

July 2026 To: Board of Water Commissioners From: Tamara Scheuren, CRF Supervisor

The Utility pursued options for general website services including brining the Utility's website into ADA Compliance as required under the Americans with Disabilities Act (ADA).

The Utility evaluated services from two providers: CivicPlus and FifthColor.

- **CivicPlus** offers preformatted, template based, municipal website solutions, and a suite of digital tools tailored to government agencies.
- **FifthColor**, a Sheboygan-based full-service marketing, communications, and advertising firm, provides custom web development, design, and strategic digital and print services.

Following review, FifthColor is recommended for both general website services and ADA compliance work. The decision is based on usability, flexibility, cost, a proven track record, and the strength of their local presence and availability. The Utility currently utilizes FifthColor for the annual Consumer Confidence Report design and production. Additionally, FifthColor has previously worked with the Sheboygan Area School District and the City of Sheboygan Department of Public Works, demonstrating their experience with public sector clients. They also serve customers such as Mercury Racing, Kohler, USGA, and Old Wisconsin. FifthColor can also be a Utility partner for future print related communications.

The scope of services through FifthColor includes transitioning current website hosting to a robust, third-party hosting provider selected by FifthColor, offering enhanced security and reliability.

In addition, the FithColor proposal includes an annual maintenance package designed to support long-term website performance and accessibility. This proposal covers:

- Ongoing Accessibility Updates
- Website Performance Monitoring
- Six-Month and One-Year Audits
- Regular Reporting on Site Health
- Monthly website updates and client request changes

The proposal for ADA Compliance is \$6,732-\$8,976. The proposal for ongoing maintenance is \$14,960-\$17,578 based on the needs of the Utility.

# FIFTHCOLOR

# **PROPOSAL OF SERVICES**



# a full-service

INDEPENDENT omni-channel marketing agency



# this is FIFTHCOLOR

FifthColor is a full-service, independent, omni-channel agency with all the experts under one roof. We're built to make brands unforgettable. Through emotive marketing, evocative creative, immersive events, and precision print, we create work that doesn't just get seen; it gets felt. Because in a world full of noise, only the extraordinary FifthColor gets remembered.

# We are a Data-Driven, Full-Service, Omni-Channel Marketing Agency with

certified Experts Serving Brands Across Multiple Industries.

### 01 Data-Driven

Combining expertise across various marketing facets while leveraging data to inform strategies and decisions.

### 02 Full-Service

Offering a comprehensive range of services, from digital to inperson experiences that merge creative ingenuity with empirical evidence.

### 03 Omni-Channel Marketing

Creating immersive and memorable brand experiences that deeply engage consumers throughout various touchpoints like live events, interactive installations, and engaging digital experiences that leave a lasting impression.

### 04 Certified Experts

FifthColor's team comprises certified experts, bringing a wealth of knowledge and skills to ensure top-notch service and solutions.

### 05 Serving Brands

It's our job to discover what our clients need, not just what we like.

We deliver solutions in Strategy, Development, Marketing, Creative, Print, and Event Solutions for unique brands across the world in sports, food & beverage, and more.









# **EXECUTIVE SUMMARY**

Sheboygan Water Utility plays a vital role in providing safe, clean, and reliable water services to its community. To support this mission digitally, we propose an immediate update to meet ADA website accessibility standards and establish a dependable monthly website maintenance plan. These foundational improvements will ensure compliance, enhance user experience, and reduce risk.

In addition, we've included estimates for a future website redesign. These enhancements, while optional, would elevate the Utility's digital presence and help reinforce public trust in its services.

# proposed SERVICES

# Website Accessibility Update

**Objective:** Bring Sheboygan Water Utility's website into compliance with WCAG 2.1 AA standards to ensure accessibility for all users.

### What's Included:

- Server transfer
- DNS updates
- Accessibility updates (Alt tags, list items html, aria, discernible links & buttons for 105 pages)
- Push employee portal

**One- Time Investment:** \$6,732 - \$8,976

### **Benefits:**

- Mitigates legal and reputational risk
- Expands access to critical community information
- Demonstrates commitment to inclusivity and transparency

# **Ongoing Website Maintenance**

**Objective:** Provide continuous upkeep and proactive monitoring to ensure site security, functionality, and performance.

### What's Included Monthly:

- Accessibility updates throughout the year
- Performance monitoring and uptime checks
- 6 month and 1 year UI/UX audit
- Monthly review/reporting on site health

Investment: \$14,960 - \$17,578

### **Benefits:**

- Prevents costly downtime or technical issues
- Ensures consistency and ease of communication
- Keeps your site optimized and compliant with evolving standards

# Digital transformations to bring your brand to life.

Our team of Front End, Back End, and Full Stack Developers have built over 200 custom solutions from websites & apps to ordering portals & SaaS applications

- UI/UX Design
- Development
- Website Maintenance
- Custom Software Development

### **Advantages**

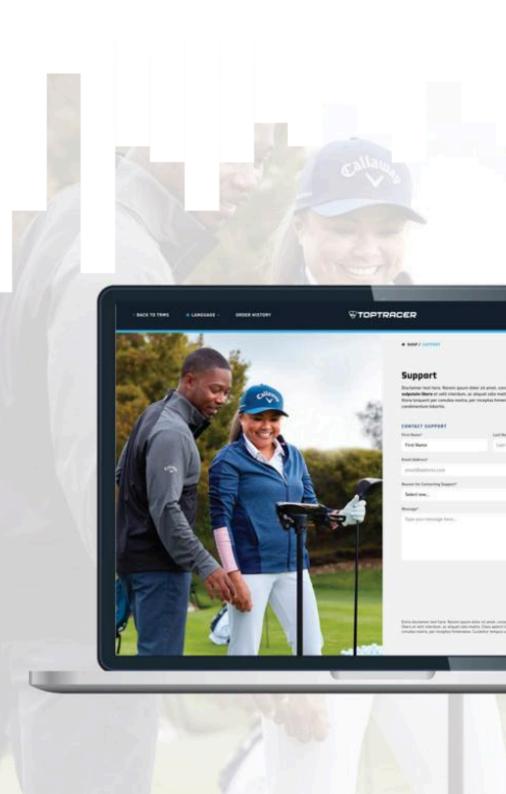
- Your project is managed by our in-house team; never outsourced overseas
- Tenured Development and UI/UX Directors working together

### **Benefits**

- Same reliable, trusted points of contact from start to finish
- A team trusted by global brands







# CITY OF SHEBOYGAN **PUBLIC WORKS**

# Community Change, Strategically Delivered

In early 2019, the City approached us to help roll out a cart-based recycling program to over 50,000 residents in under nine months. We started with an immersive brand strategy for the Department of Public Works, followed by a custom website design and a targeted marketing plan.

