

Revize Web Services Sales Agreement

This Sales Agreement is between Town of Upper Marlboro, MD (“CLIENT”) and Revize LLC, aka Revize Software Systems, (“Revize”). Federal Tax ID# 20-5000179 Date: 8/15/2023

CLIENT INFORMATION:	REVIZE LLC:
Company Name: <u>Upper Marlboro</u>	Revize Software Systems
Company Address: <u>14211 School Lane</u>	150 Kirts Blvd, Suite B
Company City/State/Zip: <u>Upper Marlboro, MD 20772</u>	Troy, MI 48084
Contact Name: <u>Kyle Snyder</u> <u>ksnyder@uppermarlboromd.gov</u> <u>301-627-6905</u>	248-269-9263
Client Website Address: <u>https://www.uppermarlboromd.gov/</u>	

The CLIENT agrees to purchase the following products and services provided by REVIZE:

<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 	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 Annual Software Subscription, Tech Support, CMS Updates, Website Hosting, 50GB website storage, 100GB/Month Bandwidth, SSL Certificate, pre-paid annual fee, 5-year agreement, free redesign year 5, locked in rate:		\$3,000
1	GRAND TOTAL		\$3,000

The Town of Upper Marlboro will have the option for a free redesign four years from execution of this agreement (this assumes four consecutive years of support/updates/hosting through Revize).

Redesign Terms:

1. *One new Town website design concept, up to 3 sets of changes, Departments will have the same home page look and layout as the city’s home page*
2. *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.*
3. *There will not be any reorganization, rearrangement or reformatting of any content on any inner pages. It will be the town’s 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.*
4. *“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.*

- 5. **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 upon receipt. Work begins upon receiving initial payment.**
2. **Additional content migration, if requested, is available for \$3 per web page or document.**
3. **This Sales Agreement is the only legal document governing this sale.**
4. **Both parties must agree in writing to any changes or additions to this Sales Agreement.**
5. **This Sales Agreement is subject to the laws of the State of Michigan.**
6. **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.**

AGREED TO BY:	CLIENT	REVIZE
Signature of Authorized Person:	_____	_____
Name of Authorized Person:	_____	<u>Dylan Johnston</u>
Title of Authorized Person	_____	<u>Sales Account Manager</u>
Date:	_____	_____

Revize provides applications and features specifically designed for municipalities. The applications and features are categorized into:

- **Citizen’s Communication Center Apps**
- **Citizen’s Engagement Center Apps**
- **Staff Productivity Apps**
- **Site Administration and Security Features**
- **Mobile Device and Accessibility Features**

Citizen’s Communication Center Apps

- E-Notify with Text/Email Alerts
- Document Center
- FAQs
- News Center with Facebook/Twitter Integration
- “Share This” Social Media App
- Online Forms
- Photo Gallery
- Quick Link Buttons
- Revize Web Calendar - Unlimited
- Sliding Feature Bar
- Language Translator

Citizen’s Engagement Center Apps

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

Staff Productivity Apps

- Image Manager
- iCal Integration
- Link Checker
- Menu Manager
- Online Form Builder
- Staff Directory
- Website Content Archiving
- Website Content Scheduling

Site Administration and Security Features

- Audit Trail
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics
- Workflows by Department

Mobile Device and Accessibility Features

- Font Size Adjustment
- ADA Button
- Alt-Tags
- Responsive Website Design (RWD) –Latest Government Design Trend to accommodate better viewing of text and graphics for any size screen, i.e. smart phones, tablets, iPads, iPhones, Windows and Android devices

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

www.revize.com