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WAYS AND MEANS

Agenda Item

REQUEST WAYS AND MEANS COMMITTEE ACTION

TO: Chairman and Committee Members

FROM: Chris Makowski, Communications Manager

SUBJECT: Request for Approval for Website Development and Redesign of the Town of Kiawah Island Website.

DATE: March 28, 2022

BACKGROUND:

The Town released a request for proposals for website redesign services in December 2021. Currently, the Town's website was designed in 2017 and has served the Town well. However, with time, the Town learned that the website became cluttered with too much information, making it difficult for visitors to navigate. For this reason, the Town appointed a website redesign committee to review the 13 submitted applications thoroughly. After narrowing the application submissions to four, the committee interviewed the top four vendors to determine which would provide the best website for the Town.

The four website firms interviewed by the subcommittee, which was Ruthie Foster, Michael Nardelli, Stephanie Tillerson, and myself, were:

1. AndiSites - $115,350
2. Flexsin - $45,445
3. Polyrific - $188,736
4. Revize - $43,600

After careful consideration, the committee recommands Revize to develop and redesign the Town of Kiawah Island's website.

ANALYSIS:

The Town wants to redesign its website completely, so residents, businesses, and visitors, both current and potential, can easily navigate and access information, communicate with the Town through surveys and online comment submissions, and download any necessary forms. This RFP is for web design, content migration, and development services. Revize's proposal for the redesign of the website is attached for your review, along with a copy of the RFP.

ACTION REQUESTED:

Staff requests Ways and Means recommend to Town Council the approval of the proposal to redesign the website to be completed by Revize.

BUDGET & FINANCIAL DATA:

$43,600 - Funds for this expenditure will be taken from the $70,000 budgeted in General Funds for the Website redesign.

revize.
The Government Website Experts

Revize Web Services Sales Agreement

This Sales Agreement is between The Town of Kiawah Island, South Carolina ("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179 Date: 3-9-2022

CLIENT INFORMATION:		**REVIZE LLC:**
Company Name:	**The Town of Kiawah Island**	**Revize Software Systems**
Company Address:	**4475 Betsy Kerrison Parkway**	**150 Kirts Blvd.**
Company City/State/Zip:	**Kiawah Island, SC 29455**	**Troy, MI 48084**
Contact Name:	**Chris Makowski 854.999.3000**	**248-269-9263**
Billing Dept. Contact:	**Cmakowski@kiawahisland.org**	
CLIENT Website Address:	**www.kiawahisland.org**	

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

Quantity	Description	Price
1	**Phase 1: Project Planning and Analysis, SOW, onetime fee:**	$2,500.00
1	**Phase 2 – Discovery & Design from Scratch, onetime fee:** • 1 mockup with unlimited rounds of changes • Home page template and inner page design and layout. • Includes Responsive Web Design	$9,500.00
1	**Phase 3 & 4 – HTML Development & Revize CMS Integration, onetime fee:** • Set-up all CMS modules listed in this agreement • Integration with all 3rd party web applications	$13,200.00
1	**Phase 5 – Quality Assurance Testing & Custom Development, onetime fee:**	$1,900.00
1	**Phase 6 – Sitemap Development and Content Migration – Full Migration:** • Site map development and content migration from old website including spell checking and style corrections	$7,700.00
1	**Phase 7 –Content Editing Training, onetime fee:**	$2,900.00
1	**Phase 8 – Go Live:**	Included
1	Revize Annual Software Subscription, Tech Support, CMS Updates, Website Hosting, Unlimited Users, 30GB website storage, 100GB/Month Bandwidth, SSL Certificate pre-paid annual fee:	$5,900.00
1	**Grand Total First Year**	**$43,600.00**

Payment Schedule

Payment Amount	Payment Date	Includes
$ 32,700.00	4/1/2022	75% 1st Year Project Costs
$ 10,900.00	8/1/2022	25% 1st Year Project Costs
$ 5,900.00	4/1/2022	Year 2 of Annual Hosting & Maintenance
$ 5,900.00	4/1/2023	Year 3 of Annual Hosting & Maintenance
$ 5,900.00	4/1/2024	Year 4 of Annual Hosting & Maintenance

AGREED TO BY:	***CLIENT***	***REVIZE***
Signature of Authorized Person:	_____	_____
Name of Authorized Person:	_____	***Thomas Jean***
Title of Authorized Person	_____	***Project Manager***
Date:	_____	_____

Please sign and return to: Thomas@revize.com Fax 1-866-346-8880

Terms:

1. Payments: All Invoices are due upon receipt. Work begins upon receiving initial payment.
2. Revize requires a check for the amount listed above to start this project.
3. Additional content migration, if requested, is available for $3 per web page or document.
4. Additional bandwidth is available at $360 per year for each additional 50GB per month.
5. Additional website storage is available at $500 per year for each additional 10GB website storage.
6. This agreement is the only legal document governing this sale & Proper jurisdiction and venue for any legal action or dispute relating to this Agreement shall be the State of Michigan.
7. Both parties must agree in writing to any changes or additions to this Sales Agreement.
8. 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.
    c. CLIENT understands that project timelines will be delayed if they do not respond to Revize inquiries in a timely manner.
9. Revize will provide a free redesign of the website in year 4 of the agreement. This assumes the CLIENT agrees to 4 consecutive years of annual software subscription, tech support, CMS updates, and hosting.
10. CLIENT owns design, content, and will receive periodic updates to the CMS for the life of the contract.
11. Unless otherwise agreed, Revize does not migrate irrelevant records, calendar events, news items, bid results, low quality images, or data that can reasonably be considered non-conforming to new website layout.
12. Storage is limited only to relevant website data. Unreasonably large folders of documents or images are not permitted. Examples include, but are not limited to, plat/property maps, tax records, GIS data, etc.
13. After content migration, CLIENT is responsible for any additional content cleanup. This includes, but is not limited to, resizing photos, reformatting text, replacing photos/icons, consolidating unwanted content, adding future calendar events, and general prep of the site before go live. CLIENT will also have the ability to add new photos, content, and pages.

Enterprise Revize CMS License

As part of this agreement Revize Software Systems, LLC. will provide to the CLIENT a full Enterprise Revize CMS Software license. This software is a proprietary software built and maintained by Revize Software Systems LLC. and is intended to allow for the CLIENT to easily update the content of their website. CLIENT agrees that this license will only be used to maintain the websites included in this agreement. Sharing of the content management system, by the CLIENT, with other entities not identified in this agreement is prohibited.

Revize will maintain, update, and host the Revize CMS during the contract period. In the event that the contract is terminated, for any reason, Revize will provide the latest version of the Revize CMS to the CLIENT provided all payments for the entire length of the contract is fully paid. This system will then have the ability to be hosted and used by the CLIENT as long as they wish. Revize will provide reasonable support in transferring the CMS system to the CLIENT's decided upon hosting architecture.

Products CLIENT Owns Include:

- Revize CMS License
- Hosted Website
- Source Files
- All Included Revize Web Applications
- Design & Page Content

Revize will integrate the following web applications into your website

The Following Applications & Features will be integrated into Your Website:
In addition to the Government Content Management System that enables non-technical staff to easily and quickly create/update content in the new web site, Revize provides a suite of applications and features specifically designed for municipalities. All of those apps and features are fully described in the following section. The applications and features are grouped into five categories:

Citizen's Communication Center Apps

- Notification Center with Text/Email Alerts
- Bid Posting
- Document Center
- Email Notify
- FAQs
- Job Posting
- Multi-use Business Directory
- News Center with Facebook/Twitter Integration
- Online Forms
- Photo Gallery
- Quick Link Buttons
- Revize Web Calendar
- "Share This" Social Media Flyout App
- Sliding Feature Bar
- Language Translator

Citizen's Engagement Center Apps

- Citizen Request Center with Captcha
- Public Service Request
- Online Interactive Forms (Public Records Request App)
- Citizen Connect (Community Blog)
- Online Bill Pay
- RSS Feed

Staff Productivity Apps

- Agenda Posting Center
- Job Posting App
- Image Manager
- iCal Integration
- Intranet
- Link Checker
- Menu Manager
- Online Form Builder
- Staff Directory
- Website Content Archiving
- Website Content Scheduling

Site Administration and Security Features

- Audit Trail
- Auto Site Map Generator
- 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
- Alt-Tags
- Responsive Website Design (RWD)

FYI

WAYS AND MEANS

Agenda Item

RFP for Website Redesign

REQUEST FOR PROPOSALS

WEBSITE REDSIGN SERVICES

DECEMBER 27, 2021

Town of Kiawah Island
4475 Betsy Kerrison Parkway
Kiawah Island, SC 29455
843-768-9166
843-768-4764 fax
www.kiawahisland.org

PROJECT OVERVIEW

DATE:	**DECEMBER 27, 2021**
DESCRIPTION OF WORK:	**WEBSITE REDESIGN SERVICES**
QUESTION SUBMITTAL DEADLINE:	**JANUARY 20, 2022, 4:00 PM**
PROPOSAL DUE DATE/TIME:	**FEBRUARY 7, 2022, 3:00 PM**
LOCATION:	**KIAWAH ISLAND MUNICIPAL CENTER** **4475 BETSY KERRISON PARKWAY** **KIAWAH ISLAND, SC 29455**
CONTACT PERSON:	**STEPHANIE BRASWELL** **COMMUNICATIONS MANAGER** **843-768-9166** **sbraswell@kiawahisland.org**

The Town of Kiawah Island reserves the right without prejudice to reject, in whole or in part, all proposals received, to waive all technicalities, or to negotiate any term(s) or provision(s) of such proposals. Such rejection, waiver, or negotiation shall be accomplished in any manner necessary to serve the best interest of the Town. It also reserves the right to be the sole judge of the suitability of all proposals for use by the Town.

The Town of Kiawah Island reserves the right to reject or otherwise disregard, in whole or in part, any ambiguous proposals, or proposals which are uncertain as to terms, delivery, quantity, or compliance with specifications.

