content management system and database, enabling the same functionality as your primary website with a unique look and feel.

### Economic Development

[ChooseWoodstock.com](http://ChooseWoodstock.com)  
[AddisonTexas.net/econ-dev](http://AddisonTexas.net/econ-dev)



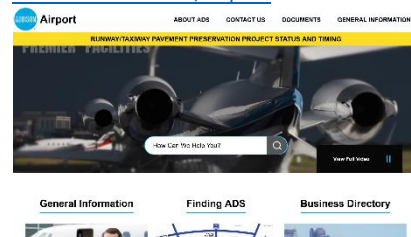
### Parks and Recreation

[CPRDNewberg.org](http://CPRDNewberg.org)  
[WilsonvilleParksAndRec.com/parksrec](http://WilsonvilleParksAndRec.com/parksrec)



### Airports

[CityOfPrineville.com/Airport](http://CityOfPrineville.com/Airport)  
[AddisonTexas.net/Airport](http://AddisonTexas.net/Airport)



### Libraries

[WoodstockPublicLibrary.org](http://WoodstockPublicLibrary.org)  
[HendersonCountyNC.gov/Library](http://HendersonCountyNC.gov/Library)



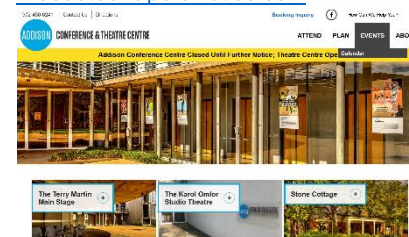
### Police and Fire

[QuincyPD.org](http://QuincyPD.org)  
[AddisonTexas.net/Police](http://AddisonTexas.net/Police)



### Event / Cultural Centers

[AddisonTexas.net/ACTC](http://AddisonTexas.net/ACTC)  
[WoodstockOperaHouse.com](http://WoodstockOperaHouse.com)



### Golf Courses

[MeadowLakesGC.com](http://MeadowLakesGC.com)  
[CottageGrove.org/Golf](http://CottageGrove.org/Golf)



### Tourism

[GoFruita.com](http://GoFruita.com)  
[Wrangell.com/VisitorServices](http://Wrangell.com/VisitorServices)





## Website Content Management System Features and Options

Our website design solution is designed for local governments by experts in local government. It utilizes Drupal, an open-source platform that powers millions of websites and is supported by an active, diverse, global community.

### Key Project Deliverables

- ✓ Website Design
- ✓ Content Migration
- ✓ Hosting
- ✓ Support
- ✓ Training

Feature	Premium	Ultimate
★ Custom   Ultimate Design		✓
★ Standard   Premium Design	✓	
Responsive Mobile Friendly Design	✓	✓
Simple Page Editor	✓	✓
Best-In-Class Search Engine	✓	✓
Social Media Integration Facebook and Twitter	✓	✓
Web Page Categories Build a page one, display in multiple places	✓	✓
Department Micro-Sites Site-within-a-site	✓	✓
Rotating Banners and Headline Articles	✓	✓
Google Maps Integration	✓	✓

