MINUTES FOR THE VILLAGE OF SHOREWOOD HILLS
SERVICES COMMITTEE

Date and Time: Wednesday, June 26, 2024 – 5:00 pm
Location: Village Hall – 810 Shorewood Boulevard

1. Call to Order. Chair Shabnam Lotfi called the meeting to order at 5:10pm.

2. Roll Call. Members Present: Chair Lotfi, Chair, Bob Falk, Charlie Field, Jerry Stein and Chris Petykowski. Absent/Excused: David Logan and Daniel Momont. Staff Present: Interim Administrator Karl Frantz, Public Works Director Tary Handschke and Administrative Assistant Julie Wills.

3. Note Compliance with Open Meetings Law. Wills confirmed the meeting had been posted in compliance with the open meetings law.

4. Approval of Minutes: May 2, 2024. M/S Stein/Field to approve the minutes of the May 2, 2024 meeting. Motion carried.

5. Public Comments. No comments received from the public in attendance not related to the posted agenda items.

6. Workshop to Obtain Feedback on Facility Needs. Chair Lotfi provided background information regarding the facility study commissioned by the Village. She noted that the consultant identified current facility conditions and provided several options on how to address problems and opportunities to provide growth and improvement in the future. Several options were provided for discussion including: (1) keeping administration in current location and relocate the police department to the public works building; (2) leave departments in current locations and improve/repair as needed; (3) sell administration and police department building and move all to public work building. Only necessary repairs or improvements were suggested for the current community building and salt/cold storage building.

Frantz noted the police department staff currently shares workstations, has small offices, security issues, limited interview rooms and shares space with the court staff. Village administrative staff is looking for better configurations for meeting and office space, repairs and flooring updates. Handschke noted the Public Works building needs renovation for better space usage, truck bays, lighting, boiler repairs, etc. He noted that the cold storage building access is problematic for more than its current use.

Resident comments included:

- Does police department need to be accessible in a higher traffic area or in heart of village?
- Remodel fire station for public works and community center, combine like uses, remodel pool
- Cold storage building, leave as is due to access and distance issues.
- Sell administration and police department building but keep these uses together.
- Leverage other entities or consider income generating opportunities for Village – noted UW West District plan, possible lease to state/UW.
- No to using Post Farm park.

- If not broke, why spend the money, fix if needed for safety.
- Have police department attend next session for input.
- Consultants have not provided complete designs and their RFP did not include public input. We need to request a written report that meets the RFP and includes estimates for rehab of buildings.
- The planning process was flawed due to lack of input from the community.

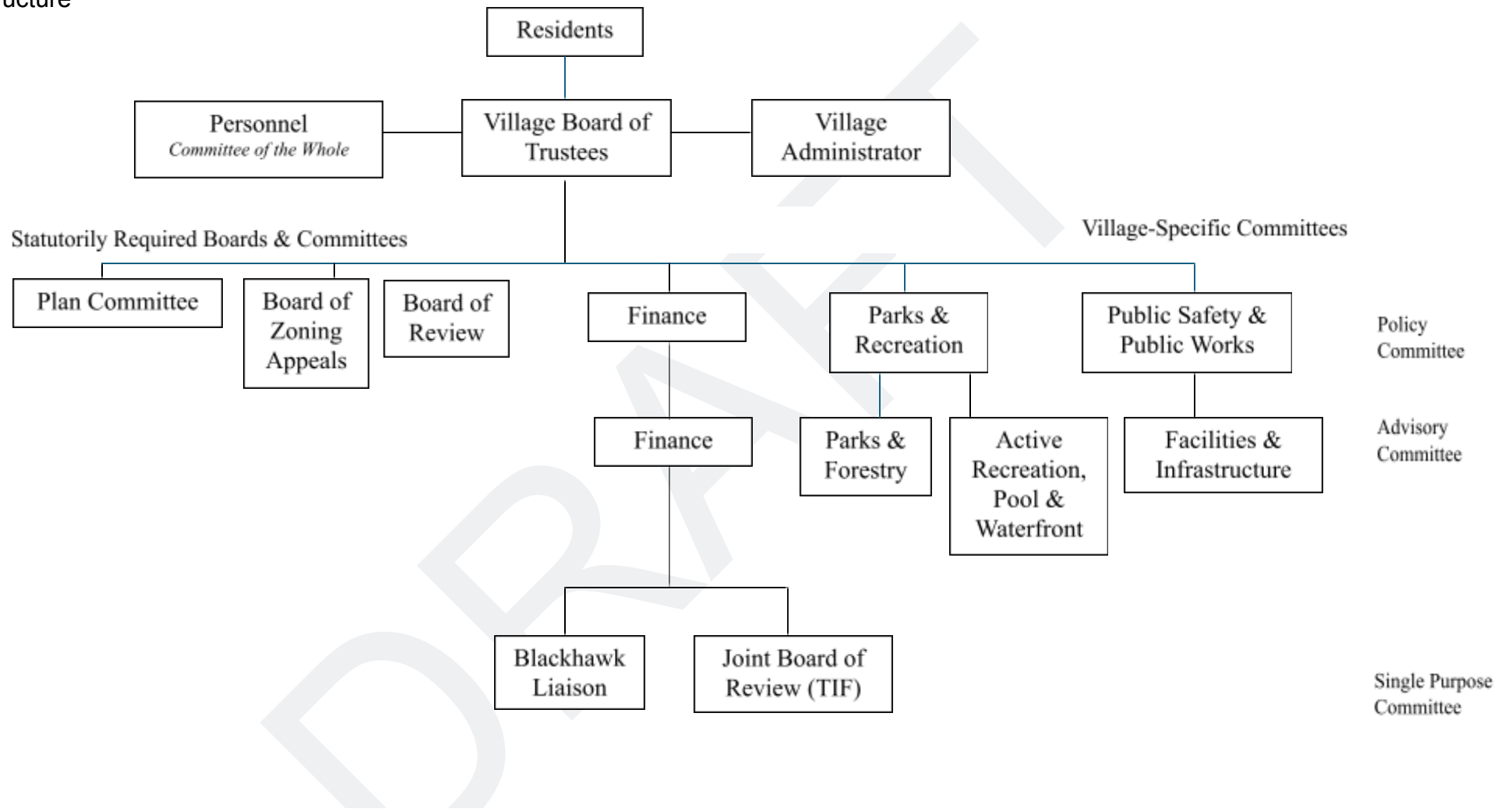
7. Discuss/Possible Action regarding Facilities/Site Study. Residents present chose not to vote for a specific option outlined during the workshop and the consensus was to schedule a town hall to encourage better attendance and more engagement from the residents prior to moving forward. A debrief would be provided to the consultant after the town hall.

8. Distribute results of the Village Composting Survey. Discussion/Possible Action May Follow. This item was moved to the next meeting agenda

9. Adjourn. M/S Falk/Stein to adjourn the meeting. Motion carried. The meeting adjourned at 7:30pm.

Village of Shorewood Hills

Committee
Structure



Policy Committees: 3 Trustees

Advisory Committees: 7 Residents

Single Purpose Committees: 7 Total Trustee + External Appointees + Subject Matter Experts

To: Village of Shorewood Hills residents, staff, and trustees.

From: Trustee Shabnam Lotfi

Re: Summary of the Facilities/Site Study

Date: October 11, 2024

The Facilities/Site Study is a topic of interest to many. This memo is written to offer residents, staff, and trustees with a timeline of events regarding the Facilities/Site Study project.

March 2024
FGMA presented their preliminary findings to the Services Committee. The committee's immediate reaction was that residents would not be receptive to any building structure on the community gardens.

May 2024
Trustees Lotfi and Falk met with FGMA to understand the background of the project and get up to speed. The study was put on the Board's agenda as an item for discussion, along with a copy of FGMA's PowerPoint presentation.

At the May 2024 Board meeting, residents strongly opposed any consideration of any kind for any possible construction over the community gardens. The Board motioned to remove the community gardens from the scope of the Facilities Site/Study. The motion passed.

June 2024
The Services Committee hosted a public information session to solicit resident feedback on the study. Interim Administrator Karl Frantz and DPW Superintendent Tary Handschke eloquently articulated the many problems with the current DPW facility.

July 2024
Trustees Lotfi and Falk decided to set up meeting with each of the departments to better understand the needs of each department.

August 2024
Trustees Lotfi and Falk toured the facilities and learned the following:

- **Public Works** - Our PW/Forestry departments have indicated that the three main garage bays of the Firehouse that they currently occupy are sufficient for their current and future needs. They indicate that it is the configuration of the space, not the square footage that is their main concern. They do not anticipate adding more equipment in the future. Their most important/critical needs are more headroom in the North bay and better accessibility to vehicles without having to move each vehicle around to get one

out. These three bays total about 8,300 sf. and do not include break room space, locker space, or restrooms. PW staff currently use part of the Firehouse basement space for these needs. They indicate that some operations (e.g., periodic vehicle maintenance, wash bay, material storage) can take place at Cold Storage, however the main operations of the PW should stay at the Firehouse.

