

TO: Hamburg Township Board

FROM: Tony Randazzo, Director of Technical & Utility Services

DATE: August 28th, 2025

AGENDA ITEM TOPIC: Website Hosting

Number of Supporting Documents: **04**

Requested Action

- Motion to approve a five-year agreement with Revize Software Systems for a total amount of \$14,400 (\$2,880 annually) for website hosting, CMS software and support.

Background

Our current five-year agreement with Revize is coming to an end. We have obtained quotes from other providers such as Civic Plus and Shumaker Technology Group. However, since we receive a free design upgrade in year five of our current agreement with Revize, the cost will be over \$20,000 more if we were to select Civic Plus and at least \$915.00 more per year with the Shumaker Technology Group, undoubtedly more when considering necessary add-ons such as page and document migration, along with email notifications. When looking at the Shumaker quote, the Gold package (\$2,995) plus the support plan (\$800) is the bare minimum, and that totals \$3,795. Based upon cost and our satisfaction with their service and support, I recommend we stay with Revize. The partnership with them has allowed us to implement a number of innovative technologies to better facilitate communication with the citizens of Hamburg Township for a reasonable price. We are exploring some add-on modules such as an interactive forms/reservations module and a branded mobile app but are not ready to move forward with those at this time. These features can be added later on if we choose.

Fiscal Considerations

Does the agenda item require the expenditure of funds? Yes ☒ No ☐

Are funds budgeted? Yes ☒ No ☐

Fiscal year affected: 2025/2026

Is a budget amendment required? Yes ☐ No ☒

General Ledger numbers affected: 101.229.933

Revize Web Services Sales Agreement

This Sales Agreement is between Hamburg Township, MI ("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179 Date 7-30-2025

CLIENT INFORMATION:		REVIZE LLC:
Company Name:	<u>Hamburg Township</u>	Revize Software Systems
Company Address:	<u>10405 Merrill Road</u>	150 Kirts Blvd.
Company City/State/Zip:	<u>Hamburg, Michigan 48139</u>	Troy, MI 48084
Contact Name:	<u>Tony Randazzo</u> <u>trandazzo@hamburg.mi.us</u> <u>810-231-1000x214</u>	248-269-9263
Billing Dept. Contact:		
Client Website Address:	<u>https://www.hamburg.mi.us/</u>	

Revize Quote

Along with your Website Design Refresh using your existing site map and navigation, the following options are available

<u>Quantity</u>	<u>Description</u>	<u>Set-up Price</u>	<u>Annual</u>
1	Discovery & Design from Scratch: <ul style="list-style-type: none"> 1 mockup with up to 3 rounds of changes Home page template and inner page design and layout. Includes Responsive Web Design WCAG 2.1 AA Design 	Included	-
1	Revize Template Development: <ul style="list-style-type: none"> Set-up all CMS modules listed in this agreement Integration with all 3rd party web applications New Calendar 	Included	-
1	Revize Website Annual Fee: Includes Unlimited Tech Support, CMS software updates (6 users), security software updates, and website health checks. Website hosting Included free of charge (30 GB storage space, 100GB monthly bandwidth limit) with security certificate, 5-year agreement, locked in price, free redesign year 5		\$2,880
1	GRAND TOTAL		\$2,880

*The current main navigation of your website will remain the same and will be moved over “as is” including all interior left navigations. The main navigation is also referred to as your top navigation. There will be no rearrangement of links/menus. You can easily edit the menu headings to say whatever you like.

There will not be any reorganization, rearrangement or reformatting of any content on any inner pages. It will be the clients responsibility to populate any new sections with content, if those sections are added to the new design. This includes quick links buttons, news sections content areas and any other areas of content.

“As is” means content will be moved over with the same styles and not reformatted. As you know you can use the Revize CMS to reformat, if need be, once you have editing rights after development.

Note: There may be tables, forms and/or any page specific styles etc. in your current site page content that may not display properly in the new site. In that case, you need to login to the new site and reformat and fix those pages. Keep in mind if you need help you can call in to tech support for help with changes. If you want Revize to do the work and fix those pages, that will be billable work billed on time & material.