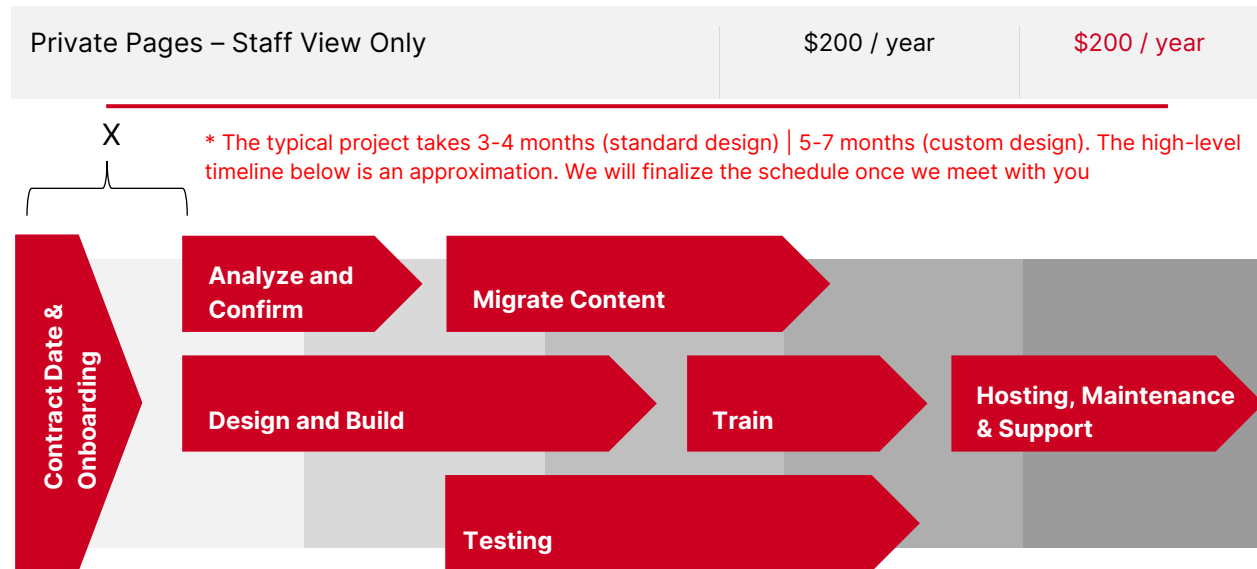
Feature	Premium	Ultimate
Resource Document Center	✓	✓
Image Auto-Scaling and Resizing	✓	✓
Site Metrics Google Analytics	✓	✓
Schedule Publish On/Off Dates	✓	✓
Unlimited User Logins	✓	✓
Unlimited Content	✓	✓
Word-like WYSIWYG Editor	✓	✓
Board and Committees	✓	✓
Links and I-Frame for Third-Party Solutions	✓	✓
Unlimited Online Fillable Forms	✓	✓
Emergency Alerts	✓	✓
Meetings Agendas Minutes and Videos	✓	✓
Event Calendar	✓	✓
Page Versioning Audit Trail	✓	✓

Feature	Premium	Ultimate
Latest News Press Releases	✓	✓
Anti-Spam Controls	✓	✓
Email Harvesting Protection	✓	✓
Broken Link Finder	✓	✓
Dynamic Sitemap	✓	✓
Support For Windows, Mac, Linux	✓	✓
Video Integration YouTube, Vimeo	✓	✓
Customer Owns Rights to All Data	✓	✓
Organization Staff Directory	✓	✓
Frequently Asked Questions	✓	✓
Secure Pages SSL	✓	✓
Printer Friendly Pages	✓	✓
Email Subscriptions and Notifications	✓	✓

Options	Premium	Ultimate
Additional Pages of Content Migration – 150 pgs + 3 yrs meetings migration included at base price	\$250/50 Pages One-Time	\$250/50 Pages One-Time
Business Directory	\$750 / year	\$750 / year
Jobs Listing	\$200 / year	\$200 / year
Bids and RFPs	\$200 / year	\$200 / year
Projects Directory	\$200 / year	\$200 / year
Parks Directory	\$200 / year	\$200 / year
Properties Directory	\$200 / year	\$200 / year
Facilities Reservation	\$1,275 / year	\$1,275 / year
Citizen 311	\$1,175 / year	\$1,175 / year
Chat Bot	\$2,500 / year	\$2,500 / year
Specialty Subsites	\$1500 / year	\$1500 / year
Microsite Color and Logo Customization	\$500 One-Time / Microsite	\$500 One-Time / Microsite
Site Graphic Redesign Every Fourth Year –	N/A	\$750 / year
Additional Training Session – 3 included a base price	\$200 / 1 hr session	\$200 / 1 hr session



# CIVICPLUS<sup>®</sup> Project Timeline and Approach



## Customer Responsibilities

A smooth, on-time deployment is dependent on the customer participation, providing timely information and approving proofs quickly.

- ✓ The customer will make available relevant images, photos, logos, colors, and other branding material as well as an inventory of existing applications, websites, and content at the start of this effort and create new content copy as needed
- ✓ The customer will assign a single point of contact that will be responsible for coordinating the schedules of other project stakeholders
- ✓ The customer will review any deliverables requiring formal approval within five business days and return all comments and issues at or before those five days have elapsed
- ✓ The customer will assign one person who will act as the ultimate decision-maker in the case where consensus among the team cannot be reached
- ✓ The customer must agree to the applicable terms of services for Google-related services such as Google Analytics and Google Maps to access those features. CivicPlus is not responsible for Google's decisions related to discontinuing services or changing current APIs