- **Police** - In their current location in the Village Hall, the PD is cramped. There are not enough bathrooms. They are changing their uniforms in a janitorial closet. Multiple officers are sharing the same workspace. Wherever they are located, they indicate a need for 5 parking spaces in a conditioned space for squad cars. Overall, we believe they need 15-30% more square footage than what they currently have.
- **Admin** - Admin is also cramped in their existing space. A larger upstairs conference room is needed, along with a larger kitchen/break room space. Overall, we believe they need 10-30% more square footage than what they are currently using.
- **Municipal Court** - Municipal Court had been overlooked in previous discussions. The judge indicated that it would be ideal if the police and judge did not share the same space as they are separate entities. In addition, the municipal court believes that the judge's bench should be slightly raised as it is in a normal court setting. Having the judge use a normal conference room is disrespectful to the role and causes safety concerns. We believe they need at least 600 sq ft of their own space.

The Village contacted FGMA to inform them of the updates. The Village asked FGMA to determine whether there is enough space at the Firehouse to house all of the departments (Admin, Police Dept, DPW, and Municipal Court). As an alternative, the Village asked FGMA to determine which departments can be located at the Firehouse and which would need to stay at the current Village Hall location.

September 2024
FGMA provided an updated PowerPoint presentation to the Village. But this PowerPoint presentation did not include any data to support their findings. The Village requested FGMA to revise its report and to provide the data it used to reach its conclusions.

October 2024
The Village is waiting on FGMA's revisions to their initial report.

CATALIS™

September 13, 2024

Proposal for

Village of Shorewood Hills

Proposal for Website Design Upgrade

Proposal Prepared By:
Jackie Pankau-Daniels
Client Success Manager

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COMPANY PROFILE

Proposal Contact
Jackie Pankau-Daniels, Client Success Manager jackie.pankau-daniels@catalisgov.com | 203-816-6547

Catalis Headquarters	
Address:	3025 Winward Plaza, Suite 200, Alpharetta, GA 30005
Phone:	888-781-8282

Catalis is a transformational software as a service (SaaS) and integrated payments partner powering government entities of all sizes - including municipalities, counties, states, federal agencies, and utilities. Our deep expertise, proven track record, and thoughtfully configured digital solutions have enabled public servants across the United States and Canada to deliver superior services to their communities.

As a customer-driven service provider, our trusted advisors are dedicated to delivering advanced solutions that enhance everyday municipal operations, increase citizen engagement, and improve operational efficiencies. Catalis solutions empower **over 7,000 government entities across North America** to make data-informed decisions, maximizing value and benefiting constituents. Together, we can help your municipality harness the latest technology to connect your citizens directly with their local government through contactless services and improved engagement.

The Catalis team is very excited about continuing our partnership with the Village of Shorewood Hills on this important initiative. With a history of success in our implementations, we are fully prepared to perform the task of redesigning and deploying your upgraded website.

Since 1999, we've committed ourselves to crafting exceptional website designs. With **over 20 years of experience** working with municipalities, we have the expertise to deliver state-of-the-art solutions tailored specifically to the unique requirements of local governments. Over the years, our accomplished website design team has successfully created **more than 1,000 municipal websites**, marking a significant achievement in our commitment to excellence.

Our commitment to innovation ensures our websites are not only aesthetically pleasing but also functional, secure, and compliant with regulatory standards. We prioritize collaboration and continuous improvement to anticipate and meet the unique challenges faced by municipalities, empowering them to enhance communication and engagement with their communities.

Our extensive experience enables us to tailor state-of-the-art solutions that not only meet but exceed expectations. By integrating interactive maps, virtual tours, and user-generated content, we enhance the visitor experience and encourage deeper engagement with the Village. These features not only provide comprehensive information on accommodations, dining options,

transportation, and local activities but also foster a sense of community and excitement about exploring the destination.

At Catalis, we believe in the power of collaboration and continuous improvement. We stay abreast of emerging trends and technological advancements to ensure that our websites are equipped with cutting-edge features and functionalities.

At Catalis, we are committed to leveraging technology to optimize tourism websites, ensuring they serve as dynamic platforms that showcase a municipality's unique attractions and cultural offerings. Our collaborative approach with municipalities ensures that our solutions are continuously refined to meet evolving tourism trends and visitor expectations. By partnering with us, municipalities can effectively enhance their tourism strategies and maximize their potential to attract and delight tourists from around the globe.

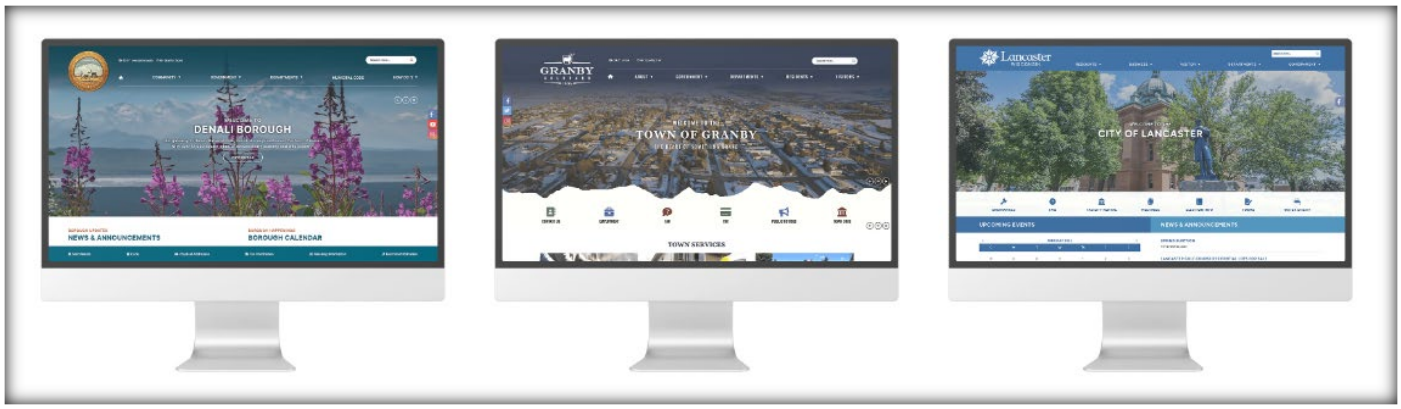
Partnering with Catalis means gaining access to a team of dedicated professionals who are passionate about leveraging technology to empower municipalities. We are committed to building enduring partnerships based on trust, reliability, and a shared commitment to delivering impactful solutions that enhance the effectiveness and efficiency of government services.

PROPOSED SOLUTION – WEBSITE MANAGEMENT

The Catalis Website Management solution has been our area of expertise since 1999. Our Website Management system has been developed specifically to meet the unique needs of municipalities.

Understanding the Village of Shorewood Hills's distinct requirements and objectives is our top priority, allowing us to tailor the solution accordingly. We prioritize enhancing user experience, refining document management, and facilitating effective communication channels. Leveraging our extensive experience and qualifications, we are fully committed to surpassing project objectives and delivering an outstanding solution tailored to the Village's unique needs.

Our website service includes everything the Village will need to design, develop, host, and maintain your online presence. Our website redesign process emphasizes responsive design and adherence to WCAG 2.1 AA accessibility standards, ensuring inclusivity for all users. Our dedicated team is prepared to collaborate closely with the Village, ensuring seamless alignment with its vision and objectives.



Our latest website redesign projects.

Examples of the Catalis Website Management solution can be found on our online portfolio - **https://catalisgov.com/website-portfolio/**

We have included a comprehensive table on outlining our Website Management solution features below:

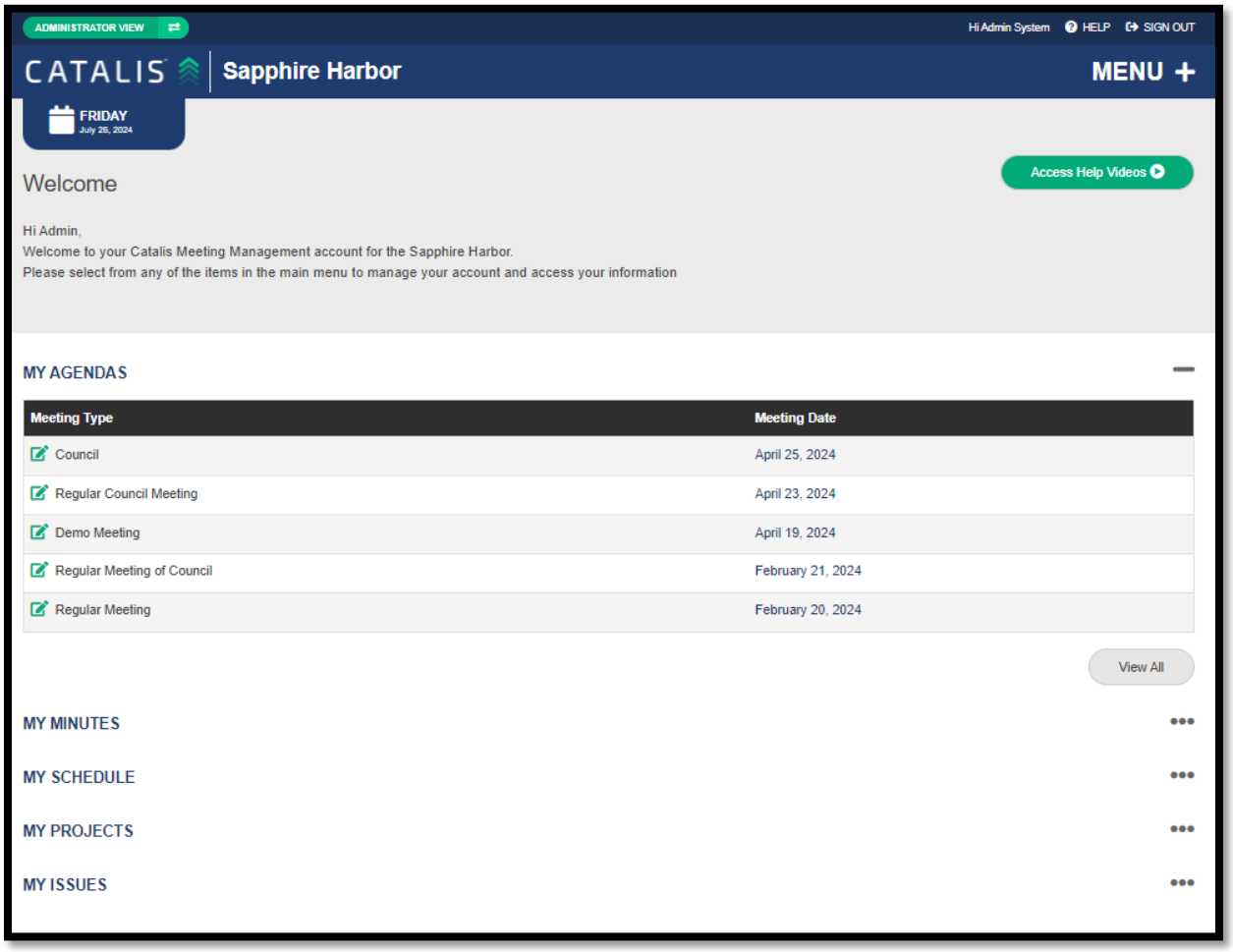
Catalis Website Management Functionality	
Accessibility	Accessibility development, SSL certificates, and North American hosting (AWS).
Documents	Centralized file management where videos can be managed.
Strong security	Scan files and behavior with monitoring and anti-virus software. We have annual penetration tests, and a security committee implementing and updating best practices.
Cards	Display the content of your items on a page either horizontally or vertically. Click on Add Item to add a new Box.
Mobile Responsive Design	This proposal includes a design that will be completely responsive on any mobile device. Your content management system is also responsive and provides you with the ability to edit your website on any mobile device including a smart phone.
Calendar	Enter community activities, which can be displayed as a list of events or in a calendar. With the Events content type, you can control when the event should automatically roll off the live site. This helps keep your site free from outdated content.
Business Directory	Map and list business locations in a searchable view.
Intranet	Create password protected pages.
Accordions	The Accordion is a new data type within CMS. It is like the Quick List data type, but each item is grouped in an expandable/collapsable region.
Maps	List a series of addresses for tourism, park locations, and land available for development. To add a new location, click on Add Item.
Air Quality	Display air quality information on your website.
Navigation Banner	Add a hero image or opening photo.
Notices/News	The News content type is best for content you want to be scheduled for publication and is sorted by publish date. This content type is also useful for creating a section of announcements that you can easily promote to the homepage using the Promotions feature.
Meetings	Feature your local governments meeting minutes and agendas on your community's website. You simply upload the documents directly to the website and they will be categorized and displayed by date and meeting type.

Image gallery	Create an online photo album to post several images and control the order and captions. The images appear as thumbnails, and any image can be enlarged simply by clicking on it.
Promotions	Display the information from one section to another. An example would be taking an events section and placing the information on the home page in the form of a calendar without having to retype any information.
Alert Banner (Alerts)	Manage alert messages that will appear as a banner to alert people to important information. This is a convenient tool to highlight people's attention to important matters such as service outages.
Forms	Create your web forms. Along with the ability to design your forms, you can also edit the confirmation pages and emails for any form submissions. There is no limit to the number of forms you create and manage on your website.
Postings	Display details regarding job openings. It gives you the option of formatting your text in a standard flow or developing your own format by entering all the relevant information into the "comments" box.
Milestones	The milestones type is another new data type in CMS. Milestones were inspired by looking into examples of accordions. The imagery is designed to represent a timeline of events.
Dashboard	View and share information about traffic and engagement using Google Analytics 4, dedicated sections for meetings, events, form submissions, and open orders.
Social Media Icons	Create manageable links to your community's Facebook, twitter, Youtube, Instagram, LinkedIn, or Nextdoor accounts.
Weather	Display weather information on your website.
People Directory	Display personnel and their contact details in your organization.
RSS subscribe	Display local news and news from multiple news sources. You control the feeds, and the news automatically appears on your website.
Lists	Display information on a page with index links at the top of the page. This is often used when creating a frequently asked questions section, links page, or department forms.
Advanced Admin Access Rights	Create unlimited access accounts for users to log in and update the website. Each user will have their own username and password and the website will track who last made certain edits. Each user will also have permissions set so they can only edit certain pages within the website. Our solution also provides group management.
Website Search	Provide visitors the opportunity to locate specific information, including documents, on your site.

PROPOSED SOLUTION – MEETING MANAGEMENT

Meeting Management Solution

Our Meeting Management Solution is a robust, user-friendly software that offers automation of meeting agendas, minutes and scheduling, streamlined document storage capabilities, and advanced issue tracking functionalities. **Meeting Management automatically syncs to our website solution** through custom iframe codes that create ease for users when trying to share minutes and agendas to the site.



Administrator view of the Catalis Meeting Management portal.

The Meeting Management solution is a comprehensive tool that empowers municipalities to enhance efficiency, ensure transparency, and optimize decision-making processes. Municipal staff and elected officials can access their information from any location, making the solution adaptable and easy to use for remote staff. We have provided insights into additional features of the solution below.

Catalis Meeting Management Functionality	
Agenda Manager	Electronic agenda packages are customizable and easy to use dependent on the needs of the client.
Automated Minutes	Create agendas in minutes and minutes in seconds. Your minutes can be easily embedded to your municipal website.
Resolution Manager	Search meeting decisions by keyword, date, and meeting type.
Project Tracking	Keep track of important projects and enable others to access and share information.
Document Storage	Store all documents in a searchable format for future reference.
Issue Tracker	Manage and share information on important issues being managed.
Automated Scheduling	Sync Microsoft Outlook or iCloud calendars with our scheduling system.
Website Linking	There is no need to manually upload your minutes and agendas to your website after each meeting. Our custom iframe codes allow you to publish your minutes and agendas automatically.

PROPOSED SOLUTION – MASS NOTIFICATION

Mass Notification Solution

The Catalis Mass Notification module leverages over twenty years of municipal expertise to provide administrators with an efficient platform for managing and distributing messages across multiple media channels. This integrated system automates alerts from sources like NOAH and IPAWS, ensuring instant notifications to residents' devices with minimal local effort. It not only guarantees reliable information delivery across various channels but also offers Shorewood Hills citizens a direct communication link to your office, keeping them informed with the latest updates, notices, and events directly from the municipal website.

Portal view of the Catalis Mass Notification dashboard.

Our proposed solution includes a comprehensive range of features designed to streamline communication for all municipalities. The Mass Notification module enhances engagement with Municipality members by supporting different notification types tailored to urgency and preferred communication methods, making the entire process more flexible and user-friendly.

Catalis Mass Notification Functionality	
Emergency Alerting	A direct feed into the national emergency alerting system (IPAWS) to disseminate.
Mass Email	You can send out an unlimited number of e-mail messages to your residents along with the ability to refine your messages to only go out to users requesting information based on specified topics. The e-mail manager provides you with the ability to create templates for formatting along with a history of all past messages.
Text Messaging	The Mass Notification portal provides you with the ability to send out SMS text messages to residents who prefer to be informed of local information on their mobile phone.
Voice Calls	You can type a voice message and have the message sent out to resident phones. The message will be automatically read via a voice generator with a male, female, or gender-neutral voice. You also have the option to upload a recorded voice message. Emergency alert messages can also be sent out to your resident home phones with one click.
Social Media	Your account will provide you with one click access to your social media accounts (Facebook, Instagram, and/or X (Twitter)) for the posting and sharing of municipal information.
Account Management	You can manage all your resident accounts as well as the ability to create communication groups for people to select and receive information. You also have a simple public registration form that can be easily incorporated into any website. You also can create custom administrator accounts to provide users with access to specific groups and specific mediums such as text, voice, e-mail etc.

GIS Mapping	You can send your messages to a targeted region using our mapping tool. You can design exact regions or use a region template to send a message to a pre-defined region. For example, you can create map templates for various service regions and then can send out messages to a specific region by selecting that region map template. There is no limit to the number of regions templates you create, and they can be easily updated at any time. Emergency alerts are also pre-defined with an alert region. Once you receive an alert from IPAWS you can adjust the region and ensure it is sent out to all your residents if necessary.
Resident Information	Your residents will have the ability to register and select their own communication preferences through a public management feature that can be integrated into any website. Your residents will have the ability to sign-up and select the types of information they would like to be aware of along with the devices they would like to be communicated on such as text, email, smartphones, and land lines.
Mobile Management	The Mass Notification portal provides you with the ability to manage and disseminate messages from any device including a smartphone. The management portal is completely responsive to any mobile device and smartphone. This provides you with the ability to communicate with your residents from any location without the use of a desktop or laptop computer.