Request for Proposal

Website Re-design, Development and Implementation of the Town of Kiawah Island, SC Website

1 PROJECT OVERVIEW

The Town of Kiawah Island is seeking a creative, qualified, experienced, and professional firm to design a new website for www.kiawahisland.org. The current website was redesigned in 2016.

Goals

1. Re-design and greatly enhance the Town's existing website to be a resourceful asset for our residents, visitors and business community that emphasizes access to Town services and departments.

General Bidding Requirements

1. The contract shall be awarded to the Firm that submits the best overall proposal.

2. Proposals submitted shall not be subject to public inspection until a contract is awarded. Proposals will be received by the Town at the time and place so stated in this document. At that point, the Town will close the receipt of proposals and begin the evaluation process.

3. Respondents are asked that they not contact any town staff or elected officials in reference to the process. As information becomes available and is relevant for release, that information will be shared with the respondents. Any and all information submitted in conjunction with this RFP and evaluation process will not be returned to the respondent.

4. The Town reserves the right to reject any or all proposals and to waive any informalities as may be permitted by law. The Town reserves the right to request oral interviews or request additional written information from any or all vendors. The Town also reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any presentation or discussion.

5. Successful bidder must be prepared to begin providing service on or before March 1, 2022.

6. Vendor warrants that their bid is genuine and not collusive nor sham and that your firm has not conspired nor agreed in any manner to fix any bid or any element of such bid price, payment or agreement for commission percentage, brokerage, or any other compensation for the procurement of this contract.

7. Either party may cancel the resulting contract by providing the other party a thirty (30) day notice of cancellation.

8. All proposals shall be signed by an authorized officer or employee of the submitting organization. The name of the company and address, contract person, telephone number, and email address shall be provided.

9. The RFP does not commit the Town to award, nor does it commit the Town to pay any cost incurred in the submission of the Proposal, or in making necessary studies or designs for the preparation thereof, nor procure or contract for services or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract award.

10. The Town reserves the right to terminate this RFP at any time prior to contract execution.

11. No prior, current, or post award verbal conversation or agreement(s) with an officer, agent, or employee of the Town shall affect or modify any terms or obligations of this RFP, or any contract resulting from this procurement.

2 BACKGROUND

The Town of Kiawah Island is a sea island located 25 southwest of Charleston located in Charleston County, South Carolina. Kiawah Island's full-time resident population is approximately 1,700, with tourist and part-time resident population numbers ranging between 8,000 to 10,000 per day from Easter to Labor Day; the median age is 62 years old.

3 KEY DATES

December 27, 2021 - RFP Release Date

January 20, 2022 - Final Date for Answering Questions

3:00 p.m. (EST) on February 7, 2022 - Proposal Deadline

Addenda

If the responder needs to submit changes or addenda, such shall be submitted in writing, signed in original ink by an official representative of the responder, cross-referenced clearly to the relevant bid section, in a sealed envelope, prior to the RFP opening. Such changes or addenda shall meet all requirements for the RFP. If the responder chooses to withdraw their RFP response; the withdrawal notice shall be in writing and received prior to the RFP opening.

4 DEVELOPMENT AND TECHNICAL REQUIREMENTS

The following acts only as a preliminary scope to generally communicate the Town's expectations. The Town wants to completely redesign its website so that residents, businesses, and visitors, both current and potential, can easily navigate and access information, communicate with the Town through surveys and online comment submissions, and download any necessary forms. This RFP is for web design,

content migration, and development services. Proposals for redesign of the website should include or account for but not be limited to the following:

- Design a unique, attractive, SEO friendly website to completely fulfill all Town requirements either in this RFP or in discussions with the Town.
- Design a consistent, user-friendly and dynamic navigation framework for the Town website that is understandable to users on all levels.
- Design a professionally artistic homepage for the Town website. Design should allow residents, visitors, and businesses to easily access relevant information.
- Seamlessly integrate Social Media tools including, but not limited to Facebook and Twitter.
- Design a template for each type of page within the site. All page templates must be consistent, look professional, and enhance the image of the Town.
- Graphical files should be relative to the site and provide for quick loading and to be easily updated. Vendor should be able to provide design elements utilizing stock photography in the event that representative photography of the Town of Kiawah Island is unavailable.
- A mobile site to make the site viewable on a tablet and mobile phone.
- A robust search function that allows the user to search the whole site or specific subsections within the site map.
- The ability to recreate our exiting wildlife directory and native plant database.
- The ability to create a meeting calendar and news pages based on category and/or department.
- The ability to easily post emergency notices on the homepage.
- The ability to integrate Town produced video embedded into landing pages.
- The ability to easily track website visitor statistics and develop reports.
- The ability to be notified on expired pages and broken or dead links.
- The ability to download applications necessary to view information (i.e. Adobe Reader).
- A way for site visitors to submit comments online and have comments directed to the appropriate town official such as a public comment portal for committee/council agenda related. Residents would be able to report problems, ask questions, submit comments, voice concerns, etc. and based on the subject, the comment would generate an e-mail to the appropriate Town staff member. This could be an integrated solution or a third-party application.
- A way for site visitors to automatically add or delete an e-mail address from a mass e-mail distribution list. This e-mail distribution list should be available in database form for staff to access.
- Offer a variety of communication methods to keep audiences up to date, including e-mail notifications, SMS text messages, etc.
- Promote the use of on-site media through photo, audio, and video posting methods that encourage user viewing, and when appropriate, feedback and interaction.
- The ability for staff to easily create forms for users to complete and submit online and in the original format.
- Capability to maintain an archive of existing and past records such as agendas, minutes, press releases, newsletters, etc.
- Allow for eventual integration with our departmental software vendors.

- Integrate a full functional language translator.
- Website must support but is not limited to Internet Explorer, Google Chrome, Safari, and FireFox.
- The website should implement Google's dynamic mapping options which highlight the locations of the Town facilities and offer links for quick visual reference and to receive directions to various Town of Kiawah Island buildings and locations.
- Migrate and possibly recode existing web applications and forms.
- Migrate all relevant web content from existing website to the newly designed website in an organized manner.
- All documents, including maps and tables, should be available in a 'printer friendly' format without extensive graphics, to provide ease of viewing, printing, and downloading.
- Include an intranet accessible only by Town of Kiawah Island employees and others with authorization.
- Aid the Town in transitioning to the new website including staff training and the production of a guide book or instruction in electronic and paper form on changing/updating the website.
- It is expected that the vendor work with the Town to develop a site that best meets the needs of the Town. The Town expects that the Vendor and Town will work together to plan and organize information on the site, which most likely will include planning sessions, regular meetings, and continued communication throughout the duration of the website design project.
- The final version of the website should be easily identified as the Official site of the Town of Kiawah Island.
- Ownership of the website design and all content should be transferred to the Town of Kiawah Island upon completion of the project, including full, unlimited access to website code.

5 CONTENT MANAGEMENT SYSTEM

The Vendor's content management system (CMS) should be a web-based application that provides the core of the entire development process, being both the platform for development and the tool by which system administrators and contributors can update their new website. The CMS may feature plug-in applications or modules that enhance the functionality of the website, though core features of the CMS should center around ease-of-use, flexibility and, for ongoing stability, an established information architecture environment.

1. The system must allow non-technical content contributors the following abilities:
    - A way to add, edit and move content directly on an assigned webpage without the need to utilize or be trained on a complex back-end administrative system. WordPress allowed.
    - Quick and easy access to add and update calendar listings, with editing methods available through a direct, front-end interface or a robust back-end interface.
    - Content publishers should be able to add and update menu items if assigned the appropriate permission level.
    - The CMS should automatically create and update a sitemap when content is added, edited, or removed from the site.
    - Content publishers should have the ability to assign multiple content records to a single link, allowing for rotating content.

- The CMS must have a rich text editor for content additions and updates that, while allowing flexibility for higher-end content contributors, is simple and straightforward, giving basic content contributors a basic set of fewer options to alter established site styles.
- Users who wish to add simple links – either internal or external – should be provided with an option to do so through an automatic hyperlinking option.
- Content added to the site, whether as a part of page content or additions to plug-in applications or modular elements, shall feature delayed posting and automatic expiration abilities.
- All published content on the website shall be automatically achieved and retrievable at any time.

2. The system shall also include the following features for use by advanced administrative users:
    - Administrators shall have the ability to add, edit, update, and move menu items, affecting overall site structure and organization.
    - Reports detailing broken links on the website, including the referring page location so that links can be corrected.
    - A report detailing all changes and activity taking place on the website through content contributors and administrators; the report shall be filterable by start and end dates, times, by content time and by action taken. All history shall be exportable.
    - A method by which administrators can create friendly URLs.
    - Administration of on-site banners and graphics, with the ability to add new banners and on-site graphical elements and assign those elements to specified areas of the site.
    - Designated administrators shall have round-the-clock access to live support via phone for emergencies.
    - If necessary, one or more Secure Sockets Layer (SSL) certificates to encrypt data contained in site transmissions.
    - A password-protected area of the website, available only to those users approved to access secure content.

6 Requested Information and Proposal Format

Proposals should contain a total cost of the project, as well as detailed "line item" breakdown. In addition, please specify:

- A la cart pricing for website functionality and development above specifications proposed in the RFP response.
- All associated costs for maintenance, and any other fees. Include the frequency of fees.
- Any additional costs/charges (such as traveling expenses)
- Information and costs for optional services should be submitted separately.
- Proposal(s) should identify a single vendor as the "responsible lead vendor". Please include any subcontractor(s) that will be required to meet the needs of the proposal or clearly indicate what portion of the services are not included as part of the proposal.
- Ten (10) copies of the proposal must be submitted hard copy and one (1) electronic copy.
- Signed cover sheet and **Execution of Proposal Documentation**

- The signed cover sheet should include:
    - Firm's Name
    - Address
    - Telephone Number
    - Point of Contact
    - Fax Number
    - E-mail Address
- Years of experience related to website design, implementation, and development, on the proposed solution.
- Provide an estimated detailed timeline for completion of this project.
- Provide a list of comparable websites, including municipal and governmental agencies, designed by your firm.
- Provide a response to Respondent Questions.
- Provide a list of three to five references as outlined in this RFP.