## Phase 1 – Analyze and Confirm Requirements

---

Website Assessment	CivicPlus will analyze your current website(s) to assess the existing navigation, features/functions, and content quality
Organizational Overview Inventory and Survey	CivicPlus will provide an organizational overview document for your completion <b>Deliverables: Organization Survey</b>
Website Design Meeting	CivicPlus will conduct a design meeting with a customer-defined web advisory team. We recommend the advisory team be limited to a maximum of six members who will provide input regarding the overall design of the new website, including the site branding and high-level site navigation. This team will review initial and final website design concepts before go-live approval. <b>Deliverables: Website design specification sheet (graphic design, information, navigation design)</b>

## Phase 2 – Design and Build

---

Design Concept Creation and Approval (Custom Designs)	CivicPlus will complete concepts for the homepage and interior pages. These concepts will incorporate all the graphical elements and the high-level sitemap. You will select a concept after a series of iterative design revision meetings—up to six revisions. <b>Deliverables: Design concepts, Finalized design (Sketch, Figma, or Photoshop)</b>
Website Setup, Configuration, and Customization	CivicPlus will create a fully functional website that includes the elements described in this proposal. CivicPlus will finalize any remaining components within the approved design and navigation as part of the website setup. <b>Deliverables: Functional beta website with approved design, Content migration</b>

## Phase 3 – Migrate Content

---

Content Finalization and Departmental Acceptance	CivicPlus will migrate initial content for your staff to finalize before go-live. See the pricing section for the specific number of included pages. <b>Deliverables:</b> Content creation and migration, Departmental content signoff
Meeting Agendas and Minutes	You will complete a Microsoft Excel template to provide information regarding each meeting and corresponding files. CivicPlus will then auto-import that content. You must use a standard naming convention to allow auto parsing of data. (e.g., minutes_061516.pdf) <b>Deliverables:</b> Content creation and migration, Departmental content signoff
Standard Web Pages	A standard webpage is defined as one that contains a title, body text, and up to five links, file attachments, or images. We will provide a custom quote if you require migration of more complex pages. <b>Deliverables:</b> Content creation and migration, Departmental content signoff
Directory Pages   Staff Directory, Projects, Commercial/Industrial Properties, Business Directory, Ordinances/Resolutions	You may make these updates or complete a custom Microsoft Excel template to receive a custom quote for auto-importing. <b>Deliverables:</b> Content creation and migration, Departmental content signoff

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## Phase 4 – Staff Training

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### Staff Training

Throughout the development and after launch, you and your team can access on-demand training, resources, and educational opportunities. Our initial training is offered to administrators and content contributors. **Deliverables:** Onsite (if applicable), Video Conference, Videos and User guides

---

## Phase 5 – Testing

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### Functional Testing

CivicPlus will perform a series of tests across multiple browsers and operating system versions to confirm site functionality and all features documented in this proposal. **Deliverables:** Completing Testing Checklists

### Acceptance Testing

A standard webpage is defined as one that contains a title, body text, and up to five links, file attachments, or images. We will provide a custom quote if you require migration of more complex pages. **Deliverables:** Site acceptance by customer

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## Phase 6 – Go Live

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### Go-Live

We will work with you to make the appropriate A Record DNS entry changes to begin propagating the new production web server IP address.

**Deliverables: Accepted Final Live Website**

---



# Hosting and Support

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## **Data Center**

We host your website in a secure data center. The data center is staffed 24x7x365. Your website is maintained using firewalls, load balancers, multiple web application servers, and a database server. We apply security updates to the entire web server stack regularly.

## **Data Transmission**

We guarantee up to one terabyte of data transfer per month

## **Web CMS Software Security**

We apply security updates to your Drupal-based CMS whenever updates are posted. Drupal has the confidence of millions of private and public sector websites, including whitehouse.gov, the City of Boston, and the City of Los Angeles. Several built-in security mechanisms are in place to prevent cross-site scripting attacks.

## **Web Transmission Security**

Your website is secured with SSL to encrypt data transmission. We SSL-enable every page on your website for maximum security.

## **User Authentication Security**

Our solution is configured with granular role-based permissions, and each user is required to log in with a unique user ID and password. We also offer a two-factor authentication option using Google Authenticate if that should be something you are interested in pursuing.

## **Data Backup**

We back up your data in multiple geographic locations. Backups occur daily, weekly, monthly, and up to seven years of annual data backups.

## **Guaranteed Uptime**

CivicPlus guarantees a web server uptime of 99.95 percent. If this service level is not met within a given month, you will receive a credit for that month's service.