PROPOSED SOLUTION – CATALIS PAYMENTS

Catalis Payments is our in-house payment processing and gateway solution, and it can be easily integrated with a Catalis website for seamless online payment collection. We currently support more than 3,500 payment processing clients at the municipal, county, state, and federal levels. Across our public sector clients, we currently process over $20 billion annually, representing over 35 million transactions nationwide.

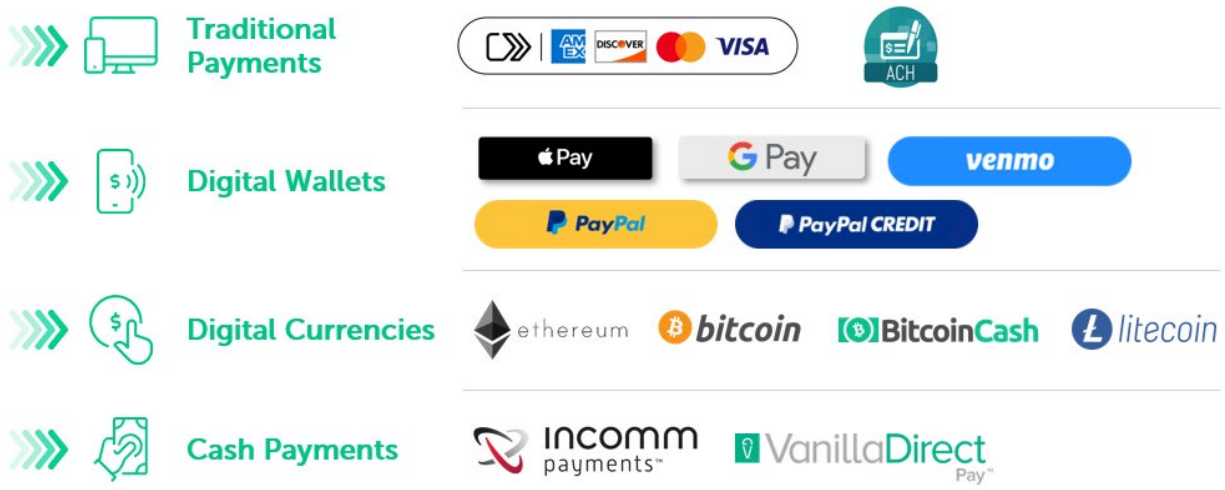
Our payment services include:

- Tax Payments
- Court Payments
- Motor Vehicle Payments
- Utility Payments
- Permitting/Licensing Payments
- *and more*

The Village of Shorewood Hills and individual departments can configure our payment solution to meet your needs. The Village can determine the payment types (credit cards, eChecks, digital wallets, etc.) and channels (web, mobile, POS, IVR) your payment solution will accept during implementation. By providing as many payment types and channels as possible, Catalis makes it easy to make payments, streamlining the collections process for both payers and the Village of Shorewood Hills.

Payment Methods

Catalis' current system enables our customers to process any/all of the following payment methods, with new methods continuously being evaluated for inclusion:



Catalis always aims to meet payers where they are. We are continuously evaluating the market for emerging technology, and we thoroughly vet any new payment methods for security and convenience before incorporating them into our solution.

Payment Channels

Catalis offers a wide range of payment channels, to be deployed at the option of the Village of Shorewood Hills and each participating department:

- **Online (Web / Mobile) Payments:** Custom-designed websites for the Village of Shorewood Hills and/or specific departments; accessible via Browsers, PC, Tablets, Smartphones
- **Interactive Voice Response (IVR) Payments:** Over the phone via a customized IVR, available to customers 24/7/365
- **Call Center Payments:** Over the phone with our live, US-based, bilingual call center employees (staffed 363 days per year)
- **Counter Payments:** In-office, EMV-compliant counter terminals (provided free of charge)
- **Retail Cash Payments:** With cash at participating retail locations like Walmart, 7-Eleven, CVS, Walgreens, Dollar General, and more

We adopted our robust suite of payment options to ensure all payers using our systems can leverage a payment medium they know and trust.

Catalis' flexible payment solutions were developed with the knowledge that every government client has a different use case to deliver the appropriate solution and experience to their citizens. The platform is adaptable so that each of our clients can have a solution that works for them, and not a one-size-fits-all solution that each agency would have to conform to. We work to build each solution around the goals of the agency.

COST SUMMARY

The following pricing is a bundled cost summary. If the Village is purchasing a different variation of products than what is listed below, the cost is subject to change. The annual cost will increase by 6% each year. Pricing and/or terms are subject to change if an Order Form is not signed within sixty (60) days of the Proposal Date.

Website Management	
Implementation	**$500.00**
Annual cost	**$2,000.00**
Mass Notification	
Implementation	**$500.00**
Annual cost	**$3,000.00**
Meeting Management	
Implementation	**$3,000.00**
Annual cost	**$4,000.00**
Catalis Payments	
*Implementation	**waived**
**Transaction Fees (usually passed onto payor and not absorbed by municipality)	**2.99% ($2.95 min.) per card transaction** **$1.95 per eCheck transaction**
Total cost for year one: $13,000.00	

**The implementation fees for Catalis Payments are waived for Online (Web/Mobile) Payments. Should the Village of Shorewood Hills wish to implement additional payment channels (as outlined on the previous page), please note that there may be associated implementation costs.*

***The transaction fees listed are standard for Online (Web/Mobile) Payments. We can conduct a review of your transaction volume and history to provide a tailored fee structure specific to the Village of Shorewood Hills. If the Village chooses to utilize additional payment channels (as outlined on the previous page), the transaction fees may vary depending on the selected channel(s).*

WEBSITE PROJECT TIMELINE

Please Note: Timelines are approximate and can change depending on the client's engagement.

Kickoff (1 Day)

- The Project Manager will reach out to the Village with information about what to expect moving forward. This will include names of individuals on the team, phases of the project, and rough timelines.
- Some more technical implementations will include a kickoff meeting; however, this will be at the discretion of the team.

Survey (1-2 Days)

- The design team will submit a design questionnaire to the Village. This simple survey will ask questions created to help the design team create a website design submittal specific to the customer. It will ask for things like:
  - Colors or community branding information
  - Sites that the Village favors.
  - Sites that the Village does not favor.
  - Technical preferences like navigation styles and feature positioning.
- This survey has been created through Jotform, so all submissions are automated.

Design (5-7 Weeks)

- The design team will use the responses submitted through the design questionnaire to create a website design.
- The questionnaire is submitted through a custom presentation site. It will feature views of the home page, the navigation, and the internal pages. This submittal is not a functioning website.
- The Village will review this design presentation and either approve it as is or provide revisions to the website team. The design will then be revised and resubmitted to the Village. The Village will have 30 hours of design time to work with.

- Once approved, changes to the design can be subject to charge.

Development (5-7 Weeks)

- When the website is approved, a developer is assigned to the design. They will develop the updated design recreating the approved design package.
- This developed design is sent through quality assurance checks to ensure the transition to the new design is seamless.

Design Application (1 Day)

- The updated design is uploaded to the customer's live CMS design center.
- The PM will then get in touch with the Village to schedule in a day and time to flip over to the new design. This process takes 2-3 hours.
- When the day comes to apply the design, a tech will flip over to the new design and spend time in the current CMS linking existing items to the proper areas of the homepage and navigation.
- Note: in a design application, there is no content transfer. A new design is applied to the existing content. It is recommended that during this entire process, the Village reviews their website's content and removes or tidies any areas of need.

Training (1 Day)

- Training is offered through our online portal, "Catalis Academy".
- After completion, we will schedule a 1-hour block of time to train further if desired by the Village.
- Virtual training sessions will be executed by our in-house support team.
- If training is not accepted, the client will have their academy link and the support department to lean on while managing their content.

PROJECT MANAGEMENT PROCESS

At Catalis, we take a hands-on, dedicated approach to project management by assigning a specialized project team directly to the municipality during the implementation phase. We ensure that the project commences at a time when our team can fully commit their attention and resources to the municipality, setting the stage for a successful collaboration. Throughout the implementation process, our team will work closely with municipal stakeholders, providing continuous support and guidance to address any challenges and ensure the project's success. Our proactive engagement and tailored approach are designed to align with the municipality's needs and deliver outstanding results.

An outline of the Website Management solution implementation process has been included below to give the Village a better understanding of our processes and delivery.

Website Management Implementation Task List

Objective	Time Required By Village Staff	Required/Optional
Phase 1: Introductions		
■ Kick Off Meeting	0.5 Hours	Required
■ Intro and Survey Email	0 Hours	Required
Phase 2: Design Process		
■ Survey Review	1-2 Hours	Required
■ Images and Branding Submittal	1-2 Hours	Required
■ Design Presentation Review and Comment	1-2 Hours	Required
■ Design Approval	0 Hours	Required
Phase 3: Development		
■ Review/Purge Current Out-of-Date Website Content	0.5 - 1 Hours	Optional
Phase 4: Training		
■ Academy	1-2 Hours	Optional
■ Training Session with Support Team	1 Hours	If Included in Contract
Phase 5: Full Launch		
■ Stay out of website CMS while we apply new updated design to existing website.	0 Hours	Required

At Catalis, we put our customers at the forefront of the website design and process. We will work closely with the Village of Shorewood Hills to make sure all of the minimum requirements are not only met but exceeded.