7 SUBMISSION OF PROPOSAL

Sealed proposals must be received at the address below by 3:00 p.m. (EST) on Monday, February 7, 2022.

Late proposals will not be accepted. Prospective respondents are responsible for having proposals deposited on time at the place specified and assume all risks of late delivery.

Mail and/or Hand Delivered:

Website Redesign Project
Town of Kiawah Island
4475 Betsy Kerrison Parkway
Kiawah Island, SC 29455
Attn: Petra S. Reynolds, Town Clerk

8 MINIMUM REQUIREMENTS FOR PROPOSAL SUBMISSION

- Vendor must have been in the business of providing website design and web content management solutions for at least five years.
- Vendor's proposal must be valid for not less than ninety (90) days after the Open Date.

9 CLARIFICATIONS

All inquiries and comments concerning this RFP must be directed to Stephanie Braswell and sent via email to sbraswell@kiawahisland.org. Responses to questions or comments provided by any other person, employee, or Town office concerning the RFP will not be valid and will not bind the Town. Any clarifications made in response to questions received will be emailed to all respondents providing contact information and requesting the Town to do so. Anyone planning to submit a proposal should email Stephanie Braswell at sbraswell@kiawahisland.org to convey such intent.

10 Criteria

One finalist will be determined based on meeting the eligibility, developmental, and technical requirements listed below:

- Qualifications and experience of vendors and staff
- Completeness and inclusion of requested information
- Similar projects completed by vendors
- Ability to meet deadlines requested by the Town of Kiawah Island
- Proposed cost of the project

11 Award of Proposal

The Town of Kiawah Island staff will ultimately forward a formal recommendation of award to the Town Council of Kiawah Island who have the final award approval. Any contract resulting from this Request for Proposals shall be awarded to the Vendor(s) that submits the best overall proposal. The Town may negotiate with any Vendor(s) in order to obtain a final contract that best meets the needs of the Town of Kiawah Island.

The Town shall have a period of thirty (30) days after the opening of the bids in which to award the contract. Contracts shall be awarded to the person or entity that submits the best overall proposal as determined by the awarding authority.

12 Respondent Questions and References

- Provide a brief bio listing qualifications of each employee that would contribute to developing the website for the Town, if selected. Please note experience with similar projects.
- Clearly define responsibilities of the Town during the website design process.
- Describe the expected interaction between your organization and the Town throughout the development and transition process.
- Describe the support your organization will provide during design and transition to the new website. Please be specific with respect to type (training, help only, etc.), contact method, and available hours for support.
- Provide all necessary contact information for your organization.
- Provide any additional information about your organization that you feel is relevant to the decision process.

FYI

WAYS AND MEANS

Agenda Item

Full RFP Proposal –

Revize

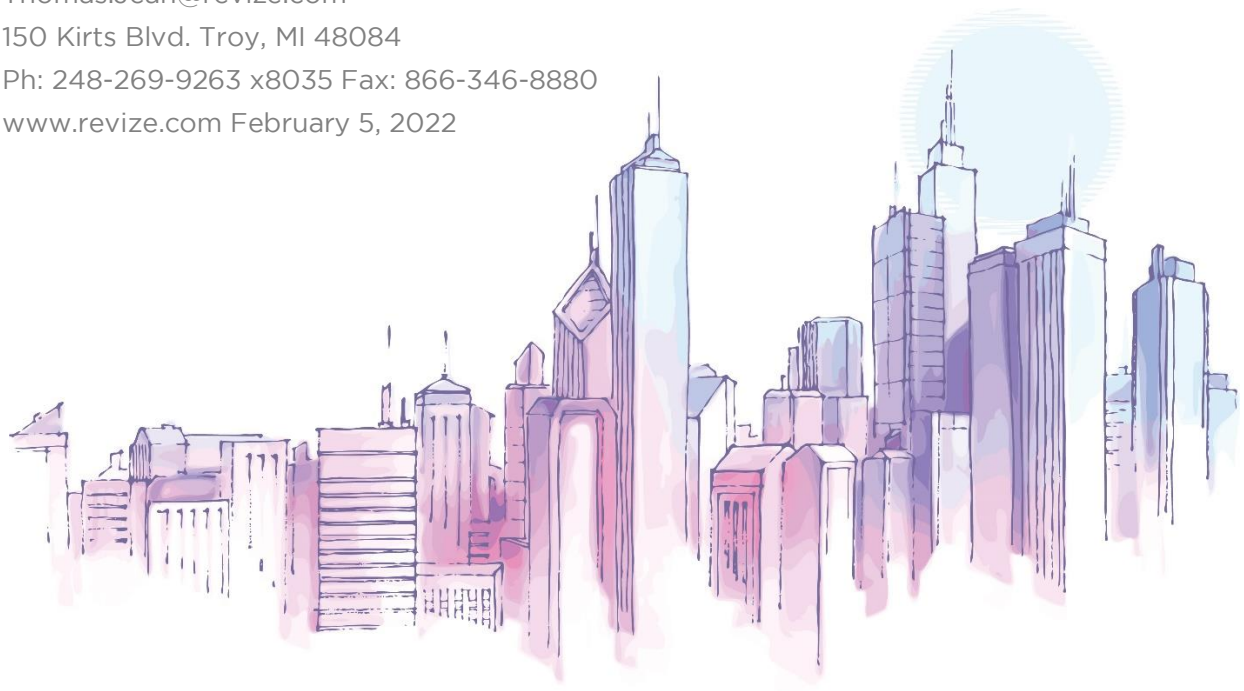
revize.

The Government Website Experts

WEBSITE PROPOSAL FOR The City of Kiawah Island, South Carolina

Revize is a Minority Business Enterprise (MBE)

Prepared by Thomas J. Jean
Thomas.Jean@revize.com
150 Kirts Blvd. Troy, MI 48084
Ph: 248-269-9263 x8035 Fax: 866-346-8880
www.revize.com February 5, 2022



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Revize South Carolina Clients!

- Cheraw, SC www.cheraw.com
- Easley, SC www.cityofeaslety.com
- Georgetown, SC www.georgetownsc.gov
- Johnsonville, SC www.cityofjohnsonville.com
- Lancaster County, SC www.mylancastersc.org
- Lowcountry Council of Gov. SC www.lowcountrycog.org
- Myrtle Beach, SC www.cityofmyrtlebeach.com
- Pickens County, SC www.co.pickens.sc.us
- Pee Dee Regional Council, SC www.peedeecog.org
- And Many More!

Colleen Roberts, New Bern, NC – Public Information Officer

"Revize is a beehive of creative thinkers who are interested in putting your organization's communication objectives front and center. They're extremely easy to work with and they're engaged every step of the way. Before, during and after Revize did our site build, they were super responsive any time we had questions or concerns. & they're always open to new ideas too. We couldn't be happier!"

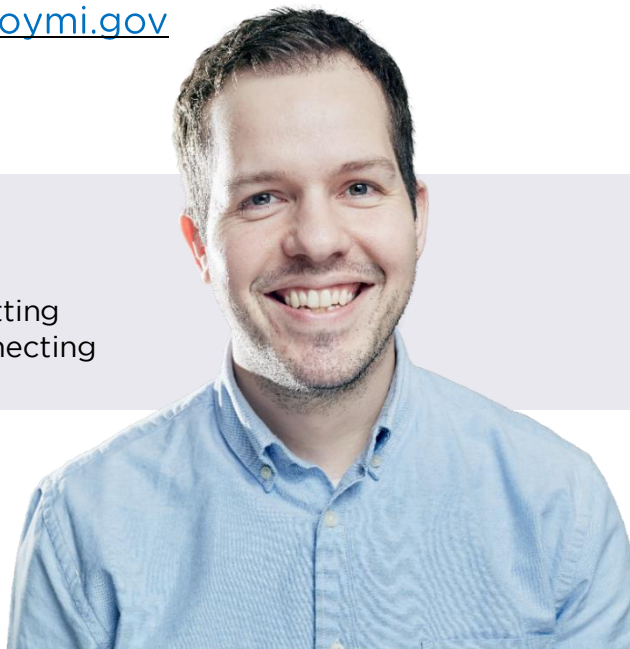
Revize Clients!

- Arcadia, CA www.arcadiaca.gov
- Clark County, NV www.clarkcountynv.gov
- Des Moines, IA www.dsm.city
- Gatlinburg, TN www.gatlinburgtn.gov
- Glencoe, IL www.villageofglencoe.org
- Largo, FL www.largo.com
- Myrtle Beach, SC www.cityofmyrtlebeach.com
- New Bern, NC www.newbern-nc.org
- Olympia, WA www.olympiawa.gov
- St. Petersburg, FL www.stpete.org
- Troy, MI www.troymi.gov
- And Many More!

