

**CivicPlus**

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

**Quote #:**

Q-03274-1

**Date:**

5/20/2019 1:44 PM

**Expires On:**

8/8/2019

**Product:**

CivicEngage

**Ship To**

Steve Murray  
Loxahatchee Groves FL - CivicEngage  
155 F Road  
Loxahatchee, Florida 33470

**Bill To**

Loxahatchee Groves FL - CivicEngage  
155 F Rd  
Loxahatchee, Florida 33470  
United States

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
William Velasco-Rivera	x	velasco@civicplus.com		Net 30

**Exhibit A.1 - Statement of Work**

QTY	PRODUCT NAME	PRODUCT TYPE
3.00	Basic User Training	One-time
1.00	SSL Management – CP Provided Only	Renewable
1.00	4yr Redesign Ultimate Annual	Renewable
1.00	GCMS	Renewable
1.00	Hosting & Security	Renewable
1.00	CRT System	Renewable
1.00	Forms	Renewable
1.00	Messaging Add-on	Renewable
1.00	Ultimate Implementation	One-time
100.00	Content Development - 1 Page	One-time
3.00	Agendas & Minutes Migration - PDF - 100 Meetings	One-time

Total Days of Quote:365

One Time Costs	\$13,775.00
Recurring Costs	\$4,000.00

\* Recurring Costs stated herein are based upon the number of days stated above.  
Upon renewal of this SOW, the Recurring Costs will reflect a 365 day calendar year.

## **Civic Payment Agreement Terms & Conditions**

### **Client Agreement**

1. Performance and payment under this SOW shall be subject to the terms & conditions of the Agreement by and between Client and CivicPlus, to which this SOW is hereby attached.
2. This SOW shall remain in effect for an initial term of 3 years ("the Initial Term") from signing. In the event that neither party gives 60 days' notice to terminate prior to the end of the initial or any subsequent renewal term, this Agreement will automatically renew for an additional 1-year Renewal Term.
3. Invoicing shall begin upon the date of signing of this SOW as detailed in CivicPlus Advantage Annual Investment Payments. Subsequent Annual Investment Payments shall be invoiced on the dates of signature of their respective calendar years.
4. Renewal Term Annual Services shall be invoiced on the date of signature of relevant calendar years. Annual services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in Year 4 of service.
5. Client allows CivicPlus to display a "Government Websites by CivicPlus" insignia, and web link at the bottom of their web pages. Client understands that the pricing and any related discount structure provided under this SOW assumes such perpetual permission.
6. The Client will be invoiced electronically through email. Upon request CivicPlus will mail invoices and the Client will be charged a \$5.00 convenience fee.

### **Chart of Payments**

	<b>Annual Subscription Charges</b>	<b>CPA Yearly Charge</b>	<b>Total Annual Billing</b>
<b>Year One</b>	\$4,000.00	\$4,591.67	\$8,591.67
<b>Year Two</b>	\$4,000.00	\$4,591.67	\$8,591.67
<b>Year Three</b>	\$4,000.00	\$4,591.67	\$8,591.67
<b>Year Four</b>	\$4,200.00	\$0.00	\$4,200.00

## Acceptance

We, the undersigned, agreeing to the conditions specified in this document, understand and authorize the provision of services outlined in this Agreement.

Client

By:

Name:

Title:

Date:

CivicPlus

By:

Name:

Title:

Date:

Approved as to form:

Town Attorney

### Contact Information

\*all documents must be returned: Master Service Agreement, Statement of Work, and Contact Information Sheet.

Organization Town of Loxahatchee Groves URL www.loxahatcheegrovesfl.gov  
Street Address 155 F Rd.  
Address 2 \_\_\_\_\_

City Loxahatchee Groves State Fl. Postal Code 33470

CivicPlus provides telephone support for all trained clients from 7am - 7pm Central Time, Monday-Friday (excluding holidays).  
Emergency Support is provided on a 24/7/365 basis for representatives named by the Client. Client is responsible for ensuring CivicPlus has current updates.