Catalis will provide the Village of Shorewood Hills with a comprehensive suite of services designed to ensure seamless implementation and optimal performance. This includes complete installation and implementation, thorough training programs for Village staff, reliable hosting solutions, and continuous service and support. Our dedicated team will work closely with the Village to provide personalized assistance, ensuring all systems are fully operational and staff are well-equipped to utilize the new platform efficiently. Catalis is fully committed to supporting the Village of Shorewood Hills every step of the way, fostering a smooth transition and sustained success.

CATALIS SUPPORT

Catalis' Support Team maintains robust support processes and implements advanced ticketing and tracking systems to streamline customer inquiries and monitor satisfaction. This systematic approach ensures that each customer request receives the attention they deserve and is promptly routed to the appropriate team member with the necessary expertise. These processes also enable better tracking of customer interactions, ensuring continuity and providing valuable insights for future product improvements.

The support team can handle a wide variety of technical issues at rapid speed, provide in-depth product knowledge, and offer personalized guidance tailored to each customer's unique needs.

Catalis also invests in continuous training and professional development programs for support staff. This commitment to ongoing learning ensures that the team remains up to date with the latest industry trends, emerging technologies, and best practices. As a result, customers benefit from knowledgeable support agents who can provide informed guidance and resolve their concerns effectively.

Catalis prides itself on providing the best local customer support in the industry. Our commitment to exceptional customer service sets us apart and ensures that our clients receive unparalleled assistance throughout their partnership with us. There are multiple ways of contacting Catalis Support including phone and email. **Catalis support is truly unmatched.**

Catalis' Support Team offers several contact methods to best suit the needs of every customer. We also provide support around-the-clock:

- Live Support – 8:30am-5pm Mountain Time, Monday-Friday (excluding holidays)
  - Via phone, email, or through our support portal.
- Customer Support Portal (FAQs, tips, news, etc.)

After each support request is resolved, Catalis sends a survey to the customer. Catalis values customer feedback tremendously as it helps us gauge the quality of our support services and identify areas for improvement. These surveys provide an invaluable opportunity for you to share your experience, ensuring that we consistently meet and exceed your expectations. By collecting feedback through surveys, we gain insights into customer satisfaction with the support process, the effectiveness of Catalis solutions, and the overall customer experience. This feedback allows us to assess the support team's performance, identify areas where we excel, and address any shortcomings promptly. Customer input guides us in enhancing our support offerings, streamlining processes, and refining our overall approach to better serve you. Moreover, surveys empower Catalis customers to voice opinions and concerns.

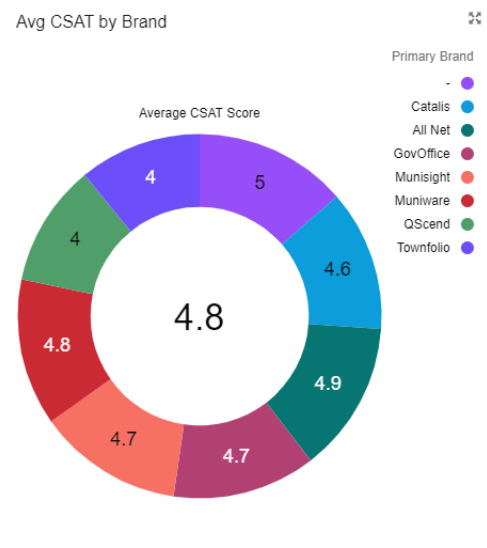
Customer feedback plays a crucial role in shaping Catalis' ongoing efforts to provide exceptional support. It helps us understand each customer's unique needs and preferences, allowing us to tailor our services. Survey results have shown the following:

- Our Customer Satisfaction Score – **4.9** out of 5
    - After a support case is resolved, clients are sent a survey to rate how happy they are on a scale of 1-5. The rating above represents Catalis' average year to date CSAT at the time of submission.
- Our Customer Effort Score – **4.86** out of 5
    - This number represents the average customer rating of ease in contacting Catalis support.

Our support philosophy goes beyond simply reacting to customer issues. We adopt a proactive approach by identifying potential challenges before they escalate and working to prevent them from occurring. Regularly monitoring our software performance, analyzing user feedback, and staying ahead of industry trends enables us to anticipate potential issues and take necessary actions to ensure a seamless user experience.

Customer Satisfaction Surveys (CSAT)

Survey Results:



Results out of 5 for the last quarter.

Survey Comments:

- ”Your team is amazing. I would be lost without them!! THANK YOU”
- “Each and every employee I dealt with were helpful and amazing. Everyone should have employees like this. Excellent support, much appreciated. Went out of their way to assist and follow up.”
- “Fantastic help - always so knowledgeable - always available to help and learn. Thanks so much.”
- “Always professional and extremely helpful ....Thank you!!”
- “Great customer service, representative very knowledgeable and eager to help. Very patient and helpful.”
- “I am super happy that I have the support when its needed. The way they explain and show me how to do something makes the problem so much easier. Thank you.”

Contacting Catalis Support

There are multiple ways of contacting Catalis Support. Our local Support Team is truly unmatched. Municipalities can call us and speak with a live person at our office.

Catalis uses a Salesforce internal service request system, which allows customers to submit queries, feedback, and get general support for new and existing municipal staff via email or phone. The Catalis Support Team and Account Manager will communicate all updates regarding support tickets via email. Catalis follows a step-by-step process for support tickets that prioritizes the needs of the customer and provides a sufficient solution for the problem at hand. The diagram below outlines the typical process Catalis support tickets follow from creation to resolution:

The Catalis Service Level Agreement (SLA) diagram is used to track the response and resolution time of customer requests.

Thank you for taking the time to review our Website Management proposal. We are confident that our expertise and dedication to excellence position us as the optimal partner for your website needs. We look forward to the opportunity to support your ongoing success. Should the Village have any questions or require further information, please do not hesitate to contact us.

CATALIS™

ADVANCING GOVERNMENT. ENGAGING CITIZENS.

Jackie Pankau-Daniels, Client Success Manager
jackie.pankau-daniels@catalisgov.com | 203-816-6547

CIVICPLUS

municipal websites

OPEN

Website Design & Hosting Solution

Proposal valid for 60 days from date of receipt

Powering and Empowering Government

PS10042024

Company Overview

CivicPlus History

CivicPlus began in 1998 when our founder, Ward Morgan, decided to focus on helping local governments work better and engage their residents through their web environment. Over the years, CivicPlus has continued to implement new technologies and merge with industry forerunners to maintain the highest standards of excellence and efficiency for our customers.

Our portfolio includes solutions for website design and hosting, parks and recreation management, emergency and mass communications, agenda and meeting management, 311 and CRM, process automation and digital services, codification, licensing and permits, web governance and ADA remediation, social media archiving, and FOIA management.

EXPERIENCE

25+ Years

10,000+ Customers

850+ Employees

RECOGNITION

Inc. 5000 14-time Honoree

GovTech 2024 Top 100 Company

Stevie® Awards Multiple Global Awards for Service Excellence

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 100,000+ administrative users. In addition, over 340 million residents engage with our solutions daily.

Primary Office

302 S. 4th Street, Suite 500
Manhattan, KS 66502
Toll Free: 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.

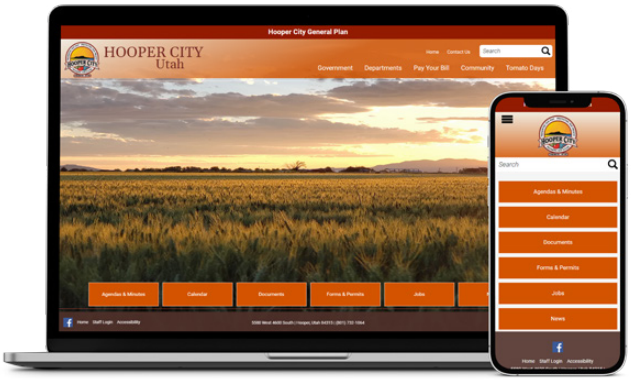
Government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services; however, they struggle with budget cutbacks and technology constraints. CivicPlus enables civic leaders to solve these problems, making consistently positive interactions 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.

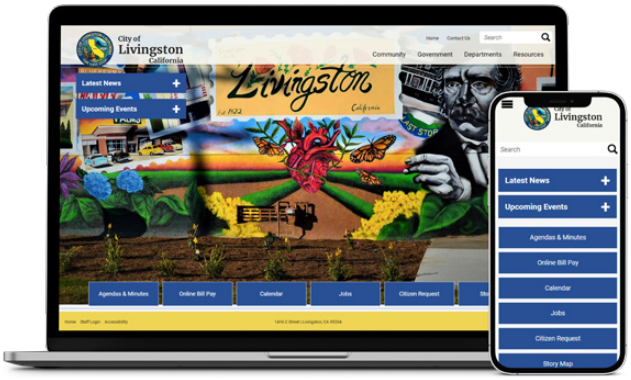
Premium Designs

The included design portfolio will provide you with an idea of the different directions we can take your creative design. Your art director will work with you to understand your municipality's needs and style.

Our Premium Designs are ideal for communities that want a professional, mobile-friendly design without the added expense of extensive custom design work. A Premium Design offers all the same features and functionality; any differences are website design related. Premium designs have fewer custom design elements, such as a non-scrolling site element, while still retaining enough design elements to make the site yours. Customize your logo, color palette menu, quick link layouts, and background images.