Michael Bruckner, Assistant to the City Manager,
City of Arcadia, CA

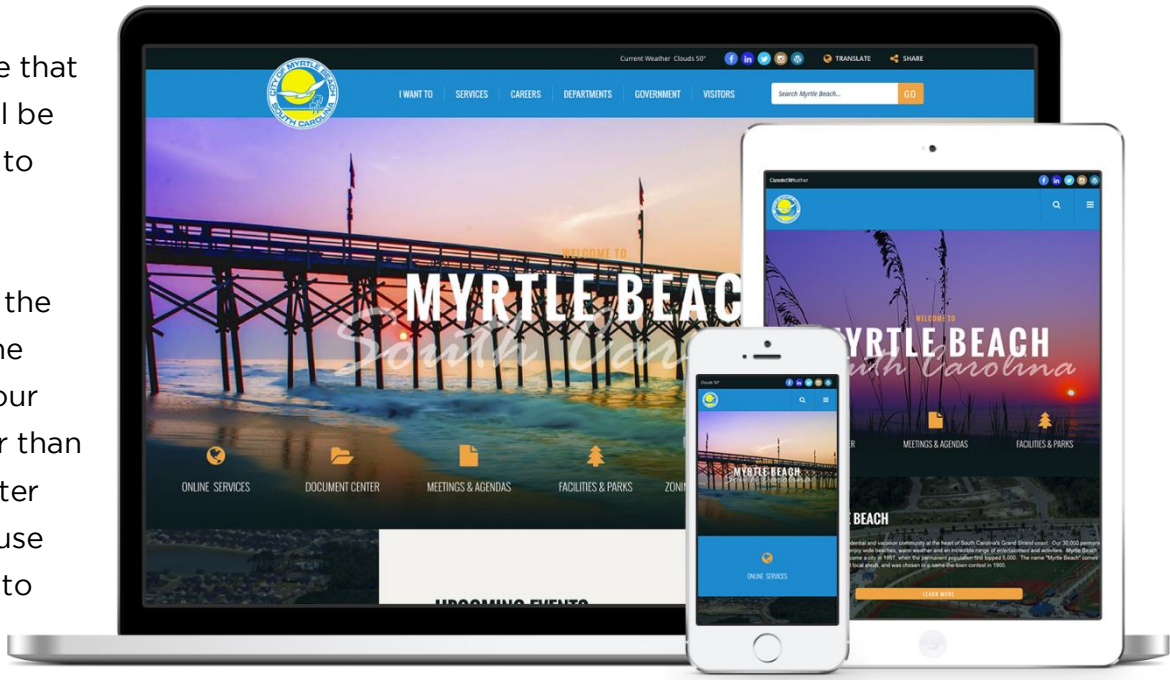
"Revize has done it again! Another game changing, cutting edge website that moves the industry forward by connecting citizens to services in as few clicks as possible."

revize.
The Government Website Experts



Dear Kiawah Island Website Selection Committee,

Thank you for considering Revize as your web design partner. Revize has built websites for hundreds of cities and counties across the U.S. With us, we make the design process fun, engaging, and effective. Not only is our team super-talent, they have also built some of the most breathtaking websites for many iconic places across the country. With the input of the City project team and other stakeholders, we plan to design a next-generation website that the community will be proud of for years to come!



First, we will tailor the entire project to the unique needs of your community. Rather than using a cookie-cutter approach, we will use data and research to drive the project plan.

It all starts with our project planning and analysis. That process will include in-person or virtual stakeholder meetings. Those meetings may include your web committee, selected departments, and even residents if you choose. We would also be thrilled to colloborate with **SDCO Partners** throughout the project. In addition, we will also implement heat mapping technology on your current website to map out where your users spend most of their time and why. Along with online surveys and previous analytics, this information is put together in a written report for your review with our initial wireframe designs. The wireframes will include custom designs for each department. So the data will drive our project process.

We will work closely with you to design and develop a dynamic, functional and easy to navigate website that will perfectly fit your community. Then we empower you to control your digital presence with the industry's best administrative management applications. Revize training ensures that your team has the skills needed to expertly update and manage website content and delivery.

Some of our great clients in include:

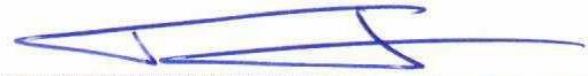
- Myrtle Beach,SC www.cityofmyrtlebeach.com
- City of Largo, FL www.largo.com
- New Bern, NC www.newbern-nc.org
- City of Arcadia, CA www.arcadiaca.gov
- City of St. Petersburg, FL www.stpete.org
- City of Des Moines, IA www.dsm.city
- And Many More!

"Revize Websites build engagement with your constituents."

We have worked hard to establish a reputation for creating online community websites that engage, inform, and increase participation of your community. With our help, your community's website can serve your residents better, inspire them more, and get them actively involved in your government.

Please contact me if you have any questions at all.

Sincerely,



Thomas J. Jean
Project Manager
248-269-9263 x8035
Thomas.Jean@revize.com

revize.
The Government Website Experts

Executive Summary

Thank you for considering Revize Software Systems for your new website project. We understand the importance of this undertaking and know how motivated your government/community is to selecting the right vendor; one who will work with you through all the steps required to build the perfect website featuring a plethora of high quality online services that your constituents will want to use regularly.
In more than two decades of working with government leaders, as well as through nationwide surveys, we have learned that the key to choosing a website vendor is finding the right balance between the total cost of the solution and the quality of the design, online apps and user functionality. In simpler terms, you need a solution that works for you and serves your constituents.

About Us

With approximately 2,500 government websites launched nationwide, Revize Software Systems is one of the industry's leading providers. We credit our rapid growth to our 20-year track record of building award-winning government websites and content management systems. When you work with Revize, you're not just a client, you become part of the Revize family and will receive the service and support you need and expect! We are among the most highly respected government website experts in the United States and we proudly stand by our work.

Our Innovative Responsive Web Design (RWD) and Web Apps

Revize has been a pioneer in implementing the latest trends in design by using Responsive Web Design (RWD). This technology ensures that site visitors have an optimal viewing experience — easy reading and navigation with a minimum of resizing, panning, and scrolling — across a wide range of devices, from desktop monitors to mobile phones. RWD provides flexible and fluid website layouts that adapt to almost any screen. When you implement a dynamic new website powered by Revize, you will not only get an outstanding look, layout and navigation, but you also receive 24/7 access to our Government Communication Center for residents, business and visitors.

Here you will find the communication tools you need such as:

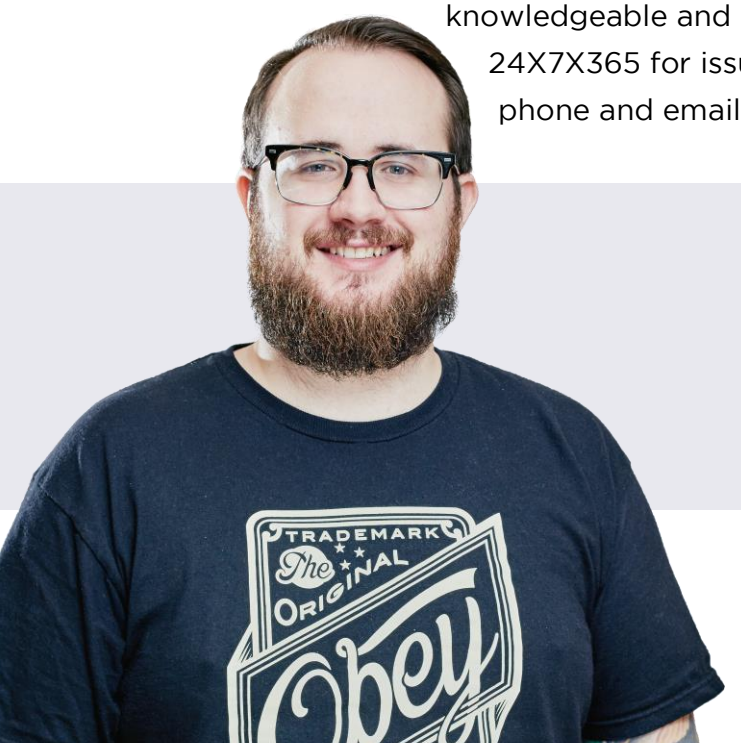
- Public Service Request App
- Calendar of Events
- E-Notification Modules
- On-Line Payment Portal
- Facilities Reservations
- News Center with Facebook/Twitter Integration
- Emergency Alerts
- Online Forms / Survey Tools
- E-Newsletter Applications
- Job Posting and Tracking Module
- Public Records Request Tracker

Our Award-Winning Government CMS

Revize is renowned as a leader in providing practical, high-value, easy to use content management software Government CMS. This simple-to-use yet powerful solution enables clients to manage their online presence with high functionality and style. With applications such as an online document center, public service request app, public records request tracker, agendas and minutes, frequently asked questions and more, Revize ensures that our clients have the tools they need to make information and services available for website users at the click of a mouse.

Quick Deployment, Personalized Training and Support

Revize addresses time concerns by completing websites in considerably less time than our competitors. And because our software is so easy to use, we are also able to effectively train our clients in less than half the time it takes our competitors. Our training program is customized based on each client's needs, and we provide hands on training the way you want it - either onsite or off site through web conferencing tools. We pride ourselves on the skills of our support staff, who are responsive, knowledgeable and helpful. Our online support portal is available 24X7X365 for issue tracking and management. We also provide phone and email support during regular business hours.



Did you know?

Our technical support staff are trained developers. When you call for tech support, you'll be speaking to staff with direct knowledge of development!

Company Profile

FOUNDED	HEADQUARTERS	PHONE	WEB SITE
1995	150 Kirts Blvd. Troy, MI 48084	248-269-9263	www.revize.com

Revize Software Systems was founded in June, 1995 as a "new media" development company specializing in the creation of interactive web design, multimedia content delivered on CD-ROM, and video production. Since then, Revize has made an unsurpassed name for itself in the web/internet industry as THE master of government website design, which remains our specialty. We now boast more than 2,500 websites launched in North America and have created acclaimed website designs for hundreds of municipalities and counties, as well as government departments and agencies. In September, 1996 as the Internet was becoming a world-wide reality, Revize began developing a Web Content Management System (CMS) for the government market to enable non-technical contributors to quickly and easily update content on their websites. The result was the creation of our state-of-the-art Revize Government CMS. Our mission has always been to enhance the communications of government organizations nationwide with their varied and valued audiences. This is based on our vision statement, which reads:

> “The empowerment of people through simplified information management technologies.”

Focused exclusively on creative web design, government web apps and content management technologies, Revize continues to invest in its technology, continually adding new capabilities and features that manifest our vision. While many

municipalities choose Revize to develop and cost-effectively manage their website content, clients also use Revize as an information-sharing platform. Our suite of Revize Government web-based solutions has proven valuable as a powerful technology that empowers clients to build and maintain sophisticated web sites, all while using the Internet and internal Intranets/Extranets to acquire, analyze, process, summarize and share information – ensuring that the right people always have the right information at the right time.