Emergency Contact & Mobile Phone Steven Murray (561) 427-9939

Emergency Contact & Mobile Phone James Titcomb (561) 267-6133

Emergency Contact & Mobile Phone \_\_\_\_\_

Billing Contact Cheryl Miller E-Mail cmiller@loxahatcheegrovesfl.gov  
Phone (561) 793-2418 Ext. \_\_\_\_\_ Fax (561) 793-2420  
Billing Address 155 F Rd.  
Address 2 \_\_\_\_\_

City Loxahatchee Groves State Fl. Postal Code 33470  
Tax ID # 33-1150224 Sales Tax Exempt # 85-8013836013C-8  
Billing Terms \_\_\_\_\_ Account Rep \_\_\_\_\_

Info Required on Invoice (PO or Job #) \_\_\_\_\_

Contract Contact Steven Murray Email smurray@munitech.org  
Phone (561) 427-9939 Ext. \_\_\_\_\_ Fax \_\_\_\_\_  
Project Contact Steven Murray Email smurray@munitech.org  
Phone (561) 427-9939 Ext. \_\_\_\_\_ Fax \_\_\_\_\_

<b>Phase 1 – Initiate</b>				
<b>CivicPlus Deliverables:</b> Project Timeline				
<b>Client Deliverables:</b> Project Timeline Approval Form				
<b>Task</b>	<b>Responsibility</b>			<b>Details</b>
	Client	CivicPlus	Shared	
Project Initiation & Review		X		Project Manager will review the contract, Statement of Work (SOW) and any other documentation from the sales process. Project Manager will send initial project kickoff information to the client.
Project Kickoff (Meeting)			X	Project Manager will set the expectations for the website implementation process, assign client deliverables, due dates and collaborate with the client to understand goals for the project.
Consulting Engagement Coordination			X	Consultant will review project documentation and connect with client to discuss consulting schedule, logistics and technology requirements to prepare for engagement.
Planning & Scheduling			X	Project Timeline will be coordinated by the Project Manager and approved by the client. Internal resources needed for the website production will be scheduled.
Project Timeline Preparation		X		Project Manager will coordinate the complete project timeline based on the agreed due date of the client deliverables established during the Project Kickoff Meeting and available internal resources. Project Manager will provide this timeline for the client to review and approve.
Project Timeline Review & Approval (MILESTONE)	X			Client will review the Project Timeline Proposal and request any changes necessary due to scheduling conflicts.

<b>Phase 2 – Analyze</b>				
<b>CivicPlus Deliverables:</b> Design & Configure Strategy Recommendations				
<b>Client Deliverables:</b> Design Discovery Form; Website Analytics; Photos for Design; DNS information; Layout approval Form; Design & Content Strategy Approval Form				
<b>Task</b>	<b>Responsibility</b>			<b>Details</b>
	Client	CivicPlus	Shared	
Client Deliverables	X			Client will submit deliverables as outlined (Design Discovery Form; Website Analytics; Photos for Design; DNS information)
Design Discovery Form	X			Client will complete the Design Discovery Form indicating design preferences to be discussed during the Design Discovery Meeting. <a href="http://civicplusedemo.com/designdiscovery">http://civicplusedemo.com/designdiscovery</a>
Website Analytics	X			If available, client will share analytics from their current website to help guide the development of the new website.
Photos for Design	X			Client will submit 10-20 high-resolution images for possible use in the homepage website design. These may be used in the website background, homepage slideshow, etc.
Logo & Branding Materials	X			Client will provide any branding guidelines and / or imagery that should be used in the website design - logo, seal, color palette, branding guide, etc.
DNS Worksheet	X			Client will complete the DNS Worksheet to provide details needed to complete setup of website domain. <a href="http://civicplusedemo.com/dnsform">http://civicplusedemo.com/dnsform</a>
Website Content Review		X		Project Manager will coordinate the complete project timeline based on the agreed due date of the client deliverables established during the Project Kickoff Meeting and available internal resources. Project Manager will provide this timeline for the client to review and approve.
DNS Configuration		X		DNS Coordinator will prepare domain name transfer or setup according to the specifications in the submitted DNS Worksheet.

Site Map Creation		X		Content Analyst will create a site map documenting the client's existing website and note any questions requiring client feedback.
Design & Configure Consulting Engagement			X	Consultant will perform stakeholder alignment and deliver need-based recommendations for the project regarding website goals, design, content and best practices.
Design & Configure Strategy Meeting			X	Consultant, Project Manager, Art Director and Content Specialist will meet with you to present findings from your current state analysis, as well as our recommended website design and content build strategy for your team.
Project Workbook: Content Preparation & Updates	X			Client will review and update existing website in preparation for content development. All updates must be made prior to the due date to ensure they are included in the Content Migration & Optimization.
Mood Board & Layout			X	CivicEngage team will create a mood board and layout proposal to confirm website color palette and style and wireframe structure of home and interior page
Mood Board & Layout Creation		X		Art Director will provide the completed Mood Board and Layout.
Mood Board & Layout Review and Approval	X			Client will provide written approval of website mood board.