# Maintenance and Customer

---

## 24x7 Customer support

We will provide you with contact numbers to reach us 24x7x365 for emergency website issues. We will also be available from Monday to Friday, 7 a.m. to 7 p.m. CT via email and phone to handle routine website operation questions from staff.

## Security upgrades

CivicPlus will apply security upgrades to your solution's core and contributed modules, ensuring that your website stays secure. We will perform security upgrades and other web server and website optimizations during off-hours, typically between 7 p.m. – 1 a.m. CT, if such work requires taking the website off-line. We will provide at least 14 days' notice for any non-emergency maintenance that requires downtime.

## Site Monitoring and Site Recovery

CivicPlus will install auto-monitoring software routines that continually monitor website performance and alert us when problems occur. We will act as soon as possible and no later than two hours after detecting a problem.

## Free feature upgrades

As we update our base features, you receive those upgrades for free.



## Award-Winning

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CivicPlus' customer service team has been honored with two Silver Stevie® Awards and four Bronze Stevie® Awards, which are the world's top honors for customer service, sales professionals, and more.

---



## 2021 Support Metrics

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- Total Tickets – 103,759
  - Average Chat Response – 3.48 Minutes
  - Average Phone Response – 7:57 Minutes
  - Customer Satisfaction Score – 95.7%
  - Solved in One Touch – 71.2%
-

# Project Costs

	Premium Design	Ultimate Design
<b>One-Time Build Fee</b>	<input type="checkbox"/> No Fee	<input type="checkbox"/> No Fee
<b>Hosting and Support</b>	<input type="checkbox"/> 20% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management <u>AND</u> Codification  <input type="checkbox"/> 10% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management <u>OR</u> Codification  <input type="checkbox"/> \$3,450 / year Standalone	<input type="checkbox"/> 20% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management <u>AND</u> Codification  <input type="checkbox"/> 10% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management <u>OR</u> Codification  <input type="checkbox"/> \$4,325/ year Standalone

**Base Features:** See the Features and Options Page

**Content Migration:** Up to 150 Pages + 3 Years Meetings Migration

**Training:** Three One-on-One Training Session via Zoom



Options	Price	
<input type="checkbox"/> Business Directory	\$750 / year	
<input type="checkbox"/> Jobs Listing	\$200 / year	
<input type="checkbox"/> Bids and RFPs	\$200 / year	
<input type="checkbox"/> Projects Directory	\$200 / year	
<input type="checkbox"/> Parks Directory	\$200 / year	
<input type="checkbox"/> Properties Directory	\$200 / year	
<input type="checkbox"/> Facilities Reservation	\$1,275 / year	
<input type="checkbox"/> Citizen 311	\$1,175 / year	
<input type="checkbox"/> Chat Bot	\$2,500 / year	
<input type="checkbox"/> Specialty Subsites	\$1500 / year	How Many? _____
<input type="checkbox"/> Microsite Color and Logo Customization	\$500 One-Time/Microsite	How Many? _____
<input type="checkbox"/> Site Graphic Redesign Every Fourth Year – Ultimate Only	\$750 / year	
<input type="checkbox"/> Additional Training Session – 3 included a base price	\$200 / 1 hr session	How Many? _____
<input type="checkbox"/> Private Pages – Staff View Only	\$200 / year	



## Your Integrated Product Discount

☐ Additional Pages of Content Migration – 150 pgs + 3 yrs meetings migration included at base price