### **BENEFITS OF THE NEW SITE**

- **Real-time updates** for road closures, garbage pickup, and beach health managed by DPW
- **Dynamic navigation** that adapts to user behavior for a more intuitive experience
- A custom search tool allowing residents to check what materials are recyclable

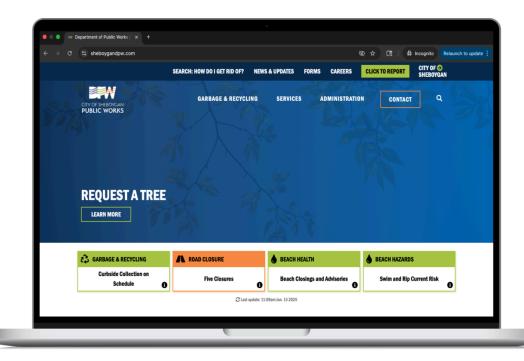
We also partnered with The Recycling Partnership to develop a full communication package—direct mailers, videos, blog posts, and social media ads—to ensure residents understood and adopted the new program.

> EXPERIENCE THE SHEBOYGAN DEPARTMENT OF PUBLIC WORKS SITE >>



### **Results:**

In 2020, the City of Sheboygan DPW's Facebook saw 2,040 new followers and over 15.4K minutes of viewed video content. Our paid advertising served over 549,123 impressions on Facebook and Instagram.





# Smart, Seamless School Web Design

Sheboygan Area School District wanted to reimagine their website as a modern, user-centric platform that reflects the district's commitment to excellence in education. The new site simplifies navigation for families, staff, and the community, while showcasing the district's culture, programs, and schools through compelling visuals and intuitive design.

- Streamlined User Experience: Easy access to essential information for parents, students, and staff with clear navigation and mobile optimization.
- Custom-Built CMS: Empowering school staff to manage content updates quickly and independently.
- Unified Brand Identity: Consistent design and messaging across all school pages to strengthen the district's brand presence.
- ADA Compliance: Designed with accessibility standards in mind to ensure an inclusive experience for all users.
- Community Engagement: Integrated tools for news, events, and alerts keep families informed and connected.



# carbliss.

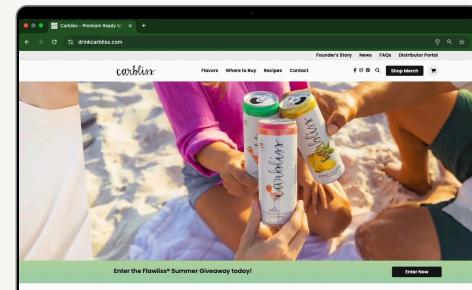
# Pouring Innovation into Every Click

Carbliss partnered with FifthColor to launch a bold, interactive website designed to fuel national growth and elevate the user experience. The site features a 3D spinning can animation, animated pouring effects, refreshed content and imagery, and more—all built to drive discovery and engagement.

### BENEFITS OF THE NEW SITE

- Engaging, interactive homepage that draws users in and encourages product discovery
- Enhanced product storytelling with 3D visuals and animated pour effects
- Streamlined user experience with recipe filters and "Where to Buy" access on every product page
- Integrated e-commerce to support merch sales and boost conversion
- **Refreshed site content and imagery** to align with evolving brand campaigns and consumer expectations





# EXPLORE THE CARBLISS SITE >>

# pre-crafted website **PROCESS**

A pre-crafted site provides Sheboygan Water Utility with a hassle-free, hands-off process and expedited timeline.

# **OUR PROCESS**

## **Outline Project**

Client supplies text and imagery content.<sup>1</sup> Establish the goals of the project and determine page flow. Review of current website/content.

### **Build the Interface**

Using our team of UI/UX experts, we will create a site design that matches your brand.<sup>2</sup>

### **Populate with Content**

Our team will work with you to place in supplied content, such as text, photos, and videos.

### Launch

FifthColor takes the website live! We train clients to make their own website edits and guide the hosting process.

# Scope of Work

**Deliverables** 

Documentation of project goals, estimated timeline, and page content. *Client approval needed*.

# **Design Proof**

Review of page layout with content populated. *Client* approval needed.

# **Live Website**

We will pass over site access to the client. Client is now responsible for website edits and updates.

Client must supply text and photo content prior to FifthColor starting the website project.

Copywriting, photography, video, and SEO quoted separately.

<sup>2</sup>Any custom functionality quoted separately.



# WEBSITE ACCESSIBILITY UPDATE

**Project Includes:** 

- Server transfer
- DNS updates
- Accessibility updates (Alt tags, list items html, aria, discernible links & buttons for 105 pages)
- Push employee portal
- Communication between client and previous agency
- Project planning

All custom functionality not noted above is quoted separately.

# **ONE-TIME INVESTMENT**

\$6,732 - \$8,976

Pricing good for 30 days from proposal delivery.



# WEBSITE MAINTENANCE

Project Includes:

- Accessibility updates throughout the year
- Performance monitoring and uptime checks
- 6 month and 1 year UI/UX audit
- Monthly review/reporting on site health
- Communication and administration

All custom functionality not noted above is quoted separately.

# PROJECT TOTAL

\$14,960 - \$17,578

Pricing good for 30 days from proposal delivery.

# **ADDITIONAL SERVICES**

Beyond accessibility and maintenance, FifthColor offers a full suite of digital and creative services to support long-term growth and community engagement. From advanced analytics and SEO to video production, social media strategy, and large-format print materials, we're here to help you connect with residents and communicate with clarity—online and off.

Let us know if you'd like to explore how these services can support future initiatives.

# STRATEGY & FOUNDATION

# Powerful strategies crafted from data.

FifthColor delivers data-centered strategic road maps to engage and activate your existing and potential customers, including:

- Brand Strategy
- Brand Identity Analysis
- Naming Strategy
- Brand Vitality Index (BVI) Analysis
- Strategy Consulting

### **Benefit for your brand**

Our immersive strategy solutions deliver extensive findings to help differentiate your brand from competitors, connect with consumers, and align your team toward a common goal. Our experts stay at the forefront of the industry through consistent continued education.