Phase 3 – Design & Configure				
<b>CivicPlus Deliverables:</b> Design Templates & Tools; Production Website				
<b>Client Deliverables:</b> Design Concept Review & Feedback; Design Concept Approval; Content Cut-off Approval; Production Website Feedback				
Task	Responsibility			Details
	Client	CivicPlus	Shared	
Website Design*		X		Graphic Design will prepare a functioning design to present during the Design Concept Meeting. (*Client will choose up to 3 unique design components.)
Design Creation		X		Creative Services team will create the Design Concept.
Design Preparation		X		Graphic Designer will prepare the website design files for design setup.
Quality Control - Design		X		Art Director will review, provide feedback and approve the website design before it is prepared for website development.
Quality Control - Design Revisions		X		If needed, Graphic Designer will make adjustments requested by Art Director.
Design Setup		X		Web Developer will convert the prepared design into a functioning production website to be shared during the Design Concept Meeting.
Quality Control - Design Setup		X		Art Director will review the design setup prior to the Design Concept Meeting.
Quality Control - Design Setup Revisions		X		If needed, Web Developer will make adjustments requested by Art Director.
Design Concept (Meeting)			X	CivicEngage team will present the initial design concept on a functional production website environment.
Design Concept Review & Approval	X			If necessary, client will provide feedback on the Design Concept. Client will submit the Design Concept Approval Form to indicate approval of final Design Concept. <a href="http://civicplusdemo.com/designapproval">http://civicplusdemo.com/designapproval</a>
Design Concept Revisions		X		If applicable, CivicEngage team will make requested changes to the Design Concept. Completed changes will be returned to client for any additional feedback or approval.
Training Engagement Coordination			X	Trainer will review project documentation and connect with client to discuss training schedule, logistics and technology requirements to prepare for engagement.
Project Workbook: Change Tracking	X			Client will keep a record of all changes made to their existing website during Content Development. Client will have access to make updates and changes recorded during / after training in preparation for Website Launch. All updates must be made prior to the Content Preparation & Updates due date to ensure they are included in Content Migration & Optimization.
Content Development		X		Content Team will migrate and optimize the content from the client's existing website to the production website and complete a quality check.
Site Map Creation		X		Content Analyst will create a site map documenting the client's existing website and note any questions requiring client feedback.

Content Migration Setup		X		Web Content Specialist will prepare project for migration process.
Content Migration & Optimization		X		Content Team will migrate content from client's existing website to the production website and optimize using best practices for usability and accessibility.
Quality Control - Content		X		Content Analyst will review production website to ensure usability and consistency.
Quality Control - Content Revisions		X		If needed, content will be updated as requested by the Content Analyst.
Final Content Report Creation		X		Web Content Specialist will create final content report to be shared with client.
Design Templates & Tools		X		Graphic Design will create templates and other design tools for website maintenance.
Quality Control - Production Website		X		CivicEngage team will execute a thorough review of the production website in preparation for the Website Reveal Meeting.
Website Reveal Meeting			X	CivicEngage team will present the completed website, including finished design and content.

<b>Phase 4 – Optimize</b>				
<b>CivicPlus Deliverables:</b> None				
<b>Client Deliverables:</b> Website Evaluation				
<b>Task</b>	<b>Responsibility</b>			<b>Details</b>
	Client	CivicPlus	Shared	
Website Finalization	X			Client will evaluate the production website and confirm all expectations were met in accordance with the Statement of Work / project contract.
Project Workbook: Finalization Planning Worksheet	X			Client completes Finalization Planning Worksheet in the workbook. Project Manager coordinates resources and remaining items.
Website Corrections		X		CivicEngage team completes outstanding items from the Finalization Planning Worksheet.

<b>Phase 5 – Educate</b>				
<b>CivicPlus Deliverables:</b> Instructor Led Training				
<b>Client Deliverables:</b> None				
<b>Task</b>	<b>Responsibility</b>			<b>Details</b>
	Client	CivicPlus	Shared	
Training Engagement			X	Trainer delivers product training.

<b>Phase 6 – Launch</b>				
<b>CivicPlus Deliverables:</b> None				
<b>Client Deliverables:</b> Website Approval				
<b>Task</b>	<b>Responsibility</b>			<b>Details</b>
	Client	CivicPlus	Shared	
Website Launch Confirmation Meeting			X	Project Manager will review the launch process.
Project Workbook: Pre-Launch Checklist	X			Client will complete the Pre-Launch Checklist from the Project Workbook.
Website Approval	X			Client will submit the Website Approval Form to indicate statement of work has been fulfilled. <a href="http://civicplusdemo.com/websiteapproval">http://civicplusdemo.com/websiteapproval</a>
Website Launch			X	The new website is made available to the public with live domain name.
Project Close Procedures			X	Project Manager will complete the administrative tasks related to transitioning project from implementation to client care.