"We are proud of our award winning web designs, technologies, continued innovations to build government centric modules and apps, web content management, training and support capabilities. We are especially proud of being recognized as one of the industry's top government website experts and innovators. We are committed to pursuing the continued evolution of all our services to provide increased value to our government clients."

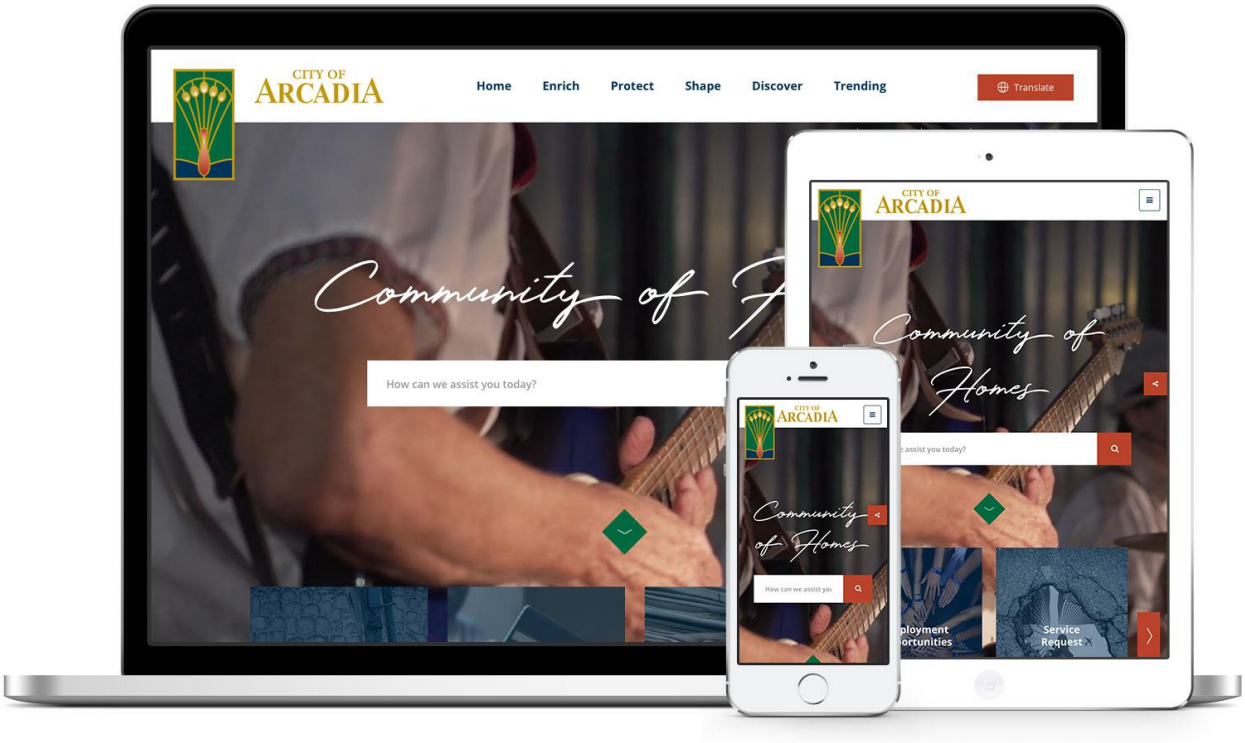
Did you know?

Revize has won national awards for our websites!

Government Project Experience

The City of Arcadia, California

www.arcadiaca.gov



Horizon Interactive Award Winner

Details:

The City of Arcadia, California chose Revize because they wanted a website that stood out from all of the others in Los Angeles County. In this site, we built unique designs for the city, recreation department, and library. Each one has its own unique look and feel while maintaining the brand. This site also includes our proprietary "curated search" feature. This feature puts you in control of the search results on the site. You get to decide which results display based on the search criteria your users input into the search. This allows them to find the results they are looking for instantly!

The City of New Bern, North Carolina

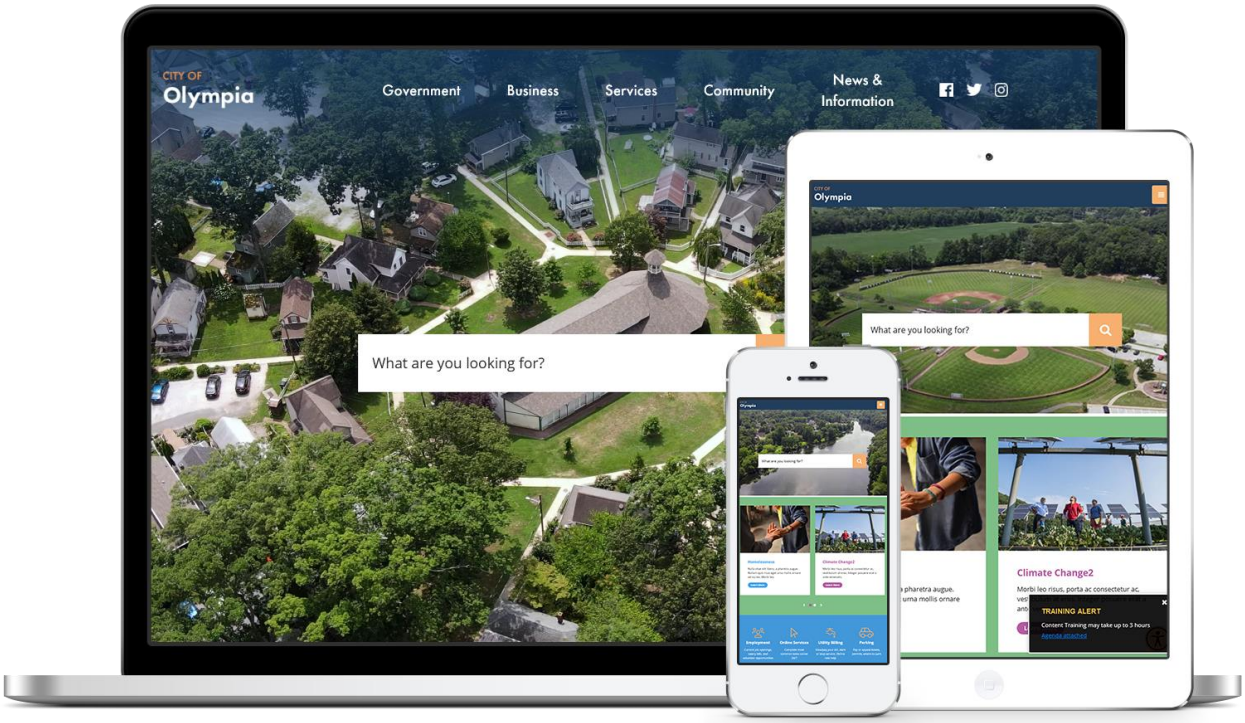
www.newbernnc.gov

Details:

New Bern, North Carolina wanted a design unlike any City out there. With this design we pushed the limit of what people think when they see a City website. We integrated a drone video that plays on the full width homepage. In addition, this site features more scrolling than you may notice on more traditional websites. That is a good thing! Users are now, more than ever, viewing websites on their hand-held devices. Some estimates say this is as high as 60% of all internet usage! With more scrolling we are able to give the user a lot of information, without having to squeeze it into such a small space. We use images, icons, and interactive features to create an experience for the user. This type of design also allows us to extend the City's brand in a way that is unmatched in the industry!

The City of Olympia, Washington

www.olympiawa.gov

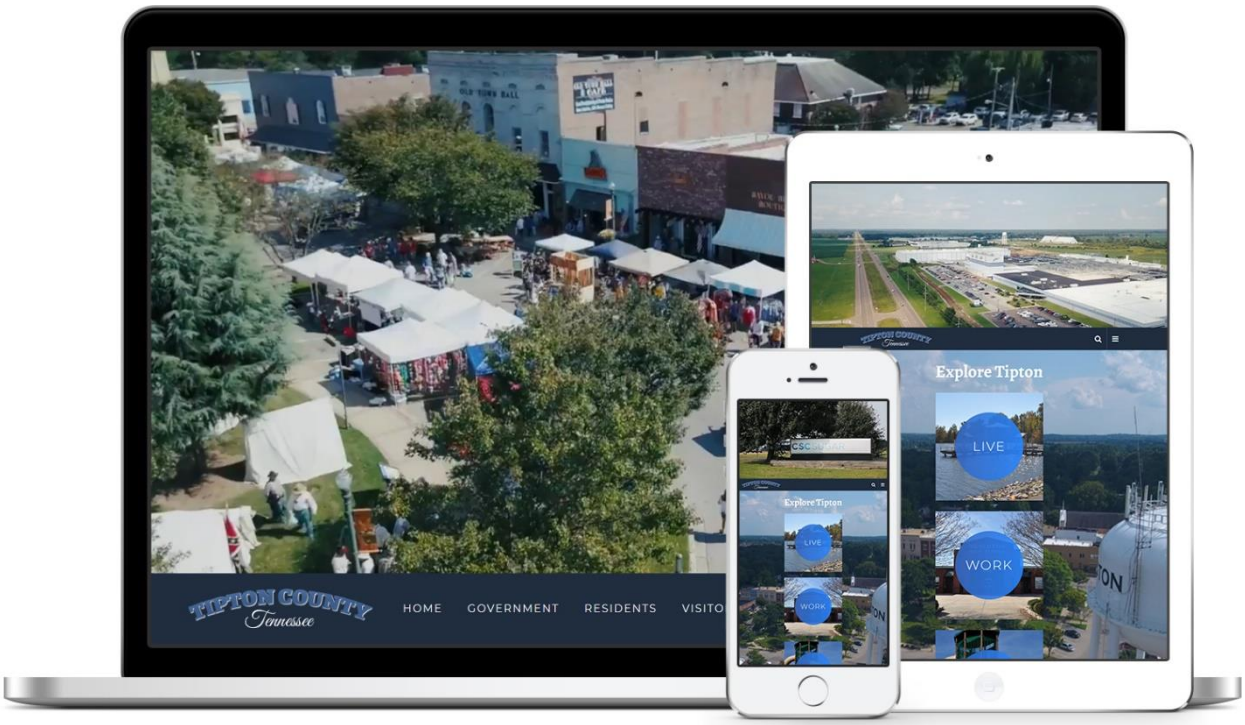


Details:

The City of Olympia, the Capitol City of Washington, presented a unique opportunity for Revize and the City's web team. This website features an extremely innovative homepage. As users scroll from one section to the next, they can explore different trending topics, services, news, events, and much more in an extremely modern fashion. We built this website to be one of the most visually inspiring, but also most functional websites in the United States. With the unique design coupled with features such as a curated "smart search" feature and online interactive forms, this website makes a strong case for that title!