# ONE OF THE ONLY AGENCIES TO OFFER PROPRIETARY BVI INSIGHTS



# CREATIVE

# Your agile, versatile, and reliable creative partner.

Our creative problem-solvers will understand your brand inside and out to deliver eye-catching creative designs that tell your brand's story and engage your customers.

Creative Design

Photography

3D Modeling

- Videography
- Industrial Design & Engineering
- Animation
- Packaging Design

### **Advantages**

- Comprehensive creative expertise
- Holistic brand understanding
- Agile visual storytelling

# **Benefits**

- Streamlined execution and consistency
- Aligned brand visibility and engagement
- Quick, ready for market assets







# MARKETING

# Engage and activate your most desirable customers.

**Investing 3–7% of annual revenue in marketing strengthens** brand visibility and fuels business growth, driving customer engagement and long-term success.

Built from sound strategies, we combine our data-driven marketing and award-winning creative to increase brand relevance, esteem, differentiation, and awareness.

Digital Advertising

- Content Marketing
- Social Media Advertising
- Traditional Advertising
- Search Engine Optimization
- Campaign Management

### **Advantages**

- · Experts with experience across a variety of industries
- Continuing education through Kellogg School of Management

### **Benefits**

- A team that starts with data; saving valuable time
- A qualified and knowledgeable extension of your team







# **THANK YOU**

# FIFTHCOLOR

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# Web Central Starter: Summary

Proposal valid for 60 days from date of receipt - OSM

# **Company Overview**

CivicPlus started back in June of 1998 with a simple yet powerful vision: to create a website solution that allowed municipal staff to maintain their websites daily without needing a technical webmaster. As technology advanced, we saw our customers' need to bring more services online. We expanded our vision to make local government work better as a whole.

Today, CivicPlus provides public sector technology that automates processes, digitizes services, and enhances civic experiences. Our wide range of government software solutions are designed to be flexible, scalable, and customizable, ensuring a frictionless experience for residents and staff. Our portfolio includes solutions for:

- Process Automation and Digital Services
- Planning, Permitting, Licensing, and Code Enforcement
- Fire and Life Safety Inspections
- Asset Management
- Utility Billing
- Social Media Archiving
- FOIA Management

- Municipal Websites
- Web Accessibility
- Agenda and Meeting Management
- Codification
- Emergency and Mass Notifications
- Parks and Recreation Management
- 311 and Citizen Relationship Management

### EXPERIENCE & RECOGNITION

25+ Years

10,000+ Customers

950+ Employees



CivicPlus has over 25 years of experience working with municipal organizations across the US and Canada. Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government web technology. We are proud to have earned the trust of our over 10,000 customers and their over 100,000 administrative users. In addition, over 340 million residents engage with our solutions daily. With such experience, we are confident that we can provide the best solution for you.

#### CONTACT INFORMATION

#### **Primary Office**

302 S. 4<sup>th</sup> Street, Suite 500, Manhattan, KS 66502

Phone: 888.228.2233 | Fax: 785.587.8951

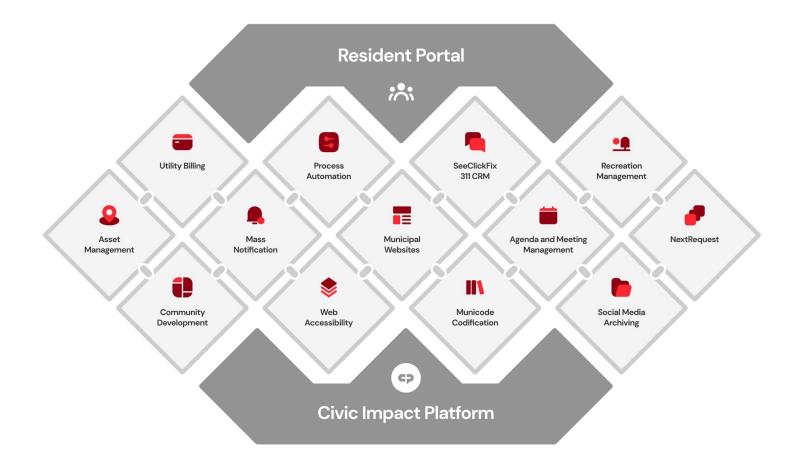
#### Civicplus.com

# **Powering & Empowering Government**

We empower municipal leaders to transform interactions between residents and government into consistently positive experiences that elevate resident satisfaction, increase revenue, and streamline operations.

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.

CivicPlus is the only government technology company exclusively committed to powering and empowering governments to efficiently operate, serve, and govern using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, municipalities increase revenue and operate more efficiently while fostering trust among residents.





Website	Standar	d Premiun	n Ultimate
One-Time Standard Implementation	\$3,807	\$8,195	\$9,986
Annual Subscription Fees	\$4,828		
·		dling Discounts Available	
	Base Inclusions		Price
Agenda Center	Graphic Links	Cloudflare Tier 1 Security for	
Calendar	Quick Links	PCI Compliance and Visitor	
Alert Center	Info Advanced	Surges.	
Document Center	News Flash	DNS   Domain Management	Included
Notify Me	Staff Directory	SSL Management	
Form Center	FAQs	Hosting and Security	
	Website Optional Add		Price
Live Training Per Module			\$375 one-time
Meetings and Agenda Mig	ration per 100 Meeting	;S	\$850 one-time
Standard Department Hea	der Page		\$2,933 one-time   \$813 annual fee
Premium Department Hea	der Page		\$4,515 one-time   \$938 annual fee
Accessibility with AudioEye	2		\$2,500 annual fee
CommonLook – PDF Remediation – One License			\$1,443 annual fee
Facilities Module			\$350 annual fee
Resource - Business Directory Module			\$350 annual fee
Activities Module			\$350 annual fee
Bids Posting Module			\$350 annual fee
Jobs Module			\$350 annual fee
Opinion Polls Module			\$350 annual fee
Real Estate Locator Module			\$350 annual fee
CivicSend – E News Letter Builder Added to Notify Me			\$750 one-time   \$2,374 annual fee
CivicPlus Pay			\$1,785 annual fee
Additional Block of 500 No	tify Me SMS Subscriber	rs (Comes with a block of 500)	\$945 annual fee
Chatbot			\$2,750 annual fee
	er Popular Integrated S	Solutions	Price
Mass Notification			Ask Me – Scoping Necessary
Meetings and Agenda Mar	nagement		Ask Me – Scoping Necessary
Social Media Archiving			Ask Me – Scoping Necessary
Next Request (Public Records Request)			Ask Me – Scoping Necessary
Municode Codification (Code of Ordinance)			Ask Me – Scoping Necessary
SeeClickFix 311 CRM			Ask Me – Scoping Necessary
Web Accessibility			Ask Me – Scoping Necessary
Community Development (Permitting, Licensing, Code Enforcement)			Ask Me – Scoping Necessary
Asset Management			Ask Me – Scoping Necessary
Process Automation (Advanced fillable forms with automated workflow)			Ask Me – Scoping Necessary
Recreation Management			Ask Me – Scoping Necessary

