

Website Redesign ***vendor review***

HOME *Sweet*
HOMEWOOD.

May 2026

Website Redesign

Sales Rep: Shawn Stewart
Troy, Michigan

VENDOR ONE
revize.

Background

Revize says they have spent more than 20 years creating government-compliant websites for municipalities and nonprofits nationwide, with thousands of successful launches and numerous industry awards. The proposal emphasizes that the new website would serve as a modern “digital front door” for the organization by improving ADA accessibility, communication, accessibility, user experience and online services. Revize outlined features such as mobile-friendly design, online forms, event calendars, searchable information and tools that reduce staff workload by streamlining operations digitally. Revize also stressed its commitment to collaborating closely with the Village to create a user-friendly, scalable and visually appealing website that aligns with the organization’s goals. The company highlighted its content management system and staff training programs, which would allow departments to independently manage and update website content in-house. The proposal remains valid for 30 days and invites further discussion regarding the project.

Examples + Timeline

www.villageofglencoe.org (Glencoe, IL)

www.tinleypark.org (Tinley Park, IL)

www.cityhpil.com (Highland Park, IL)

www.largo.com (Largo, FL)

www.cityoflukin.com (Lufkin, TX)

Go-Live Average 24-30 weeks

Investment

Initial Website Overhaul

\$34,490

Year One hosting

\$13,146

Year Two hosting

\$13,672

Year Three hosting

\$14,219

Year Four hosting

\$14,788

Add-ons

Initial Website Overhaul + Redesign

\$900 + \$600 /yr

AI Chatbox

\$1,500 / yr

RZ ClearDocs (PDF to HTML)

\$5,900 / yr

RZ Assist ADA Accessibility Widget

FREE

TOTAL INITIAL INVESTMENT

\$42,790

Annual Investment

\$21,146 - \$22,788



Customer Service Response Times:

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

Website overhaul includes 4 (four) ADA scans of the website per year to ensure compliance.

**Does not include yearly uplifts

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Element	Score
Overall Design	40
Functionality (staff)	40
Support/Training	39
Extra Features	38
User Experience (resident)	39
Total:	203

5-best 3-average 1-poor

Notes:

- “Looks flexible to design pages. I’m sure it would be fine, but was hard to tell from the presentation. I didn’t care for the presentation, so I’m wondering if that’s a reflection of how their support would be?”

“Easy to design webpages and make changes to pages.”

“I like the AI buddy feature.”

Website Redesign

Sales Rep: *Richard Jones*
Manhattan, KS



Background

Founded in 1998, CivicPlus is a government-focused technology company specializing in digital solutions for local municipalities, with an emphasis on operational efficiency, resident engagement and ADA-compliant accessibility. Serving more than 13,000 government clients and over 340 million resident users nationwide, CivicPlus has built a reputation for providing scalable, integrated platforms that modernize municipal services through website management, process automation, resident communication tools and accessibility solutions. For the Village of Homewood, CivicPlus proposed a fully customized, mobile-friendly website designed to improve navigation, strengthen resident interaction and support long-term growth, while also offering optional ADA accessibility tools for websites and PDFs, online forms and workflow automation to streamline internal operations and enhance online service delivery.

Examples + Timeline

www.cityoffortwayne.in.gov (Fort Wayne, IN)
www.elginil.gov (Elgin, IL)
www.chesterfield.gov (Chesterfield, VA)
www.vbg.org (Buffalo Grove, IL)
www.westmont.illinois.gov (Westmont, IL)
www.friscotexas.com (Frisco, TX)

Go-Live Average 32 weeks

Investment

Ultimate Website Design

Annual Hosting

\$31,637.50

\$6,316

(Includes a 10% employee discount)

Add-ons

Process Automation / Forms

\$17,775 + \$13,275 / yr

Doc Access (ADA Document Scan)

\$4,104 + \$6,708 / yr

(Includes a 50% discount off annual cost 1st year)

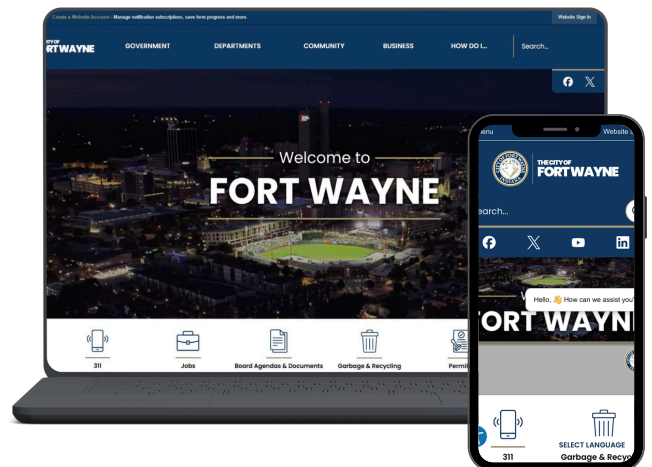
TOTAL INITIAL INVESTMENT

\$45,000.00

Annual Investment

\$23,000

**3% uplift after the first year .*



Customer Service Response Times:

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

**Dedicated Customer Success
Manager to help with ALL issues.**



Website Redesign

Staff Review



Element	Score
Overall Design	48.5
Functionality (staff)	46.5
Support/Training	49
Extra Features	42
User Experience (resident)	48.5
Total:	235.5

5-best 3-average 1-poor

Notes:

- “I like the user specific permissions and approvals and the drag and drop. I’m confident in their ability to provide great service. User experience looks great!”
- “Very clean. Drag and drop content feature is nice. Training videos will be helpful.”
- “Integrates well with SmartGov. Better solution overall, I highly prefer CivicPlus.”
- “They won me over starting with a video. 😊”
- “Dedicated service manager!”

overall analysis	REVIZE	CIVIC PLUS
Best overall website platform		✓
Best customer service + easiest CMS	✓	
Best visual flexibility for smaller teams	✓	
Best balance of usability + functionality		✓
Most “white glove” support reputation	✓	
Most common municipal CMS nationally		✓
Best UX for CMS experience		✓
Best ADA Accessibility & Compliance		✓
Best Design & Modern Visual Experience	✓	
If Homewood wants: “The strongest all-around modern municipal platform”		✓
If Homewood wants: “The easiest partnership and most approachable website experience”	✓	

Website Redesign

Sales Rep: *Kim Steelman*
Manhattan, KS

VENDOR THREE



GRANICUS

Background

Granicus is one of the biggest government technology (“GovTech”) companies in North America. They primarily serve municipalities, counties, special districts, state agencies and federal agencies with software focused on digital government, public communication, transparency and resident engagement. The company says it works with more than 7,000 public sector organizations and facilitates billions of digital interactions annually.

Examples + Timeline

www.orlandpark.org (Orland Park, IL)
www.aurora.il.us (Aurora, IL)
www.joliet.gov (Joliet, IL)
www.stcharlesil.gov (St. Charles, IL)
www.janesvillewi.gov (Janesville, WI)

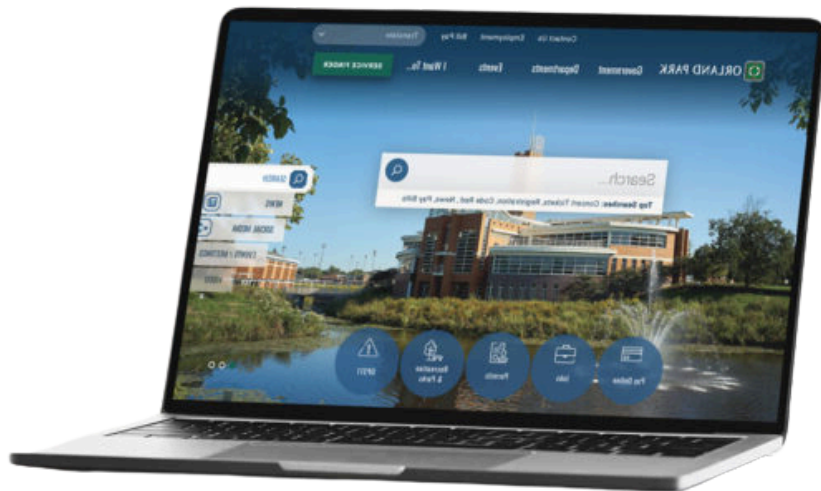
Go-Live Average X weeks

Investment

Ultimate Website Design	\$ 32,038.65
One-Time Subscription	\$ 22,423.78
Annual Hosting	\$ 29,789.55

Add-ons

*Does not include ChatBot, or any other ADA compliance tools.



Customer Service Response Times:

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

*Does not include talking to a human - only email support.

<u>TOTAL INITIAL INVESTMENT</u>	\$ 54,462.43
<u>Annual Investment</u>	\$ 29,789.55

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overall analysis	REVIZE	CIVIC PLUS	GRANICUS
Best enterprise ecosystem			✓
Best overall website platform		✓	
Best customer service + easiest CMS	✓		
Best visual flexibility for smaller teams	✓		
Best balance of usability + functionality		✓	
Most “white glove” support reputation	✓		
Most common municipal CMS nationally		✓	
Best for clerk/agenda-heavy governments			✓
Best UX for CMS experience		✓	
Best ADA Accessibility & Compliance		✓	
Best Design & Modern Visual Experience	✓		
Best Enterprise Capability			✓
If Homewood wants: “The strongest all-around modern municipal platform”		✓	
If Homewood wants: “The most enterprise-level integrated government ecosystem”			✓
If Homewood wants: “The easiest partnership and most approachable website experience”	✓		