Tipton County, Tennessee

www.tiptonco.com

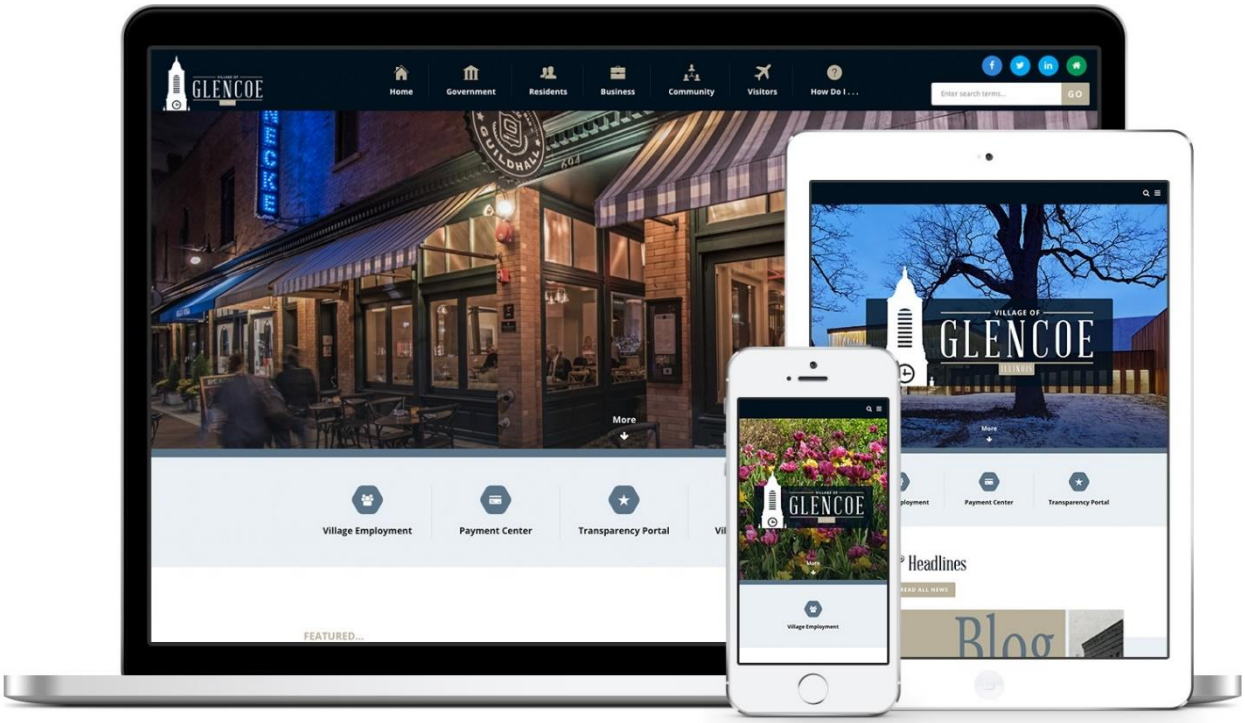


Details:

Tipton County is located on the Mississippi River north of Memphis and is one of the fastest growing counties in the state. Because of this fact, the website needed to refocus its attention. In addition to resident services, this website has a focus on economic development. To achieve this, we started off by integrating a drone video. That video instantly showcases the growth in industry that Tipton is experiencing. As you scroll down the website, this business-friendly atmosphere is intertwined with resident engagement features. Each department has their own icon that is used to identify them uniquely. The interior pages have distinctive features that make them stand out as if they were stand-alone websites. With its service for residents and its appeal to the business community, this is the next generation of government websites.

The Village of Glencoe, Ilinois

www.villageofglenceo.org



Details:

The Village of Glencoe is beautiful community on the shores of Lake Michigan just north of Chicago. This website brings together an amazing design with a full suite of web apps to engage Village residents. Smooth transitions from the home page to interior pages of this website allow users to find exactly what they are looking for easily. The Revize Public Service Request App, Village Manager's Blog, fillable online form database, and a high traffic featured news and headlines area round out this website!

The City of St. Petersburg, Florida

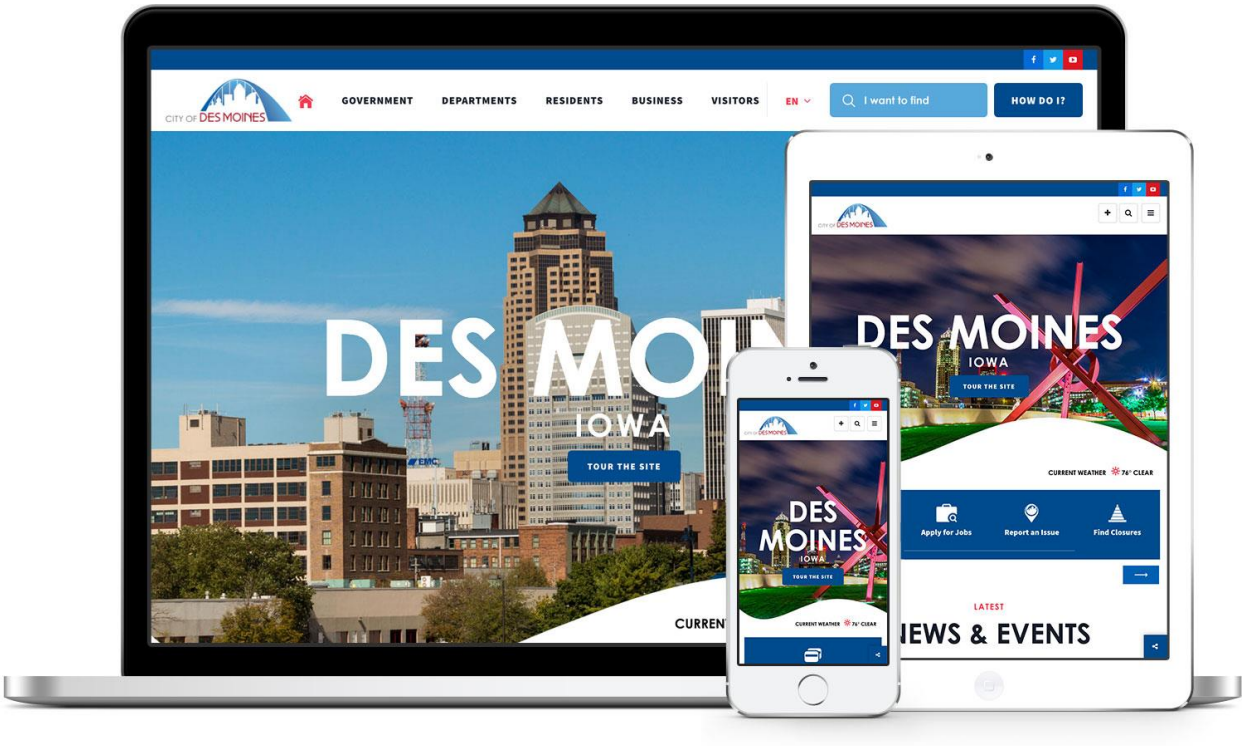
www.stpete.org

Details:

As Florida's 5th largest, St. Petersburg is an iconic City with something to offer everyone. Because St. Pete is a longtime Revize client, their team worked very closely with ours and actually provided their own design concepts. We did the integration/pre-launch work and their staff was with us every step of the way. Inner pages are flexible to allow departments to have dedicated pages with a cohesive feel across all pages. Social media feeds from Instagram, Flickr, Facebook, Twitter, and YouTube all on the homepage! St. Petersburg also users the Revize API to develop their own templates. This website is an elite representation of the power and beauty of the Revize process.

City of Des Moines, Iowa

www.dsm.city



Details:

The City of Des Moines, Iowa came to Revize for a website that was completely different. Coming from an internally developed site, they wanted to work with a vendor that could lead them to a new way of interacting with their users. Page layouts were created to allow unique interaction with the City. This included board listings, Q&As, interactive park directories, plain language, and a resident focused navigation. We also incorporated some of their internal databases and features that had been built internally. This site improves the online experience for residents, business owners, and visitors!