# **Standard Package Designs**

You will choose one of our fixed layout options as the base of your website. You will then be given the opportunity to submit personalized information, like imagery, branding, graphic button preferences, and more to be taken into design consideration. This finalized design will not only represent your unique community, but—combined with the functionality of the Web Central Starter CMS – will help you provide an attractive and convenient online resource for your community.

### **DESIGN EXAMPLES**

The included design portfolio will provide you with an idea of the different directions we can take your creative design with the standard implementation package.



Template 1



Template 2



**Template 3** 



Template 4



**Template 5** 

# **Premium Package Designs**

You will meet with your art director to discuss your website vision based on the goals and needs of your users. This process involves conversing with your art director on the order, placement, and format of your homepage content and design elements, aimed at achieving your usability goals. Your preferences will be solidified into a homepage layout wireframe, which will provide the structural blueprint for the visual design application.

We will then collaborate with you to customize your design to represent your community using your logo, chosen colors, and imagery. We will focus on including the functionality to meet your website needs, including an option for up to one Advanced Design Component, if desired. Advanced Design components provide next-level user engagement by leveraging the latest design enhancements in the Web Central Starter product. Your art director will help you choose the component that works best for your website and desired site maintenance level.

### **DESIGN EXAMPLES**

The included design portfolio will provide you with an idea of the different directions we can take your creative design with the standard implementation package.



New Hope Borough, PA



Dublin, CA



**Botetourt County, VA** 



Orange, TX

# **Ultimate Package Designs**

You'll meet with your art director to discuss your website vision and build your custom layout. We will then collaborate with you to create a custom design that represents your community. We will focus on including the functionality to meet your website needs, including an option for up to two Advanced Design Components, if desired. Advanced Design Components provide next-level user engagement by leveraging the latest design enhancements in the Web Central Starter product. Your art director will help you choose the components that work best for your website goals and desired site maintenance level.

### **MOOD BOARD & L AYOUT PROPOSAL**

Your project team will present a custom mood board reflecting the colors and/or imagery that will set the tone for your design. A mood board is a collection of colors and/or images used to align the visual direction of the project.

This process involves conversing with your art director on the order, placement, and format of your homepage content and design elements, aimed at achieving your usability goals. Your preferences will be solidified into a homepage layout wireframe, which will provide the structural blueprint for the visual design application. Aligning project goals and design through the layout proposal ensures a timely and efficient implementation of your Web Central Starter website. Once approved, the mood board and layout proposal will be used to guide the design concept for your website.

The included design portfolio will provide you with an idea of the different directions we can take your creative design with the standard implementation package.



Nevada County, CA







**Riverside**, IL



Framingham, MA

# Standard Package Timeline | 8-10 Weeks

PHASE 1: INITIATE & ANALYZE	2 Weeks	<ul> <li>Project Kickoff Meeting</li> <li>Planning &amp; Scheduling</li> <li>Customer Deliverable Submission</li> </ul>
PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION	5 Weeks	<ul> <li>Site Map Creation</li> <li>Content Implementation</li> <li>Design Creation</li> <li>Google Analytics Account Creation</li> <li>Quality Control.</li> </ul>
PHASE 3: EDUCATE	1 Week	Group Training
PHASE 4: LAUNCH	1 Week	<ul><li> Project Scope Completion</li><li> Website Launch</li></ul>

# Premium & Ultimate Packages Timeline | 10-12 Weeks

PHASE 1: INITIATE & ANALYZE	3 Weeks	<ul> <li>Project Kickoff Meeting</li> <li>Planning &amp; Scheduling</li> <li>Customer Deliverable Submission</li> <li>Design Discovery Meeting</li> </ul>
PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION	5 Weeks	<ul> <li>Site Map Creation</li> <li>Content Implementation</li> <li>Design Creation</li> <li>Google Analytics Account Creation</li> <li>Quality Control.</li> </ul>
PHASE 3: EDUCATE	1 Weeks	Training Engagement
PHASE 4: LAUNCH	2 Weeks	<ul><li>Project Scope Completion</li><li>Website Launch</li></ul>

# **Approaching Your Project Implementation**

Communication between you and your CivicPlus team will be continuous throughout your project. Sharing input and feedback through email, virtual meetings, phone calls, and our project management software will keep all stakeholders involved and informed. Cloud Coach offers task management transparency with a multi-level work breakdown structure and Gantt Chart-based project plan.

- Centralized project communication and task management tools are located in a cloud-based project workspace
- Tasks, deliverables, and milestones are aligned to your specific scope of work

The tools available through Cloud Coach combined with regular communication with your project manager provide you ample opportunities to quickly and efficiently review your project, check deliverables, and communicate feedback.

Standard	Premium	
PHASE 1: INITIATE & ANALYZE	PHASE 1: INITIATE & ANALYZE	
<b>Project Kickoff Email</b> – Your project manager will kick off your project via email, introducing your CivicPlus team, detailing deliverables needed, providing a high- level overview of the development process, and introducing tools and resources used to manage your project.	<b>Project Kickoff Email</b> – Your project manager will kick off your project via email, introducing your CivicPlus team, detailing deliverables needed, providing a high-level overview of the development process, and introducing tools and resources used to manage your project.	
Planning & Scheduling – Your project manager will create a comprehensive project timeline based on the project scope and your specific needs.	<b>Planning &amp; Scheduling</b> – Your project manager will create a comprehensive project timeline based on the project scope and your specific needs.	
<b>Customer Deliverable Submission</b> – You will be responsible for submitting deliverables as outlined.	<b>Customer Deliverable Submission</b> – You will be responsible for submitting deliverables as outlined.	
	<b>Design Discovery Meeting</b> – Your project manager and art director will meet with you to discuss design preferences and establish design structure from flexible layout options.	