Hooper City, Utah
hoopercity.com



Livingston, California
cityoflivingston.org

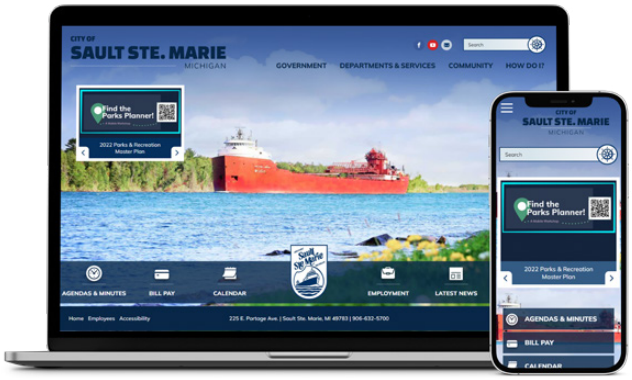
Arkansas City, Kansas
arkcity.org

Ultimate Designs

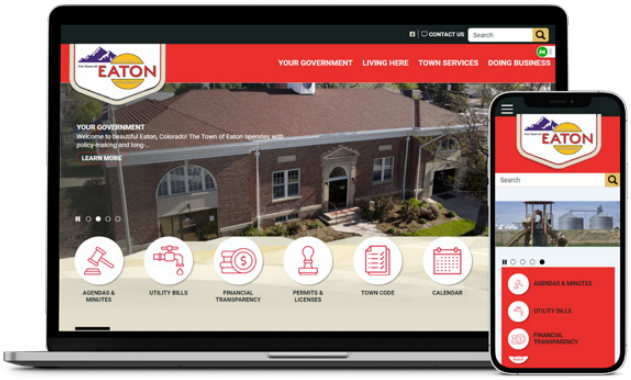
An Ultimate design allows you to start with a blank slate and provide optimal flexibility and design options for your new website. It is offered in both a scrolling and non-scrolling format. You will work with our designer to build a layout that uses our extensive widget library and add styling to give the site a unique look that fits your municipality.

Clatsop County, Oregon
co.clatsop.or.us

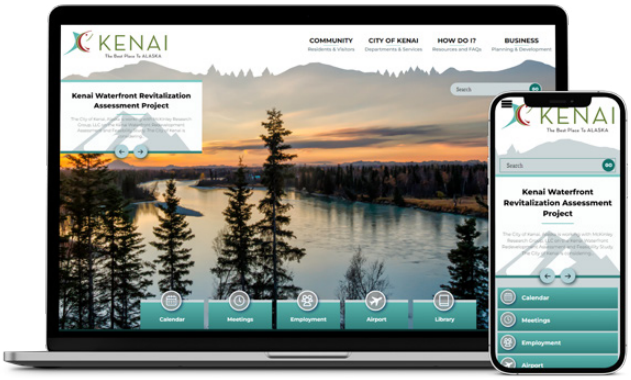
Mission Springs Water District, California
mswd.org



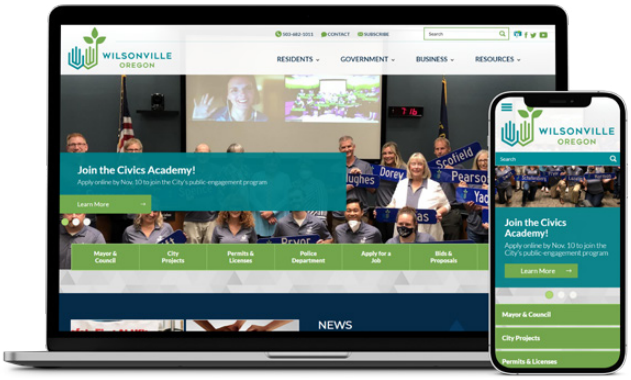
Sault Ste. Marie, Michigan
saultcity.com



Eaton, Colorado
eatonco.org



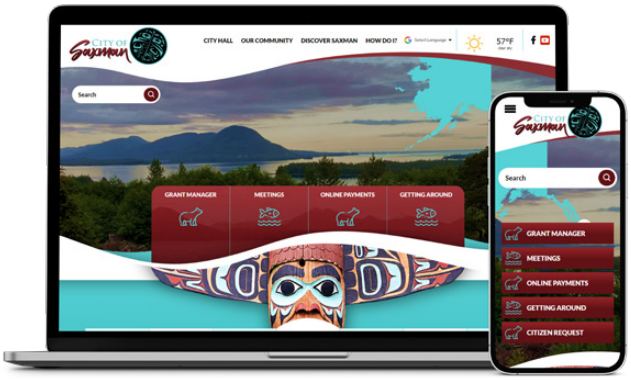
Kenai, Alaska
kenai.city



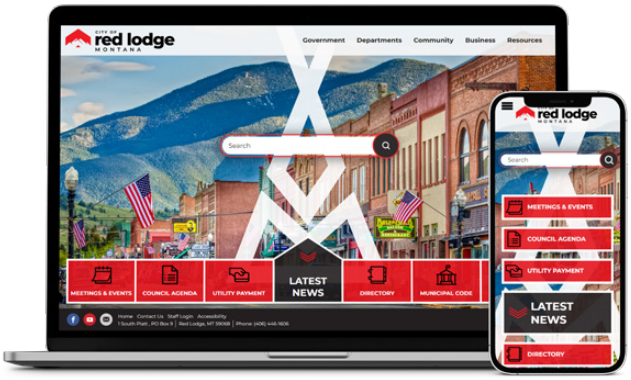
Wilsonville, Oregon
ci.wilsonville.or.us

Leavenworth, Kansas
leavenworthks.org

Royal Palm Beach, Florida
royalpalmbeach.com



Saxman, Alaska
cityofsaxman.com



Red Lodge, Montana
cityofredlodge.net

CMS Features & Functionality

Our Municipal Websites Open are built using a CMS specifically for local governments and offers full feature sets for all your department's needs. Using CivicPlus for your website provides an excellent experience for both your staff and residents in the community. Granular permissions can allow each department to easily edit content and manage their residents' interactions.

We have the solution to the challenges you face with full feature sets for all your department needs!

- **Website Design Tailored to Your Needs**
- **Hosting, Security, & Reporting**
- **Modules That Provide Transparent Information**
- **Resident Engagement Tools**
- **Tools for Residents to Do Business Online**
- **Convenient Access from Any Device**
- **Intuitive & Easy to Use**
- **Granular Permissions to Match Your Processes**
- **ADA Compliance**
- **Can Expand & Grow with Your Ever-Changing Needs**

CivicPlus Website Features

WEBSITE DESIGN TAILORED TO YOUR NEEDS

Stunning Design – A professional art director will work closely with you to design a website that fits your municipality's style and needs.

Intuitive Site Navigation – Main navigation menu, via a mega menu or drop-down, keeps it simple to get to any page.

Image Displays – Interactive widgets that include photos and videos to showcase your community.

Unlimited Number of Department Specific Pages (microsite) – A page specifically for an individual department/board that can automatically display department-specific information in the sidebar of your pages. This allows categorization and filtering by department and allows permissions to be department based.

Site Within a Site (subsite) – Add-on that allows any department/board or page to have an entirely different look and feel to match your department's style, while still being part of the same website and using the same backend CMS.

HOSTING, SECURITY, & REPORTING

Domain Management – CivicPlus can provide full-service domain hosting.

Secure Site Gateway – Every website receives an SSL certificate for your peace of mind.

Secure Login – Optimal security is available through Microsoft's Identity Server.

Single Sign On (SSO) – Ability to log into multiple CivicPlus products with the same login credentials.

Custom Identity Provider (IdP) – A custom IdP is available as an add-on through Azure AD, Okta, and ADFS.

CAPTCHA Secure – The CMS uses CAPTCHA technology to restrict auto-generated submissions.

Data Ownership – Customers always own the rights to all their data.

Audit Trail/History Logs – The CMS captures and stores a complete history of content postings.

Analytics and Reporting – Google Analytics provide web analytics and other reporting is available such as a broken links report.

MODULES THAT PROVIDE TRANSPARENT INFORMATION ON YOUR SITE

Advanced Calendaring – Create meetings and events to be displayed in calendars throughout your website. Residents can easily use our calendars with custom filters, multiple event views, and export capabilities.

Meetings and Agendas – Manually post meetings and agendas on the website with a built-in module. For advanced functionality, including automated agenda and packet generation and live meeting management, our integrated Agenda and Meeting Management product is available as an add-on.

Advanced Search in Your Website – Quickly search all pages and uploaded files across the website. Department-specific search options are also available.

News & Announcements – Display the most recent news on your home page or department pages.

FAQs – Easily show your most frequently asked questions and their corresponding answers.

Important Alerts – Prominently display urgent messages on the home page and/or department home pages to notify residents of time-sensitive information, such as closings or inclement weather warnings.

Document Center – Staff can upload and manage documents in one central repository.

Image Library – Store all your photos and graphical images in one central location for access by all applicable staff.

Staff Directory – Manage staff names and contact information in one central repository, and easily display applicable staff members on various pages.

Business Directory – As an optional add-on, this feature lists information about businesses within your community by category; businesses can also submit their information on a form to be approved by your staff before publishing.