Terms:

1. Payments: All Invoices are due Net 30 upon receipt.
2. 5 Year Agreement
3. Revize requires a check for \$2,880
4. Additional content migration, if requested, is available for \$3 per web page or document.
5. Additional bandwidth is available at \$360 per year for each additional 50GB per month.
6. Additional website storage is available at \$1,000 per year for each additional 5GB website storage.
7. Governing Law and Jurisdiction. This Agreement shall be governed by, and construed under, the laws of the State of Michigan.
8. Both parties must agree in writing to any changes or additions to this Sales Agreement.
9. 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, Client will respond to Revize inquiries within 48 hours of the request to avoid any delay in the project timeline.
10. Revize will provide a free redesign of the website in year 5 of the agreement. This assumes client agrees to five consecutive years of annual software subscription, tech support, CMS updates, and hosting.
11. Client owns design, content, and will receive periodic updates to the CMS for the life of the contract.
12. Unless otherwise agreed, Revize does not migrate irrelevant records, calendar events, news items, bid results, low quality images, or data considered non-conforming to new website layout.
13. Storage is limited only to relevant website data.

AGREED TO BY:

CLIENT

REVIZE

Signature of Authorized Person:

Name of Authorized Person:

Dylan Johnston

Title of Authorized Person

Account Manager

Date:

Please sign and return to:

dylan@revize.com

Fax 1-866-346-8880

The following applications and features were included in your original agreement and will be integrated into your new project. Bolded Features are new features included with this agreement.

Citizen's Communication Center Apps

- Home Page Alert & Announcement Center
- Searchable Document Center
- Searchable How Do I? (FAQs)
- News Center with Facebook/Twitter Integration
- Online Web Forms
- Photo Gallery
- Quick Link Buttons
- Revize Web Calendar
- "Share This" Social Media Fly-out App
- Sliding Feature Bar
- Language Translator

Citizen's Engagement CENTER Apps

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

Staff Productivity Apps

- Image Manager
- iCal Integration
- Link Checker
- Menu Manager
- Bid Posting Management System via Vendor Registry
- 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

- Font Size Adjustment
- **ADA Accessibility Button**
- Alt-Tags
- Responsive Website Design (RWD)

Service Level Agreement

Maximum Response Times via Severity Level

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

Crisis issues 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. Till this every error is resolved, the website is essentially halted. A large number of users and or core program functionality a severely impacted.

Critical issues are defined as website errors that are an inconvenience or causes a consistent 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 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)
- 24X7X365 Portal & Email Support
- Dedicated support staff to provide assistance and answer all questions
- Training refreshers
- Video tutorials and online training manual

Pricing Breakdown

ONE TIME SETUP COSTS

Choose from three packages designed to help define the scope and features of your new website, or contact us for a custom quote that meets your exact needs.



Gold Package.....\$2,995

The gold package is a balanced solution tailored for small to medium-sized townships that require a robust online presence. It includes fully customizable design and layout along with other comprehensive features. This package is ideal for communities that want a unique look and feel while maintaining a manageable sized website.



Platinum Package.....\$3,995

The platinum package is our most comprehensive offering, designed for medium to large townships seeking maximum functionality and user engagement. It supports an extensive number of pages/documents, and allows for a more custom and advanced set of features.

Items	Gold	Platinum
Content Migration From Existing Site	Up to 75 pages	Up To 150 pages
Documents	Up to 250 documents	Up to 500 documents
Digital Forms Included (Additional as add-ons)	3	5
Training & Documentation	✓	✓
.Gov Domain Assistance	✓	✓
Attention to ADA compliance guidelines	✓	✓
Enhanced Security	✓	✓
Website Analytics & Reporting	✓	✓
Links to Third-Party Online Services or Social Media	✓	✓
Standard Search Functionality	✓	✓
Events Calendar	✓	✓
Contact Form	✓	✓
Fully Custom Layout & Design	✓	✓
Login-Gated Pages	✓	✓
Surveys, Polls & Form Builder Tools	✓	✓
Reservation Scheduling System	✓	✓
Advanced Custom Search Functionality		✓
Embedded (API) Social Media Integration		✓
Language Translation Tools		✓
Drone Photo and Video Tour of Township		✓
Free Design Refresh & Modernization after 3 years		✓

RECURRING MAINTENANCE AND HOSTING FEES

Support Plan.....\$800/year

The Shumaker Group will provide website hosting, backups, and ongoing technical support. Our team will also offer training to equip you with the skills needed to update and maintain your website at your convenience.