# **PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION**

**Site Map Creation** – Our content development team will generate a site map of your existing website in preparation for the content implementation.

**Content Implementation** – Our Content Development team will migrate up to 150 pages of content (including their text, documents, and images) from your current website to your new, Central Starter website. Additional pages of content can be added for an additional fee. Content will be enhanced for accessibility, and we will organize your website pages to make them easy to navigate. They will also migrate the current year and the previous two years of simple meeting agendas and minutes to the Agenda Center module. Additional years can be added for an additional fee.

**Design Creation** – You'll have the chance to review the responsive design prototype and provide feedback and/or approval.

Google Analytics Account Creation – Your website will be set up with a Google Analytics account.

**Quality Control** – Our Content Development team will complete a quality control check to ensure proper content migration.

# **PHASE 3: EDUCATE**

**Group Training** – Throughout the development and after launch, you and your team can access ondemand training, resources, and educational opportunities. Our initial training is offered online to administrators and content contributors. Individuals can attend group training sessions in the weeks prior to going live.

# PHASE 3: EDUCATE

**Training Engagement** – Our goal with your training plan is to give your staff the skills and tools they need to quickly and easily keep your website current. Your trainer will deliver training sessions for both administrators and users. These sessions will be customized to equip your staff with the knowledge and comfort level needed to prepare your website for launch and maintain it in the future. The training session will use your production website so that users are familiar with your specific configuration, and you can obtain hands-on experience.

# **PHASE 4: LAUNCH**

**Project Scope Completion** – Your Central Starter project team confirms all the details that are necessary to take your website live and explain what you can expect on launch day.

Website Launch – After final confirmation, your website will be made live and available to the public.

### Your Role During Implementation

- To help create the strongest possible website, we will need you to:
- Choose your desired layout *Standard Package Only*
- Complete the Content form Standard Package Only
- Gather photos and logos that will be used in the overall branding and design
- Provide website statistics to be utilized in reorganizing your website content, navigation, and design (*if available*)
- Complete the Design Form to communicate design preferences
- Provide technical information in the DNS form for the set-up of your website domain name(s)
- Perform reviews and provide official approvals throughout the project
- Update the content on your current website and delete any pages you no longer need
- Track website updates to be completed during your training session
- Ensure you have the most up-to-date web browsers installed on your organization's computers
- Compile a list of your website users and desired permission levels
- Reserve training location and necessary resources (computers, conference phone, etc.)

# **CMS Features & Functionality**

CivicPlus' Municipal Websites Central Standard (Web Central Starter) content management system (CMS) is robust and flexible with all the features and functionality you need today and in the future. Developed for municipalities that need to update their website frequently, CivicPlus provides a powerful government content management structure and website menu management system. The easy-to-use system allows nontechnical employees to efficiently update any portion of your website.

Each website begins with a unique design developed to meet your specific communication and marketing goals, while showcasing the individuality of your community. Features and capabilities are added and customized as necessary, and all content is organized in accordance with web usability standards.

### **Modules & Widgets**

### **RESIDENT ENGAGMENT**

Web Central Starter offers many effective and easy-to-use resident engagement features. These tools easily integrate with other key features.

**Calendar** – Create multiple calendars and events for upcoming activities that are viewable by list, week, or month.

**Notices and Alerts** – Post emergency or important information on your website and notify residents through email and SMS, via Alert Center.

**Form Center** – Create custom, online forms via simple drag-and-drop functionality. Track form submissions within the CMS and route email notifications to the appropriate individual(s).

**News** – Post news items and keep your residents up to date on important information via News Flash.

**Notifications** – Allow your residents to subscribe to receive text and email notifications on topics that are important to them via Notify Me<sup>®</sup> (includes up to 500 SMS users).

**Pop-up Module** – Use a pop-up modal to call attention to important information and notices, sitewide or on specific pages.

### ASSET MANAGMENT

Web Central Starter is fully equipped with a robust set of document and image management tools that work with other key features of our CMS, making it easy to build dynamic content that is easy for residents to navigate and access.

Agenda Center – Create and display meetings and agendas on the website utilizing our built-in Agenda Center module. For advanced functionality, including live meeting management, our integrated Agenda and Meeting Management product is available as an add-on.

Document Center – Organize and management documents in one central repository.

**Public Images** – Store all your images in one central location, to utilize individually or create slideshows on our site. Use the built-in editor to crop and resize photos, as needed. Images are optimized for performance, mobile responsiveness, and contain alt text for accessibility compliance.

### **INFORMATION & NAVIGATION**

Organize your content and pages to make it easy to locate the information you and your residents need most with modules that help you update information quickly.

**Easy for Residents to Navigate** – An intuitive design, mega menu options, prominent buttons, and dynamic breadcrumbs throughout your site, all allow residents to easily find what they're looking for.

**Frequently Asked Questions (FAQs)** – Provide answers to the most frequently asked questions to reduce phone and foot traffic for staff.

Graphic Links – Create visually appealing buttons to direct users to important information.

**Info Advanced** – Use Info Advanced to create engaging displays of information for reuse throughout the website.

**Quick Links** – Provide links to highly requested services and information. These are commonly displayed in website footers and right-hand navigation.

**Staff Directory** – Provide contact information for departments and individual staff members. Use the information throughout the site and keep updated in one location. The Staff Directory widget allows you to quickly place specific persons or departments on relevant pages.

### COMMONLY USED WIDGETS

An extensive widget library is available for ease of placing dynamic and visually appealing information on specific pages. Each widget is easy to use with drag-and-drop functionality and is configurable with individual styling options.

Custom HTML Widget – Embed videos or other HTML features in your page.

**Editor Widget** – Edit text with word processing tools, plus web tools like code view and the Accessibility Checker.

Form Center Widget – Embed simple forms on a page.

Image Widget – Add images to a page.

**Related Documents Widget** – Create a dynamic list of documents referenced in the Document Center.

Slideshow Widget – Add a slideshow of images.

**Tabbed Widget** – Organize larger pages of information in horizontal, vertical, or stacked vertical or accordion style tabs.

### **ADMINISTRATIVE FEATURES**

The administration of your Web Central Starter website is browser based, with no installation of software needed. You'll be able to update your website from an internet connection on any platform (Mac or PC). Administrators can control access to pages and manipulation of content as well as use automated features to streamline processes.

Administrative Dashboard – A home base for messages and quick access to your recent activities and timesensitive action items such as pending approvals and expiring items.