Embedded Videos & iFrames – Embed Vimeo or YouTube videos or iFrame in third-party partners on any page.

Dynamic Site Map – Sitemap configuration that search engines can easily consume.

RESIDENT ENGAGEMENT TOOLS

Unlimited Email Subscriptions/Notifications – Allow residents to subscribe and receive email alerts for new website posts that interest them.

SMS Subscriptions/Notifications – This add-on feature allows residents to subscribe and receive SMS text messages for new website posts they're interested in.

RSS Feeds – RSS feeds are available for department updates, news, and urgent alerts.

TOOLS FOR RESIDENTS TO DO BUSINESS ONLINE

Requests, Feedback, and Submissions from Residents via Web Forms – Our fully customizable web forms allow for a variety of resident interaction. Form submissions can be automatically routed to a specific person or department. Common uses cases of our custom web forms include:

- Service Requests
- Contact Us
- Surveys and Polling
- Applications
- Suggestions, Complaints, and Tips

Interactive Maps – Provide a graphical representation of location-specific information shown on a map.

Job Postings and Applicants – Staff can post job openings, allowing residents to browse available jobs online and apply through an online form submission.

Payments – Citizens can make payments online through CivicPlus Pay (add-on) or you can iFrame or link out to another third-party payment system.

CONVENIENT ACCESS FROM ANY DEVICE

Responsive Design / Mobile Support – Your website design will be built to automatically adjust and scale so that it works well on all devices regardless of screen size, including wide screen monitors, tablets, and mobile devices.

INTUITIVE & EASY TO USE

Intuitive CMS – Easiest website editing with only a few clicks that's intuitive for even non-technical users.

Text and Image Editors – One WYSIWYG editor interface, similar to Microsoft Word, for all types of content, as well as an image editor to adjust focal points on photos.

Previewing – Edit pages to your liking before publishing to the live website.

Scheduling Options – Schedule content to automatically publish and unpublish on your site at a specific date and time.

Social Media Integrations – Quickly auto-post to Twitter and Facebook while you're adding content, news, or alerts to your website. Conversely, we often use iFrames to display your Twitter and/or Facebook feeds right on your website page. Our web pages also come equipped with built-in YouTube video players.

Versioning – All previous versions of pages are saved online, allowing you to view or re-publish at any time.

Google Translate – Translate content on your site to multiple languages, utilizing Google Translate, for ease of use for all residents.

Easy to Use Forms Builder – Feature-rich webform builder available for simple and advanced tasks, that when submitted can be routed to the appropriate people.

Content Efficiencies – Create and manage content once and have it display multiple places.

Tags/Views – All files can be easily found through filters of tags on items such as documents and images.

GRANULAR PERMISSIONS TO MATCH YOUR PROCESSES

Roles & Permissions – User accounts are assigned a role, granting the users specific levels of permissions within the CMS.

Department Specific Permissions – Permissions can be set so individuals have access to edit their own department's content (or multiple departments) without having to rely on an IT director or Administrator to make website changes for them.

Menu Manager – Department users can manage their own sub-menus, and advanced users control primary navigation and homepage components.

Private Page Permissions – Easily create private pages that are password protected with a log-in, for internal use.

Unlimited Users and Pages – Customers can add unlimited staff users and create unlimited pages to their website.

ADA COMPLIANCE

Start Compliant – We build websites using WCAG guidelines to be highly accessible at go live.

Stay Compliant – Logic is built into the system in numerous areas to reduce the chances of violating ADA compliance guidelines, such as requiring an Alt Tag on meaning images, however customers must follow WCAG accessibility requirements ongoing with all website changes made. Due to the dynamic nature of website content updates, an ongoing accessibility solution can be incredibly beneficial in ensuring sustained accessibility compliance. For example, AudioEye offers accessibility overlay tools with as much automatic remediation as possible, which help persons who are blind, deaf, have low vision, or have cognitive and motor disabilities to have a better user experience.

Your CivicPlus Website Can Expand and Grow with Your Ever-Changing Needs

- Your new website will be built on the trusted Drupal platform.
- Full functionality is available with an unlimited number of uses to meet your needs now and in the future.
- Integration with CivicPlus product suites for many additional benefits. For example:
  - SSO, email notifications, text notifications (add-on), and a resident portal.
  - Access to add-on other integrated CivicPlus products such as service request, FOIA, social media archives, or mass emergency notification software.
- Free regular group trainings to continuously keep new staff trained.

Implementation

Project Timeline

Design creation, accessibility, usability guidance, content optimization, training - CivicPlus delivers all of this and more during the development of your new CivicPlus Municipal Websites Open. Your exact project timeline can vary based on the determined project scope, project enhancements purchased, your availability for meeting coordination, action item return and completion, adherence to approval deadlines, and other factors. Some of the phases listed here can overlap and occur concurrently.

Based on our experience, the estimated timeline for the successful completion of your website project is approximately 14-18 weeks. A finalized schedule will be compiled after we meet with you.

PHASE 1: ANALYZE REQUIREMENTS & REVIEW PLAN	3-4 Weeks	• Website Assessment • Website Design Meeting • Project Manager Meeting
PHASE 2: DESIGN & BUILD	3 Weeks	• Design Concept Creation & Approval (Ultimate designs) • Website Setup, Configuration, and Customization
PHASE 3: MIGRATE CONTENT	2-3 Weeks	• Content Finalization & Departmental Review • Directory Pages/Staff Directory and Ordinances/Resolutions • If purchased: Projects, Commercial/Industrial Properties, Business Directory,
PHASE 4: STAFF TRAINING	2-3 Weeks	• Flexible staff training schedule allows attendance over an extended timeframe, even allows individuals to repeat a session at their direction
PHASE 5: TESTING	2 Weeks	• Functional Testing • Acceptance Testing
PHASE 6: GO LIVE	2 Weeks	• Go Live

Approaching Your Project Implementation

Communication & Management

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. Tasks, deliverables, and milestones are aligned to deliver your website in an optimal timeframe

Cloud Coach utilization, combined with regular check-ins with your project manager, provides ample opportunities to review project progress quickly and efficiently.

Phased Approach

PHASE 1: ANALYZE REQUIREMENTS & REVIEW PLAN

Website Assessment	CivicPlus will analyze your current website(s) to assess the existing navigation, features/functions, and content quality.
Website Design Meeting	CivicPlus will conduct a design meeting with a customer- defined web advisory team. We recommend the advisory team be limited to a maximum of four members who will provide input regarding the overall design of the new website, including the site branding and high-level site navigation. The individual or team will review website version images provided by the designer. **Deliverables:** Website design specifications (graphic design, information)
Project Manager Meeting	CivicPlus assigns a qualified Project Manager to guide you through the Website Content build-out. They will assist you with determining the content to be migrated or developed. During your initial meeting they will discuss topics such as website menuing, domains & DNS, training approach, and a variety of other related website topics. **Deliverables:** Customer will develop an overall understanding of how the process will flow right through to Implementation.

PHASE 2: DESIGN & BUILD

Design Concept Creation & Approval (Ultimate Designs)	CivicPlus will complete concepts for the homepage. These concepts will incorporate all the graphical elements and layouts. You will select a concept after a series of iterative design revisions—up to six mockup revisions. You will officially sign-off on the final website design selected once it meets your expectations. **Deliverables:** Design concepts, Finalized design (Adobe XD)
Website Setup, Configuration, & Customization	CivicPlus will create a fully functional website that includes the elements described in this proposal. CivicPlus will finalize the remaining components within the approved design and navigation as part of the website setup. **Deliverables:** Functional website setup, Content migration initiated

PHASE 3: MIGRATE CONTENT

Content Finalization & Departmental Review	CivicPlus will migrate all content for your staff to review and finalize before go-live. See the pricing section for the specific number of included pages. **Deliverables:** Content creation and migration, Homepage and Departmental content review
Directory Pages | Staff Directory, Projects, Commercial/Industrial Properties, Business Directory, Ordinances/ Resolutions	Depending upon website options selected and the volume of data CivicPlus may provide you with a custom Microsoft Excel template to complete to allow for auto-importing. **Deliverables:** Content creation and migration, Departmental content signoff
Agenda & Minutes Migration	The Content Development Team will download, upload, and organize an agreed upon number of meetings to the Agenda Center module.

PHASE 4: STAFF TRAINING

Staff Training	Throughout the development and after launch, you and your team can access on-demand training, resources, and educational opportunities. Our initial training is offered online to administrators and content contributors. Individuals can attend training sessions over 3–4-week period prior to going live. During this time, you have the option of repeating any session as desired. Our flexible scheduling of sessions will make it easier to fit training into your weekly schedule. **Deliverables:** Online Training with a Qualified Instructor, Video Conference, Videos and User guides

PHASE 5: TESTING

Functional Testing	CivicPlus will perform a series of tests across multiple browsers and operating system versions to confirm site functionality and all features documented in this proposal. **Deliverables:** Complete and Comprehensive Testing
Acceptance Testing	A standard webpage is defined as one that contains a title, body text, and up to five links, file attachments, or images. We will provide a custom quote if you require migration of more complex pages. **Deliverables:** Site acceptance by customer

PHASE 6: GO LIVE

Go Live	We will work with you to make the appropriate Domain and DNS entry changes to initiate the process of making the new site available on the internet. Once the website is Live we will transition you to our Technical Support organization for the best post-implementation experience. **Deliverables:** Final Website – Live!