\$250/50 Pages  
One-Time

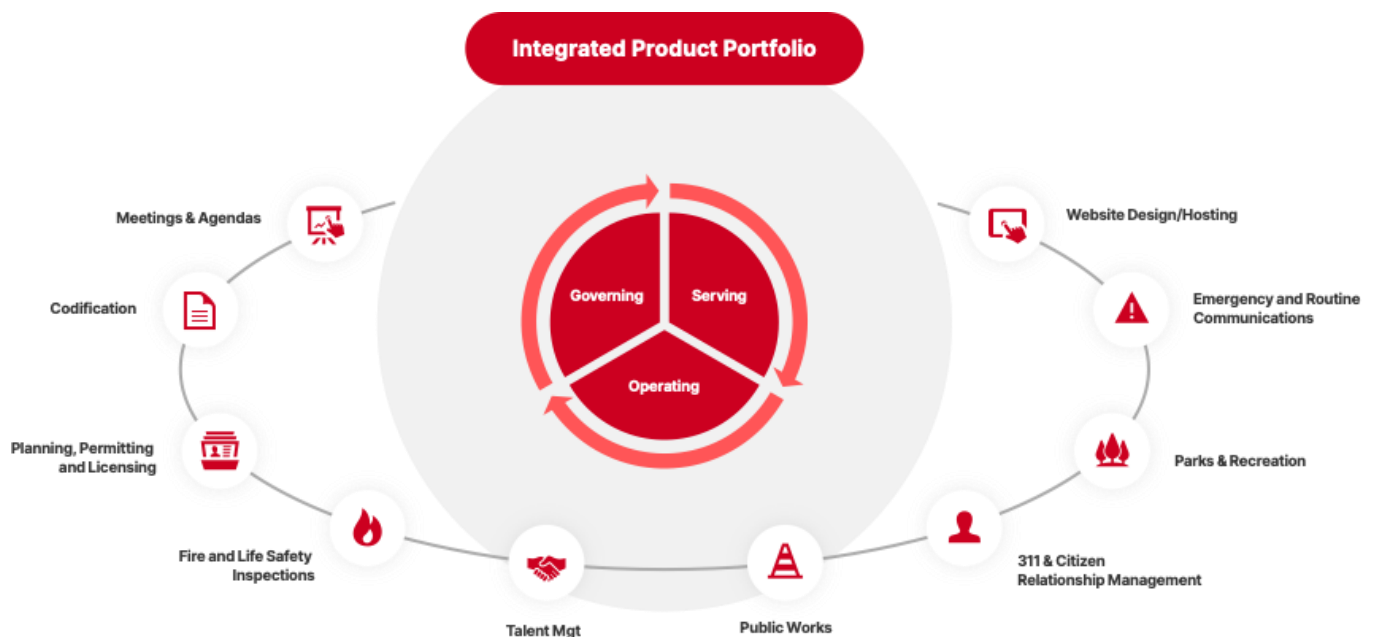
If necessary, typically determined during implementation.

We will apply the appropriate discount to your future purchases of a **1)** Drupal website, **2)** our integrated agenda and meeting management solution, and **3)** Municode codification.

- **Website:** See previous page.
- **Meetings Management:** 10% (double bundle) and 20% (triple bundle) discounts apply to annual fees.
- **Codification:** 10% (double bundle) and 20% (triple bundle) discounts apply to annual fees for Self-Publishing Software **or** On-line Code Hosting Platform (MunicodeNEXT and Premium Features).

## The Civic Experience Platform from CivicPlus

CivicPlus is the only government technology company exclusively committed to powering and empowering local governments to efficiently operate, serve, and govern through the use of our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams.



## Payment Schedule & Product Details Selection

Upon signing of contract	100% of Year-1 costs
--------------------------	----------------------

### Notes

- Upon receipt of your selections associated with this document, with special attention to the **project costs page** and the **add-ons page**, we will then create a formal summarized statement of work that delineates each item you have select for your final signature by a signing authority.
  - Annual Recurring Services shall be invoiced on the start date of each Renewal Term. Annual Recurring Services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in year 2 of service. Client will pay all invoices within 30 days of the date of such invoice.
  - If the payment schedule and terms noted above does not meet your needs, please discuss with us so that we can try to accommodate your goals.
  - This document is marketing material and does not form a legal agreement with CivicPlus. This document shall not be incorporated into, nor form part of, the final agreement. Final pricing may be subject to change based on the actual line items agreed upon between the parties.
- ☐ We have made our selections by checking the desired boxes on the project cost and add-ons page and would like a formal statement of work for our final signature for this product. *(These selections, and our initials below, do not constitute a contract or intent to buy, but provide the information needed create the formal purchase document for final signature.)*

Initials \_\_\_\_\_

### See Previous Page

- Let us know if you would like more information regarding any of the following:
 

<input type="checkbox"/> Meetings and Agenda Management	<input type="checkbox"/> Public Works
<input type="checkbox"/> Codification (Municode)	<input type="checkbox"/> Talent Management
<input type="checkbox"/> Emergency and Routine Communications	<input type="checkbox"/> Fire and Life Safety Inspections
<input type="checkbox"/> Parks, Facilities and Recreation Management	<input type="checkbox"/> Planning, Permitting, Licensing, Code Enforcement
<input type="checkbox"/> 311 and Citizens Relationship Management	