**Content Scheduling & Versioning** – Set your content to auto-publish and auto-expire, with an archive of all published content and previous versions.

**Dynamic Page Components** – Modules such as Calendar, FAQs, and News Flash, may be included as dynamic page components on any page.

History Log – Track changes made to your website.

**Intranet** – Use permissions to set a secure location on your website that allows employees to login and access nonpublic resources and information.

**Levels of Permissions** – Assign staff members to groups with different levels of permissions of access and authority throughout the CMS.

**Pending Approval Items** – Administrators have access to a queue of pending items to be published and reviewed.

Website Statistics – Provided website analytics for analysis.

### **USER-FRIENDLY FEATURES**

Not only is Web Central Starter easy for your staff to use, various administrative features help make a more attractive, engaging, and intuitive website for your community.

Automatic Alt Tags – Built-in features assist with ongoing ADA compliance of your website.

**Credit Card Processing** – With the add-on feature CivicPlus Pay (Pay), you can integrate with an approved payment processor to accept payments on your website (separate agreement must be made directly between you and the chosen approved processor). Additional fees apply.

**Preset Styling Standards and Ongoing Styling Flexibility** – Site changes automatically inherit design standards and styles that you've set up for your homepage, interior layouts, and simple layouts. This keeps your website looking clean and always matching. We also offer large amounts of flexibility with placement and styles on an ongoing basis. As you edit your website, you can easily adjust the location and style of widgets, content, carousels, lists, calendars, etc. to meet the look and feel you need for that area.

**Link Redirects** – Instead of sending your users to http://civicplus.com/248/Awards-and-Recognition, you can send them to http://civicplus.com/awards.

**Live Edit** – See where your information will be posted on a page before you make any changes with our WYSIWYG editor and drag-and-drop tools.

Maps – Easily embed maps from Google, ESRI, and more using the HTML widget. Mega Menu – A main navigation menu makes it easy to get to any page on your website quickly.

**Predictive Site Search** – Our powerful site search functionality automatically indexes all content making it easy for visitors to find information across pages, documents, and images.

Site Search Log – All search words are kept in a log.

**Real Simple Syndication (RSS) Feeds** – Administrators and website visitors can use RSS feeds to display content or be notified of content updates.

**Responsive Design** – With responsive design, your website adjusts to the screen size regardless of what device is being used, providing a seamless user experience.

**Social Media** – Set various modules to automatically post to your Facebook and/or X (formerly Twitter) feeds and incorporate compatible social media feeds and widgets into your website.

**Supported Browsers** – View your website in the latest versions of major browsers including Microsoft Edge, Firefox, Safari, and Chrome.

**Third-Party Access** – Utilize iframes, embeds, and/or links to most of your third-party services. Or use our growing list of APIs to build applications right from your website.

Translation – Integration with Google Translate translates web pages into over 100 languages.

### ACCESSIBILITY COMPLIANCE

With over 20% of adults in the United States having a disability, you need a website that conforms to all residents. CivicPlus wants to help our customers maximize accessibility for all users and surpass Section 508 ADA accessibility requirements while providing you the freedom to create a visually rich and appealing website. Our multi-faceted approach sets you up for success:

- We build websites using WCAG guidelines to be highly accessible at go live.
- Our trainers will teach your staff best-practices to keep your content and design elements accessible and up to date with the latest ADA/ WCAG standards.
- Your staff can use the Accessibility Checker included within the CMS to scan content created in the editor for accessibility issues so you can correct them before publishing.
- Any new regulations that require code changes are done automatically by our product team, at least quarterly, with no additional effort required from you.
- In addition, our product team updates our best practices and provides regular updates to customers via the CivicPlus website, blog articles, webinars, and other publications.

Due to the dynamic nature of website content updates, an ongoing accessibility solution can be incredibly beneficial in ensuring sustained accessibility compliance. CivicPlus provides three long-term web accessibility solutions offering varying approaches to help with your compliance maintenance challenges. Additional details and/or a quote can be provided upon request.

• AudioEye Partnership – CivicPlus partners with AudioEye to provide a suite of accessibility tools and services for WCAG 2.2 compliance at a discounted rate to our customers.

• Acquia Optimize: Website Optimization & Compliance Tools – Acquia Optimize is an easy-to-use web governance platform available to purchase and add to your project. Acquia Optimize's tools help you identify, prioritize, and address content quality assurance and accessibility issues on your website so that you can achieve and maintain compliance according to WCAG 2.1 standards. Further, we can help you meet the latest data privacy and government policy standards.

• **CivicPlus CommonLook Accessibility Software** – Efficiently and accurately ensure PDFs are accessible to all members of your community. CommonLook provides an all-in-one environment for testing, remediating, and verifying PDF documents and provides a set of automated tools.

### ADD-ON MODULES

In addition to our comprehensive CMS offering, we provide a range of additional modules designed to enhance functionality and meet specific organizational needs. Each module is tailored to deliver specialized capabilities, ensuring you have the flexibility to create a solution that aligns perfectly with your objectives. Please reach out if you are interested in including any of these options into your new CMS project.

**Blog** – Post opinions/information about various community topics and allow resident comments and subscriptions.

**Get Community Input** – Post initiatives and project ideas to receive feedback and interact with your residents via Community Voice.

**Opinion Poll** – Poll your residents on important topics by showing the Opinion Poll widget on relevant pages, to grab resident attention and quickly capture their responses to your polls. Polling helps with gathering and evaluating resident feedback, increasing resident engagement, and understanding your community.

**Photo Gallery** – Display photos of parades, local sporting events, or historical locations through albums or slideshows. Users can vote on favorites or share via email and social media.

Archive Center – Manage and retain serial and older documents.

**Real Estate Locator** – Lets community members list and manage residential and commercial properties separately, with dedicated search functions. Users can post and manage listings 24/7 after setting up a profile and paying a subscription fee, while administrators can approve or auto-publish listings.

**Resource Directory** – Use the Resource Directory to showcase information on local businesses and/or community resources.

Activities – Create and post activities, events, and classes so residents can register for them and even pay online. Your administrators can view and create rosters. The Activities module integrates with the Facilities module so residents can view the location of the activity.

**Facilities & Reservations** – Display facilities on your site for residents to browse. Allow them to filter by amenities, view facility details, and even make reservations online.

Job Postings – Post available jobs online and accept online applications.