City of Largo, Florida

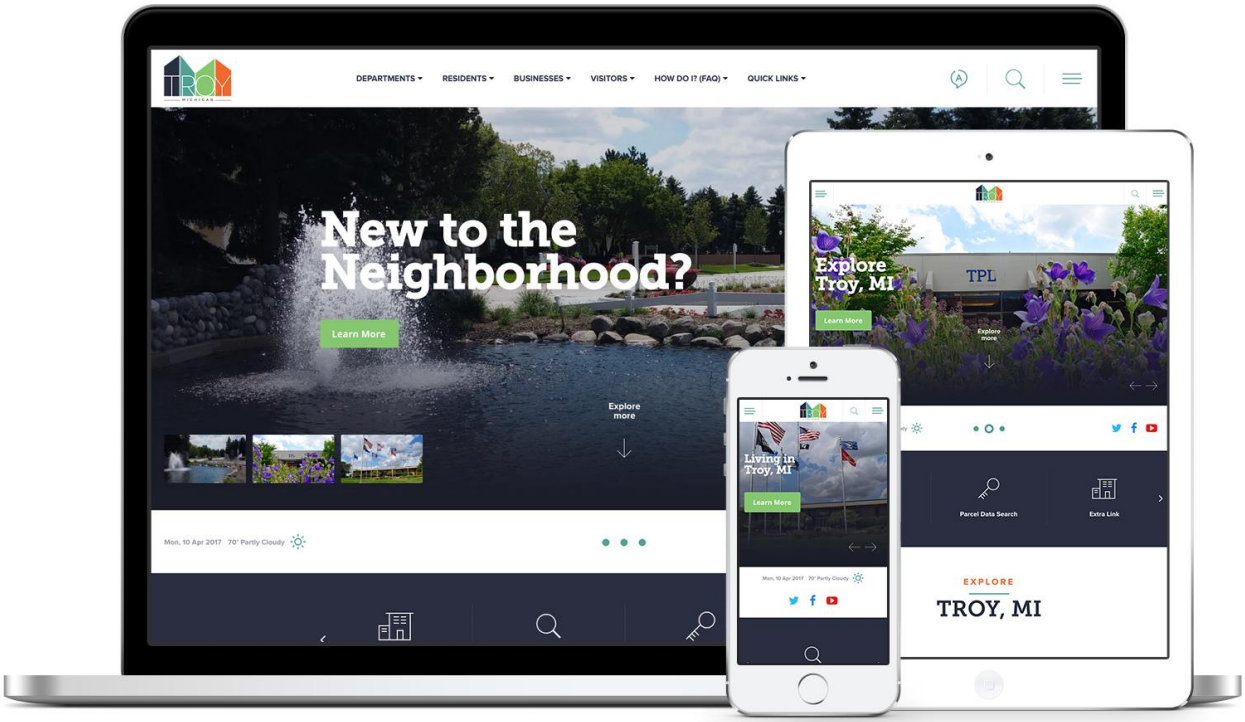
www.largo.com

Details:

Largo, Florida wanted a website like no other. Through a collaboration between the city marketing team and Revize, we were able to create this award winning website. Each page in this website was designed to uniquely fit the needs of the community. We also built unique designs for the city parks, library, and theater. The navigation within this site is built based on services rather than department silos. Overall this website brings together an amazing mix of design expertise and functional clarity to create a great user experience!

The City of Troy, Michigan

www.troymi.gov



Details:

The City of Troy wanted a website to increase ease of communication to all of their audiences. In addition, the city has been experiencing an economic resurgence particularly in the technology sector. In fact, Revize headquarters are in the City of Troy! This project included custom designs for The City, Library, and Recreation Department. Integration with the City's existing 3rd party software was a major linchpin of this project. Included is a live-searchable "How Do I" section that narrows down results as the user is typing. This allows any user to easily find what they are looking for regardless of which department it exists under.

Government Account References

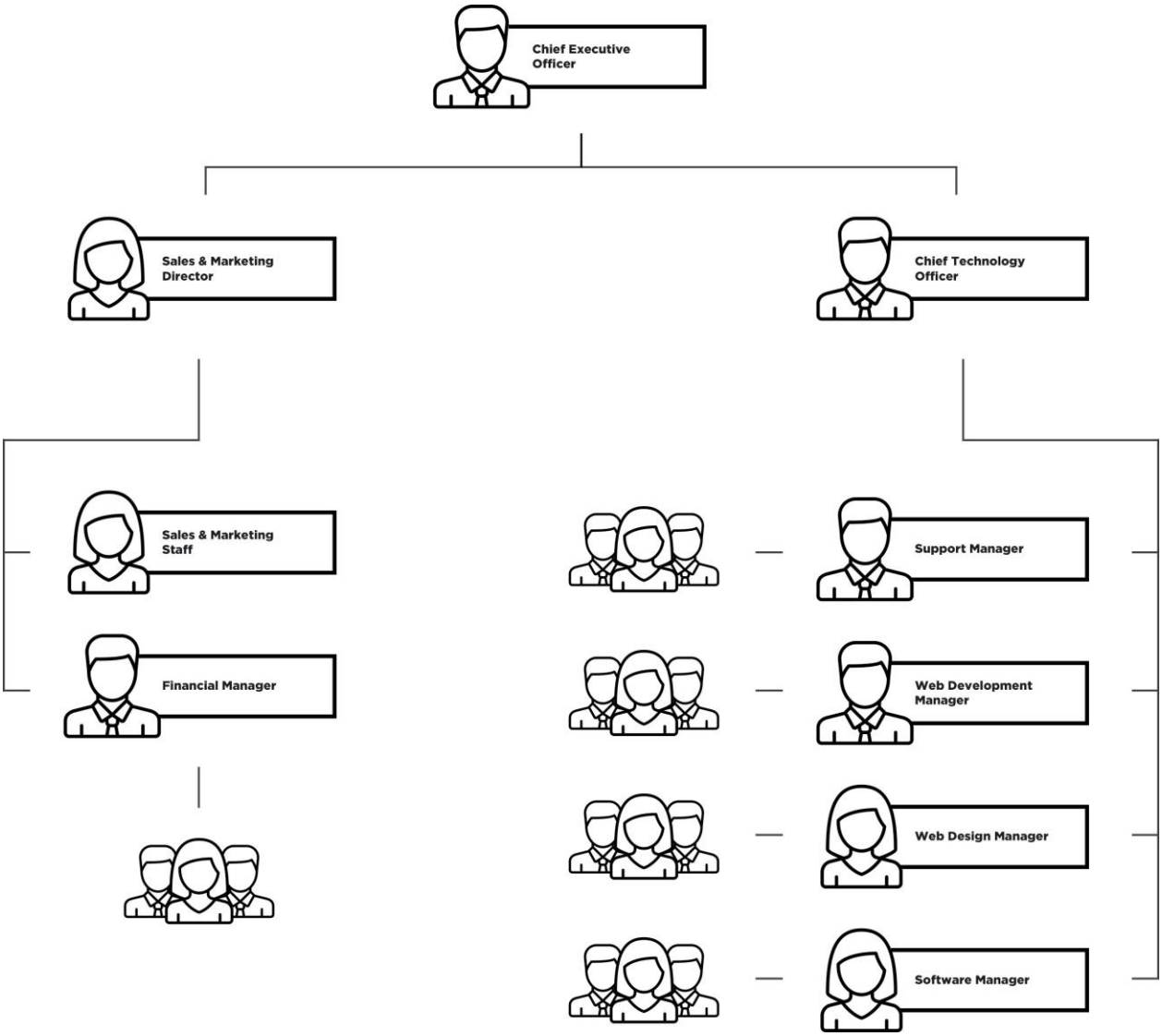
Client: City of Wylie, TX
Craig Kelly, Public Information Officer
Office: (972) 516-6016
Email: craig.kelly@wylietexas.gov
Website: www.ci.wylie.tx.us

Client: City of Olympia, WA
Joshua Linn, Website Administrator
Office: (360) 570-3782
Email: JLinn@ci.olympia.wa.us
Website: www.olympiawa.gov

Client: City of Arcadia, CA
Michael Bruckner, Assistant to the City Manager
Office: (626) 574-5433
Email: mbruckner@ArcadiaCA.gov
Website: www.arcadiaca.gov

Client: Tipton County, TN
Shawn Anderson, GISP Director
Phone: (901) 476-0234
Email: sanderson@tiptonco.com
Website: www.tiptonco.com

Revize Organization Chart



Why Choose Revize?

We Have Government Specific Experience and Outstanding Client Testimonials

You can rely on Revize and our 20 years of experience building and maintaining websites for municipal, county and government agencies of all sizes throughout North America, to deliver a customized site design that improves layout, navigation, usability and content. Using Revize ensures that your website will be reliable, W3C and ADA compliant, and allow for easy integration with existing or future web applications and third-party software. But there's no need to take our word for it -- we encourage you to peruse our massive file of testimonials from our many satisfied clients.

We Will Build a Government Communication Center that Works for Your Community!

The Revize website design, Government CMS and interactive tool sets have been developed exclusively for our government clients to help them effectively communicate with their key target audiences such as residents, businesses and visitors. Some of our most popular website and Government applications and modules include: a new and improved Online Calendar, the comprehensive Forms Center, our News Center with real-time social media connectivity, Emergency Alerts, E-Notifications, Citizen Request Tracker, Parks & Shelter Reservations System, Document Center, and Online Payment Portal.

"We Build Superior Technology into Every Website with CMS Performance & Reliability That's Second to None."

What sets Revize apart from other companies? Revize's superior technical architecture, unsurpassed staff expertise and highly effective publishing engine provide our government clients with the most reliable website solutions in the industry today. By ensuring our client's data security and providing redundant server architecture and back-up data centers, Revize has a nearly 100% up-time rate. Plus, our clients never have to worry about data loss or data corruption because of our instantaneous back-up process and our data center's tape back-up processes. Revize believes that investing a higher percentage of our profits into our technology and security makes us the best choice for the short and long term for governments seeking the best value for their community's website.

"We Always Provide Knowledgeable, Friendly and Responsive Service!"

All this, and a reliable IT partner too! Our website development is superior, and our Government CMS and suite of online apps is easy to learn and administer, but our 24/7 technical support will also be there for you to help you get over the hurdles! Our technical support team is widely considered to be among the industry's best. We also provide a sophisticated backup infrastructure which allows us to guarantee 99.99 percent uptime. Plus regular updates and improvements to ensure that your site will remain current with industry standards and keep running smoothly for years to come. The Client Owns the CMS License and the Code!

We often hear the question: "What happens if we want to move the website to another vendor? Do we lose all access or any of our website data?" The answer is 100% NO! As our client, you own the template source code, the CMS, and any data that you put onto the website. We understand that clients may come and they go, but we always make sure they know they are just as important to us at the end of our tenure as they were at the beginning. If you decide to run the CMS in your own server, we can transfer the CMS license and software to your server as you own the license and you can run it from your server as long as you want.

Top Reasons Why Revize gives you the Greatest Value!