M³ Integratable Meetings Management Migration & Server Configuration

Setting You Up for Immediate & Future Public Meetings Success

Systematically and accurately migrate up to five years of meetings PDF documents into your website's Meetings Directory (agendas, packets, minutes). The Meetings Directory, along with the website Calendar, is easy to manage and update within the CMS dashboard. It is also uniquely engineered to seamlessly integrate with the CivicPlus Agenda and Meeting Management solution which further integrates with our Codification solution. It is important to set this up properly on day one for optimal transparency, search, and as a foundation for future meetings management optimization.

Your Role During Implementation

A smooth, on-time deployment is dependent on the customer's participation, providing timely information and approving proofs quickly.

- The customer will make available relevant images, photos, logos, colors, and other branding material as well as an inventory of existing applications, websites, and content at the start of this effort and create new content copy as needed.
- The customer will assign a single point of contact that will be responsible for coordinating the schedules of other project stakeholders.
- The customer will review any deliverables requiring formal approval within five business days and return all comments and issues at or before those five days have elapsed.
- The customer will assign one person who will act as the ultimate decision-maker in the case where consensus among the team cannot be reached.
- The customer must agree to the applicable terms of services for Google-related services such as Google Analytics and Google Maps to access those features. CivicPlus is not responsible for Google's decisions related to discontinuing services or changing current APIs.

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 the technical functionality and usage of your new website.

CivicPlus Technical Support will provide a toll-free number as well as an online email support system for users to submit technical issues or questions. Emergency technical support is available 24/7 for designated, named points-of-contact, with members of CivicPlus' support teams available for urgent requests.

Support at a Glance

- Technical support engineers available 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays)
- Accessible via phone and email
- 4-hour 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)

AWARD-WINNING

Over the past six years, CivicPlus Technical Support has been recognized by the globally respected Stevie® Awards for Sales and Customer Service. CivicPlus has been honored with three Gold Stevie® Awards, six Silver Stevie® Awards, and eight Bronze Stevie® Awards in the categories of Front-Line Customer Service Team of the Year – Technology Industries, Customer Service Training or Coaching Program of the Year – Technology Industries, Customer Service Department of the Year – Computer Software – Up to 1,000 Employees and 100 or More Employees, Most Valuable Response by a Customer Service Team (COVID-19), Best Customer Satisfaction Strategy, Remote Customer Service Innovation of the Year, and Achievement in Customer Experience. The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals

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.

CONTINUING PARTNERSHIP

We won't disappear after your website is launched. You'll be assigned a dedicated customer success manager. They 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.

MAINTENANCE

CivicPlus is responsible for all ongoing maintenance. This includes various security and other patches provided by the greater Drupal community, as well as any module updates provided by the module maintainers. We also provide ongoing development of our CMS with releases of new functionalities and features usually on a quarterly basis.

Hosting & Security

CivicPlus protects your investment and takes hosting and security of our customers' websites sites 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. From our secure data center facilities to constant and vigilant monitoring and updating of your system, including 99.9% guaranteed up-time (excluding maintenance).

Your new website will be hosted by CivicPlus in conjunction with a third-party managed solution, Acquia, a software as a service provider specializing in the Drupal Platform (acquia.com). Acquia Cloud is built on AWS infrastructure using a High Availability architecture across AWS Availability Zones. The CivicPlus platform is multi-tiered with its load balancers, application, database, and a file system each on separate tiers. Multi-tier infrastructure has resiliency, performance, scalability, and security advantages over a single-tier system. This will allow CivicPlus to maintain greater control over hacking attempts and DDoS attacks and provide an easy pathway for us to implement feature upgrades and service patches.

Your website will be protected by several yearly industry audit certifications. Your infrastructure will also be protected from downtime via horizontal and vertical scaling capabilities that can handle as much traffic as is needed at any time. Please reach out if you would like more information on our audit certifications, infrastructure methodologies, hardware specifications, or any other aspect of the hosting and security of your new website.

Project Costs

Features & Functionality

- CivicPlus Municipal Website
- Unlimited user licenses
- Unlimited staff page creation ability

Implementation

- Premium/Ultimate Design
- Up to 150 pages Content Migration
- Pre-scheduled weekly training sessions allow you to register and attend sessions to fit your schedule

M³ Integratable Meetings Management Migration & Server Configuration

- Migrate up to 5 years of meetings PDFs to Meetings Directory

Annual Recurring Services

- Hosting & Security
- Software maintenance including service patches & system enhancements
- 24/7 Technical support
- Free monthly training webinars
- Access to the CivicPlus Help Center with click-through tutorials
- Dedicated customer success manager

	Premium Design	Ultimate Design
One-Time Implementation Fee	No Fee	No Fee
M³ Integratable Meetings Management Migration & Server Configuration	$850 One-Time	$850 One-Time
Hosting & Support Annual Fee	$3,795	$4,758
	20% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management AND Codification	
	10% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management OR Codification	

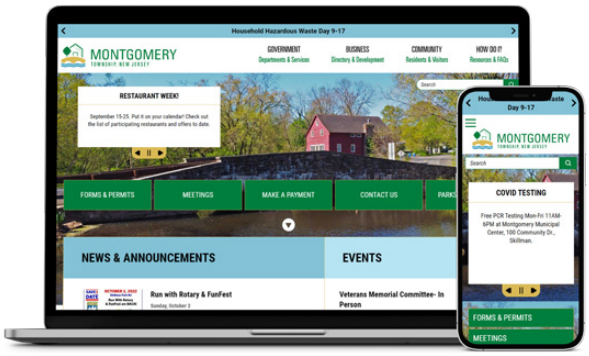
Optional Enhancements

Optional Items	Cost
Business Directory	$825 / year
Projects Directory	$385 / year
Properties Directory	$385 / year
Parks Directory	$385 / year
Bids and RFPs	$220 / year
Specialty Subsites	$1,650 / year
Website Redesign Every Fourth Year (Ultimate Package Only)	$825 / year
Chatbot for Residents	$2,750 / year
Text Messaging (up to 20,000 SMS texts included)	$550 / year
CivicPlus Pay	$3,000 one-time $1,785 / year
Additional Pages of Content Migration (150 pages and 5 years of meetings are migrated as a part of the base price)	$250 / 50 pages

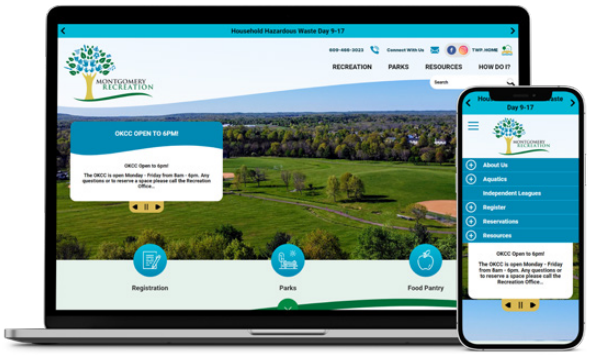
Specialty Subsite Graphic Designs

We also offer the option of having graphic designs for subsites that require specialized branding. These specialty subsites leverage your content management system and database, enabling the same functionality as your primary website with a unique look and feel.

Montgomery Township, New Jersey - Parks & Recreation Subsite



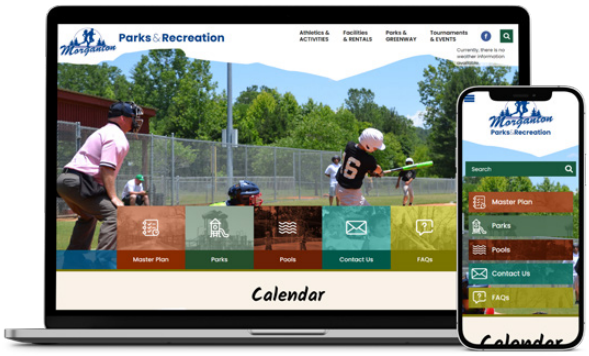
montgomerynj.gov



montgomerynj.gov/parksrec

Morganton, North Carolina – Parks & Recreation Subsite & Downtown Subsite

morgantonnc.gov



morgantonparksandrec.com/parksrec

downtownmorganton.com/main-street

Invoicing Details

- 100% of Year 1 costs upon contract signing.
- 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 schedule and terms noted above does not meet your needs, please discuss with us so that we can try to accommodate your goals.

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 non-binding 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.

A formal, summarized Statement of Work that delineates your chosen project scope will be provided for your review and final signature.

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.

Additional Solutions & Services

Our Civic Experience Platform provides a bridge between citizens and governments for positive interactions. We offer the following solutions and services for our customers:

- Meetings and Agenda Management
- Codification (Municode)
- Emergency and Mass Notifications
- Parks and Recreation Management
- 311 and CRM
- Process Automation and Digital Services
- Community Engagement Consulting
- Fire and Life Safety Inspections
- Planning, Permitting, Licensing, and Code Enforcement
- Web Governance and ADA Remediation (ADA Compliance, Quality Assurance, Internal Policy Compliance, Site Functionality Optimization)
- Social Media Archiving
- FOIA Management

Visit our website or reach out to your Account Executive for additional information, a schedule a demo, or to obtain a quote.