**Bids** – Post open bid opportunities for contractors to view available work, download supporting documentation, receive notifications on posted opportunities and submit bid applications online.

# **Continuing Services**

## **Technical Support & Services**

With technology, unlimited support is crucial. Our live technical support engineers based in North America are ready to answer your staff members' questions and ensure their confidence. CivicPlus' support team is available 7 a.m. – 7 p.m. CST to assist with any questions or concerns regarding technical functionality and usage of Web Central Starter.

CivicPlus Technical Support will provide a toll-free number, online chat support, as well as an online email support system for users to submit technical issues or questions. If the customer support specialist is unable to assist with the question or issue, the three-tier escalation process will begin to report issues to our product engineering team for resolution.

#### Support at a Glace

- Technical support engineers available 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays)
- Accessible via phone, email, and chat
- 4-hour initial response during normal hours
- 24/7 emergency technical support for named points of contact
- Dedicated customer success manager
- Online self-service help with the CivicPlus Help Center (civicplus.help)

Emergency technical support is available 24/7 for designated, named points-of-contact, with members of CivicPlus' support teams available for urgent requests.

**CIVICPLUS HELP CENTER** - CivicPlus customers have 24/7 access to our online Help Center where users can review articles, user guides, FAQs, and can get tips on best practices. Our Help Center is continually monitored and updated by our dedicated Knowledge Management Team to ensure we are providing the information and resources you need to optimize your solution. In addition, the Help Center provides our release notes to keep your staff informed of upcoming enhancements and maintenance.

**AWARD-WINNING** - CivicPlus has been honored with three Gold Stevie<sup>®</sup> Awards, six Silver Stevie<sup>®</sup> Awards, and nine Bronze Stevie<sup>®</sup> Awards. The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

**CONTINUING PARTNERSHIP** - We won't disappear after your website is launched. You'll be assigned a dedicated customer success manager who will partner with you by providing information on best practices and how to utilize the tools of your new system to most effectively engage your residents.

### ENGAGEXCHANGE

The ENGAGEXCHANGE is an online community and the central hub of ideas, guidance, tips, advice, and more for our Web Central Starter customers. It reflects our commitment to:

**Connection** – Customers can connect with their peers to ask questions, discover solutions, share ideas, and join focus groups and beta opportunities.

**Direction** – Customers will have the opportunity to provide targeted input on the future direction of the Web Central Starter roadmap and will be able to submit ideas for improvements and enhancements. MAINTENANCE CivicPlus is proactive in identifying any potential system issues. Through regularly scheduled reviews of site logs, error messages, servers, router activity, and the internet in general, our personnel often identify and correct issues before they ever affect our customers' web solutions. Our standard maintenance includes:

- Full backups performed daily
- Regularly scheduled upgrades including fixes and other enhancements
- Testing
- Development
- Operating system patches

# **Hosting & Security**

CivicPlus protects your investment and takes hosting and security of our customers' websites seriously. Redundant power sources and internet access ensure consistent and stable connections. You'll find that our extensive, industry-leading process and procedures for protecting and hosting your website are unparalleled. We offer secure data center facilities, constant and vigilant monitoring, and updating of your system, including 99.9% guaranteed up-time (excluding maintenance).

If you experience a DDoS attack or threat, CivicPlus has mitigation and DDoS Advanced Security options available to you at the time of an event. Whatever your needs are, we have an option that will fit your community.

Data Center	Highly Reliable data center & secure facility		
	Managed network infrastructure		
	On-site power backup & generators		
	Multiple telecom/network providers		
	Fully redundant network		
	<ul> <li>System monitoring – 24/7/365</li> </ul>		
Bandwidth	Multiple network providers in place		
	<ul> <li>Burst bandwidth – 22 Gb/s</li> </ul>		
	• Unlimited bandwidth usage for normal business operations (does not apply in		
	the event of a cyber attack)		
Hosting	Web Central Starter software updates		
	Server management & monitoring		
	Multi-tiered software architecture		
	Server software updates & security patches		
	Database server updates & security patches		
	Antivirus management & updates		
	Server-class hardware from nationally recognized provider		
	Redundant firewall solutions		
	High performance SAN with N+2 reliability		
Disaster Recovery	<ul> <li>Emergency after-hours support, live agent (24/7)</li> </ul>		
	On-line status monitor by Data Center		
	<ul> <li>8-hour guaranteed recovery TIME objective (RTO)</li> </ul>		
	<ul> <li>24-hour guaranteed recovery POINT objective (RPO)</li> </ul>		
	Pre-Emptive monitoring for disaster situations		
	Multiple, geographically diverse data centers		
DDoS Migration	Defined DDoS Attach Process		
	Identify attack source and type		
	<ul> <li>Monitor attack for threshold* engagement</li> </ul>		
DDoS Advanced Security	• Not Included – additional coverage available at time of event (fees will apply)		
Coverage			

\*Thresholds: Traffic exceeds 25 Mb/s sustained for 2+ hours. Traffic over 1 Gb/s at any point during an attack.

# **Optional Website Enhancements**

### **RECURRING REDESIGN**

At CivicPlus, we understand trends change daily and we continually analyze different ways to design our websites making it easier and more user friendly for your residents to navigate. One of our best practices to help keep up with these new trends is by adding a redesign to your project. During the redesign, you'll also receive a quality control review to ensure content is as expected with the new design application (although no changes will be made to the content itself). With this new design, you'll stay up to date with current trends and best practices, providing a welcoming yet familiar virtual hub to engage your community.

#### AUDIOEYE MANAGED

AudioEye offers a range of products and services from self-service to turnkey managed solutions. At the core of AudioEye, is the Digital Accessibility Platform (DAP), this powerful tool empowers auditors, designers, and developers to understand issues of accessibility and improve website infrastructure thorough the use of an innovative and easy to-use interface. The AudioEye Toolbar offers web personalization tools. Conforming to Web Content Accessibility Guidelines (WCAG) 2.2 has never been easier.

#### ACQUIA OPTIMIZE: WEBSITE OPTIMIZATION & COMPLIANCE TOOLS

Acquia Optimize empowers government organizations to maintain accessible, high-quality websites that comply with WCAG 2.1 standards and other international accessibility regulations, such as ADA, Section 508, and EN 301 549. Its accessibility tools identify and address web issues, providing actionable recommendations to enhance user experiences for all. Acquia Optimize's content policies module ensures consistency and accuracy by scanning for content errors or violations of brand, regulatory, or industry standards. The quality assurance tools detect and fix broken links, images, misspellings, and other issues that could hinder navigation or usability. Additionally, the data privacy module scans for sensitive information, prioritizes high-risk violations, and helps organizations reduce privacy risks. Together, these features enable government organizations to deliver inclusive, reliable, and secure digital services.