Maintenance Plan.....\$1500/year

All STG Websites come with training to learn how to update and maintain the Website, we find that some clients would prefer to contract with us to make the day-to-day changes for them. With our Maintenance Plan, whether it's posting your meeting minutes, helping create new pages, or more, we've got you covered.

OPTIONAL SERVICES & ASSOCIATED COSTS

The following services may compliment your website but are also not strictly necessary for all municipalities. They are offered as optional add-ons.



Email Blasts.....Starting at \$20/month

Send email newsletters, alerts, and community updates to residents with automated delivery and easy sign-up on your township website. Monthly cost depends on the total number of subscribers.



Text Message Blasts.....Per Package/Annually

Keep your community connected. Send instant updates directly to your resident's phones, ensuring they stay informed with the latest news.

- **Core Package:** \$750.00 Annually, 12,000 credits
- **Plus Package:** \$1,250.00 Annually, 25,000 credits
- **Boost Package:** \$1,750.00 Annually, 50,000 credits

**Each credit consists of an incoming or outgoing text message of up to 163 characters.*



Accessible Document Conversion.....\$30/Per Hour

If pre-existing documents/forms don't meet accessibility standards, The Shumaker Group can help you recreate those documents in an accessible manner.



Brand Design.....\$85/Per Hour

Work with our team of designers to create a logo that's unique to your township.



Email Accounts.....\$50 Per Account/Annually + \$100 Email Setup Fee

Email accounts provided through Microsoft 365. Other email platforms available upon request. We also offer Optional Third-Party Email Backup for \$50 Per Account/Annually.



Drone Photo and Video Tour of Township.....\$350

We will use our drone to take high resolution photos and videos of locations throughout the township.

Timeline & Payments

TIMELINE

The below steps outline how we generally approach each project from the discovery phase to ongoing support after the site launch.

- **Discovery:** To kick off the project, an introductory meeting will be scheduled to outline the objectives and requirements for the new website.
- **Planning & Design:** During this phase, we will collaborate with the township to brainstorm ideas and gather input that guides the layout, visual style, and content structure of the website. Based on this plan, Shumaker Group will construct an initial prototype or visual of the website. We will then work closely with the township to refine the prototype into a Website that they and their community will be proud of.
- **Development & Content Migration:** Using WordPress, a widely trusted and user-friendly content management system, we will build the prototype into a fully functional, mobile-friendly, and accessible website. During this phase, we will also insert or migrate existing content (such as documents, forms, and meeting minutes) and ensure that all interactive and embedded features are fully operational.
- **Accessibility & Testing:** Once development is complete, our experts will conduct both automated and manual testing of the site. All municipal websites will meet the ADA requirements and conform to WCAG 2.1, Level AA accessibility guidelines to ensure inclusivity and compliance.
- **Launch:** We will coordinate with you to establish a launch window and publish the website to the Internet using the domain name(s) chosen.
- **Training & Support:** Shumaker Group will provide personalized training to ensure officials and staff can confidently make updates to their site. Ongoing tech support is available via support ticket, email, phone, or remote support session. For clients enrolled in a maintenance plan, we offer access to our help desk who can make ongoing site updates for you in the event that you don't wish to manage the site yourself.

MAJOR MILESTONES & DELIVERABLES

Payment for the site development and first year's hosting is due within 30-days of the site launch.



Milestone 1: Planning

- Define project objectives
- Discuss website design, layout & content preferences
- Design, review, and adjust website prototype[\[3\]](#)



Milestone 2: Development

- Replicate prototype into a fully functional website
- Migrate existing content and documents
- Review and make final adjustments[\[3\]](#)



Milestone 3: Deployment

- Establish window and launch website
- Set up additional services and provide final deliverables, such as email accounts and logo designs.
- Provide website training and/or access to our help desk.