#### **CIVICPLUS CHATBOT POWERED BY FRASE**

CivicPlus Chatbot is designed to convincingly simulate the way a human would behave during a customer service interaction. Our advanced technology combines the power of site search and artificial intelligence (AI) to deliver exceptional customer experiences to residents using your website. Our Chatbot crawls your website and other linked databases to create a continually, automatically updated, AI-powered knowledgebase that you don't have to maintain separately.

#### PLATFORM IDENTITY PROVIDER (IDP) INTEGRATION

CivicPlus offers IdP integration capabilities, which means you'll benefit from easier integration between your Web Central Starter website and your favorite third-party solutions. Provide single sign-on (SSO) functionality to streamline managing and supporting user credentials and identify management solutions. CivicPlus IdP partners include Microsoft's Entra ID, Microsoft's Active Directory Federation Services (AD FS) versions 3.0, 4.0, and 5.0, and Okta.

### STANDARD DEPARTMENT HEADER PACKAGE

A department or division within your organization may need a personalized digital presence. A Department Header Package is a cost-effective way for these groups to differentiate themselves informatively and graphically from the look of the main website while still benefiting from the functionality, service, and support of your Web Central Starter system. Unique customizations include:

- Department-specific URL
- Separate SSL Certificate / DNS & Hosting
- Department Logo
- Global Navigation and Menus
- Banner Image(s) and/or Slideshow Image(s) (if applicable)
- Graphic Links
- Widget Content

#### BANNERS

A cost-effective way to bring a different look to specific pages or departments is by placing a unique banner image on those pages. Each banner can rotate through as a slide show.

#### **CIVICPLUS MARKETPLACE APP**

The CivicPlus Marketplace App is a fully configurable mobile application that serves as a centralized digital hub for community engagement across all CivicPlus solutions. Offering residents convenient access to your agency's information and services, as well as native SeeClickFix 311 CRM starter functionality, the app enhances transparency, service accessibility, and community satisfaction by serving as a mobile gateway to essential services and civic resources.

Our app offers extensive customization options, allowing agencies to configure branding, buttons, and links in real time to maintain brand consistency and enhance the user experience with over 300 configurable icons. It integrates seamlessly with CivicPlus solutions, including SeeClickFix 311 CRM, municipal websites, and mass notifications, providing a unified platform for streamlined engagement. The app improves service visibility and trust by enabling quicker responses to resident concerns and supports diverse community needs, from reporting issues to registering for classes. Additionally, its multi-jurisdictional capabilities allow residents to engage across neighboring areas while offering agencies control over displayed branding and information.

#### **UPGRADE TO GUARDIAN SECURITY**

Our Guardian Security Package provides a comprehensive, cost-effective solution tailored for local governments seeking robust security without breaking the bank. Powered by enterprise Cloudflare, this package includes:

- Web Application Firewall (WAF) fully customized for our application
- OWASP ModSecurity Core Rule Set for protection against the Top 10 vulnerabilities identified by the Open
- Web Application Security Project (OWASP), such as SQL injection (SQLi) and cross-site scripting (XSS) attacks
- User Agent Blocking rules to block specific browser or web application User-Agent request headers
- Visitor blocking or challenging by IP address, autonomous system number (ASN), or country code
- Reputation-based threat protection and collective intelligence (CI) to identify new threats

#### **UPGRADE TO PLATINUM SECURITY**

CivicPlus' Platinum Hosting and Security package comes with enterprise-level Cloudflare software and:

- Fully customized Web Application Firewall (WAF), customized for our application
- OWASP ModSecurity Core Rule Set protects you against the Top 10 vulnerabilities identified by the Open Web Application Security Project (OWASP), such as SQL injection (SQLi) and cross-site scripting (XSS) attacks
- User agent blocking
- Block or challenge visitors by IP address, autonomous system number (ASN) or country code
- Reputation-based threat protection and collective intelligence (CI) to identify new threats

#### CONSULTING ENGAGEMENT

Implementing a new software solution is a huge undertaking. Not only does it touch every department in your organization, it has the potential to positively impact the end-users in your community. Sometimes getting to that positive end point is tough with incongruent agendas from stakeholders such as elected officials and department heads. CivicPlus consulting helps your organization do the heavy-lifting, starting with data-driven research and ending with service-level process optimization. We'll help you facilitate the tough conversations and guide you to set realistic timelines and tasks for implementation as well as assist you in setting goals and sustainment plans for your launch and beyond.

#### CREDIT CARD PROCESSING WITH CIVICPLUS PAY

CivicPlus Pay (Pay) is our integrated, secure, PCI-compliant, utility application. Pay acts as the connector to facilitate a transaction between the CivicPlus solution and the selected payment gateway. CivicPlus has partnered with several integrated gateways which we can assist with the facilitation, set-up, support, and troubleshooting services. Pay can also integrate with many other supported gateway providers in addition to our partner network, in a more limited fashion, to assist you in developing a successful system. To utilize any of the approved gateways, an agreement will need to be executed directly between you and the vendor, that will assess separate merchant account and transaction fees. Additional information can be provided upon request.

Because EMV and Card-Swipe devices are encrypted specifically for individual payment gateways, you'll need to procure any required devices directly from your selected gateway provider for either purchase or rent.

# **Invoicing Details**

- 100% of Year 1 cost upon contracting.
- Annual recurring services shall be invoiced on the start date of each renewal term.
- Annual recurring services shall be subject to a 5% annual increase beginning in year 2 of service.
- All invoices are due within 30 days of the date of such invoice.

If the payment terms noted above does not meet your needs, please discuss with us so that we can try to accommodate your goals.

# Disclaimer

### PROPOSAL AS NON-BINDING DOCUMENT

A successful project begins with a contract that meets the needs of both parties. This proposal is intended as a nonbinding document, and the contents hereof may be superseded by an agreement for services. Its purpose is to provide information on a proposed project we believe will meet your needs based on the information available. If awarded the project, CivicPlus reserves the right to negotiate the contractual terms, obligations, covenants, and insurance requirements before a final agreement is reached. We look forward to developing a mutually beneficial contract with you.