Terms & Conditions

[1] With every website we build, you retain 100% ownership. You'll have full administrative access to make edits and changes just like we do, even if we're managing it on your behalf.

[2] We guarantee your complete satisfaction. If at any point (prior to 30 days after the launch of the site) you aren't happy with our work, you can cancel and owe nothing.

[3] In order to meet our delivery milestones, it is important that the client be engaged in the process and provide timely feedback when requested. While we understand that everyone gets busy, if significant delays occur while waiting for client feedback, the delivery dates may be pushed back.

Appendix



[\[Appendix A\]](#)

[Municipal Website Case Studies](#)



[\[Appendix B\]](#)

[Topic Planner](#)



[\[Appendix C\]](#)

[Access Granted: What You Need To Know About The New ADA Website Requirements" Presentation Slides](#)



SHUMAKER TECHNOLOGY GROUP



PHONE

(517) 325-3121



WEBSITE

stgmunicipal.com



PORTFOLIO

stgportfolio.com

**CivicPlus**

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

Quote #:**Date:****Expires On:**

Statement of Work

Q-93091-1

2/19/2025 4:03 PM

4/20/2025

Client:

Hamburg Township, MI

Bill To:HAMBURG TOWNSHIP (LIVINGSTON
COUNTY), MICHIGAN

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
David May	(785)-370-7821	may@civicplus.com		Net 30

Group1

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %	12 Month Value
1.00	Annual - CivicEngage Central	Annual - CivicEngage Central	0	USD 3,853.00
1.00	Website Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	0	USD -1,926.50
1.00	Hosting & Security Annual Fee - CivicEngage Central	Hosting & Security Annual Fee - CivicEngage Central	0	USD 1,188.00
1.00	Website Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	0	USD -594.00
1.00	Guardian Security (Cloudflare WAF/CDN)	Cloudflare Tier 1 WAF/CDN security protection	0	USD 600.00
1.00	Website Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	0	USD -300.00
1.00	SSL Management CivicPlus Provided	SSL Management CivicPlus Provided: URL	0	USD 89.00
1.00	Website Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	0	USD -44.50
1.00	DNS and Domain Hosting Setup	DNS and Domain Hosting Setup: URL	25	USD 118.50
1.00	DNS and Domain Hosting Annual Fee	DNS and Domain Hosting Annual Fee: URL	0	USD 189.00
1.00	Website Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	0	USD -94.50

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %	12 Month Value
1.00	Premium Implementation - CivicEngage	Premium Implementation	25	USD 9,476.25
200.00	Website Content Development - 1 Page	Content Development - 1 Page	25	USD 6,000.00
6.00	Website New Customer Virtual System Training - Up to 3 hours	Website Virtual System Training - Up to 3 hours & 12 attendees	25	USD 3,375.00

Group2

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %	12 Month Value
1.00	AudioEye Managed	AudioEye Managed: URL	0	USD 4,500.00
1.00	Accessibility Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	0	USD -2,250.00

List Price - Initial Term Total	USD 35,712.00
Total Investment - Initial Term	USD 24,179.25
Annual Recurring Services (Subject to Uplift)	USD 10,419.00

Initial Term	12 Months
Initial Term Invoice Schedule	50% invoiced on 7/1/2025, remaining 50% invoiced on 1/1/2026.
Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Annual Uplift	5% to be applied in year 2

This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at <https://www.civicplus.help/hc/en-us/p/legal-stuff> (collectively, the "Binding Terms"), By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

Please note that this document is a SOW and not an invoice. Upon signing and submitting this SOW, Client will receive the applicable invoice according to the terms of the invoicing schedule outlined herein.

Acceptance of Quote # Q-93091-1

The undersigned has read and agrees to the Binding Terms, which are incorporated into this SOW, and have caused this SOW to be executed as of the date signed by the Customer which will be the Effective Date:

For CivicPlus Billing Information, please visit <https://www.civicplus.com/verify/>

Authorized Client Signature

CivicPlus

By (please sign):

By (please sign):

Printed Name:

Printed Name:

Title:

Title:

Date:

Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

PO Number: (Info needed on Invoice (PO or Job#) if required)