- Modern, timeless and unique website design integrated with online Government apps
- On-time delivery
- Competitive pricing
- Responsible stewardship of the organization's stakeholders
- Full functionality to update and manage your website
- All the tools/apps needed to increase communications with citizens
- An easy CMS to train employees quickly
- Extended phone and email support
- Unlimited Upgrades: Revize provides unlimited upgrades to new and existing modules at no additional cost to you. Once you invest in Revize, you will receive free upgrades and feature enhancements for life.

"The Revize responsive website design is second to none for us providing an excellent experience for the growing number of residents, visitors and businesses accessing WylieTexas.gov on mobile devices. Our website's
progressive look captures the vibrant culture of our community.

— Craig Kelly, Public Information Officer, City of Wylie, TX

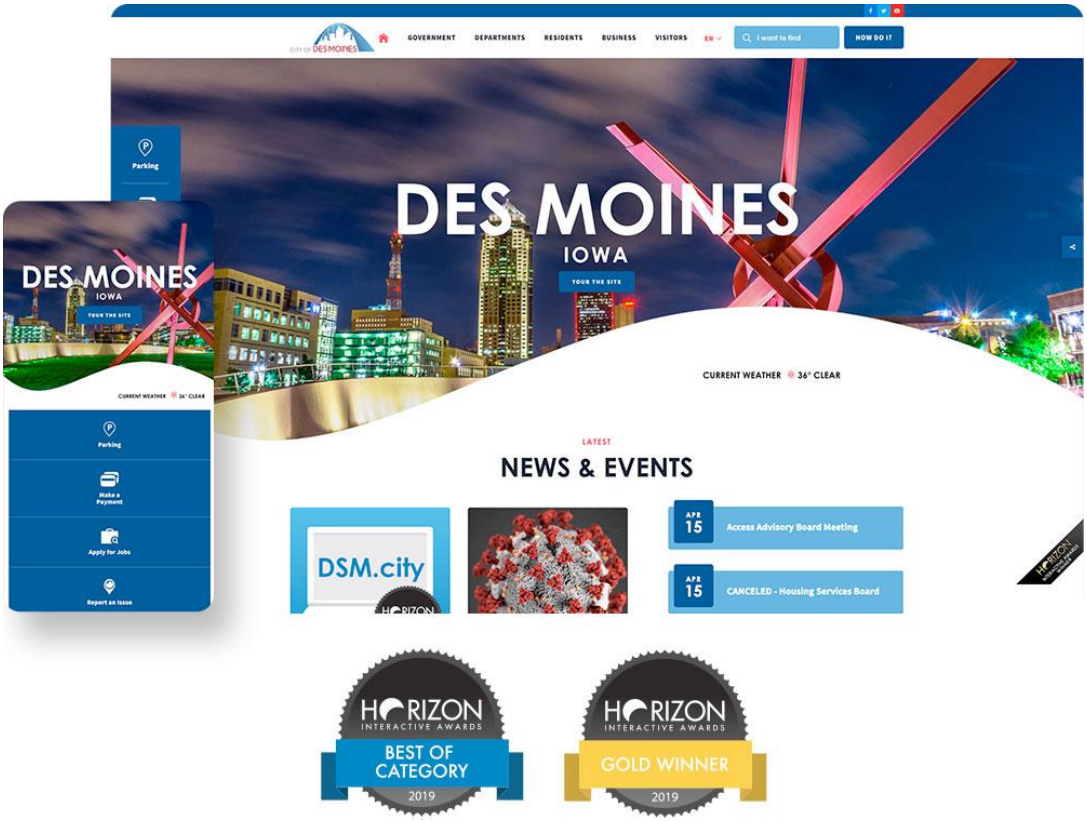
Did you know?

Revize CMS is one of the most advanced CMS in the government web design industry with over 15 years of development.

Awards & Accolades

"The project was a collaboration between Revize, who understood our vision and had the technical expertise to make it happen"

- MaryLee Woods, Deputy Chief Information Officer for the City



The Revize Solution

Project Planning and Setup

What makes Revize unique in its project approach and experience is our thorough preparation for each individual community combined with the range of website deployments and creative, customized fit we implement for each client. From small to large, rural to urban, the Revize project management process guarantees a perfect fit between the concept of the deployment and the expectations of the client's level of engagement preferences.

We don't use a "one size fits all" approach because it doesn't make sense.

However we do use a standard, proven effective process methodology. Each client is unique and we tailor our process to fit their unique needs. For as long as you are our client you will have staff dedicated to your account and access to an on-line portal for communication, design process and on-going support.

Dedicated Accounts Manager: Your dedicated Account Manager will handle all issues related to your contract, pricing, future product add-ons, and general account satisfaction. During the initial kick-off meeting, your Account Manager will introduce you to the team, explain roles and responsibilities, and place you in the very capable hands of your Dedicated Project Manager and Designer.

Dedicated Project Manager: Your dedicated Project Manager will handle all issues related to the website design, development, navigation, content, training, timelines and deliverables, as well as ensuring that feedback and communication occurs promptly in order to keep the project on-track. Also, the dedicated project manager will be the point of contact for any future technical support or issues that need to be addressed during the deployment and post deployment of the site.

24/7/365 Project Portal Access: From day one, your project and on-going support is tracked in the Revize On-line Project Portal. The main point of contact you select for the project will receive an invitation to register, including setting up a secure user name and password. The Project Portal serves as a communication tool for any matter pertaining to your website design, development and on-going support even after your website is launched.

"We guarantee the best support in the industry that's 24/7 365 by the trained developers & technicians"

Did you know?

Revize will provide a project portal that allows you to check in on the status of your project at any time!

Timeline

Phase	Duration
Phase 1: Initial Meeting, Communication Strategy, SOW	3 Weeks
Phase 2: Discovery & Design	5 Weeks
Phase 3: HTML Template Development	3 Weeks
Phase 4: CMS Integration & Module Setup	4 Weeks
Phase 5: Custom Development & Quality Assurance Testing (Ongoing)	2 Weeks (Overlaps with Remaining Phases)
Phase 6: Sitemap Development / Content Migration	2-4 Weeks
Phase 7: Content Editor and Web Administrator Training on your new website, final content changes and Go Live preparation	2 Weeks
Phase 8: Go Live	1 Week
Go-Live (Average)	16-21 Weeks

Did you know?

The project planning process is designed to fit your needs. We will adapt our timeline if your schedule requires.

Revize Project Life Cycle

Phase 1: Initial Meeting, Communication Strategy, SOW

Your Revize Account Manager will set up the initial internal project planning meeting where we will talk about the overall management of your project, establish a timeline, and devise a Revize-Client Communication Strategy that will keep everyone engaged and up-to-date on the progress of the project. We will also discuss specific technical requirements of the project and determine the phases through which those requirements will be addressed. In addition, Revize will address the content strategy of the new site, any new content that needs to be written and how to fit the existing content into the new site, Additionally, as an optional item, Revize will discuss the process of conducting online surveys to gather feedback from your constituents for the new website layout and requirements. After this meeting, Revize will develop a Statement of Work and provide it to the client for review and approval.
Prior to the design kick-off meeting, you will receive our questionnaire to complete with various answers that will help our designers gather information regarding your needs and preferences. Our team will also brainstorm ideas and suggestions with you during the meeting.

The questionnaire addresses various issues such as:

- As a result of a new website design and navigation, what are the main improvements you hope to achieve?
- What are some key points and areas you may want featured on the Home Page?
- Do you need help with logo design? Image? Marketing & branding?
- What key modules do you want featured in your web site, like Document Center, Report a Request, News & Events, Events Calendar etc.
- Do you need social media features need to be highlighted in the new site? etc..

Phase 2: Discovery & Design

If there is client approval, we will collect feedback from the residents on the new design layout by setting up an online survey with a set of standard questions. The survey questions need to be approved by the client prior to our adding a link from your current website. This link can also be distributed through other channels like email, newsletter or any other form of communications you might be using to stay in touch with your residents. Usually there is a 1- to 2-week survey period.

Once survey results have been tabulated and your needs have been determined, you and your Revize team will participate in a Design Kick-Off Meeting. A senior designer and team will conduct an in-depth interview, and brainstorm ideas with you about your vision for the look and feel of your custom website. Our efforts on this project will extend far beyond placement of provided information within a stunning design. It's about uncovering how your audience wants to be informed, and applying our 20+ years of web design and development expertise to create the most effective ways of displaying that information and getting users to access and use your website. We always strive for nothing less than an award winning design!

Revize Design Principles

The Revize Web Application Developers are not only responsible for the look, functionality, and performance of your website. They are also responsible for the security of the web content and web-based applications they create. They ensure that the code supports secure authentication and authorization, and provides access control mechanisms as required.

Good design principles are always based on readability, taking into consideration appropriate font type and size for headlines and text area, as well as line height – ensuring all page elements are balanced. Our designers also pay meticulous attention to their use of shadows and gradients. To the layman's eye there may not appear to be a shadow, however on the website the font will appear sharper (or maybe softer depending on the amount of shadow used).

Of course color cannot be overlooked. Our designers first take the client's preferences, official logo colors, and pictures into consideration to create a color scheme consisting of no more than three colors. We then use variants and hues to create visual appeal, contrast, eye-catching allure and invoke the overall feeling that the client desires.

Last but not least is effective use of page elements such as call to action buttons, social sharing icons, email newsletter sign-up, and promotion areas. The ultimate goal is to provide an easy to navigate webpage that is informative without being overwhelming. Therefore, it is the designer's job to guide the client in making appropriate placement choices for needed items.

Revize Design Trends

There are some exciting new design trends, and Revize is always on the cutting edge, implementing the best of these innovations in our websites. We are especially pleased at how effectively they are proving to be in increasing engagement in government websites.

#1 Responsive Web Design – The most important development in website design in years, Responsive Web Design (RWD) automatically conforms and optimizes websites for any screen size. With the substantial increase in smartphone and tablet users today, people are going online using a vast number of devices with wildly different screen sizes. Our websites offer this very important feature of easily and cleanly conforming to computer, tablet and mobile device screens.

#2 Liquified Content – This is another important trend that address the fact that information is no longer static or concrete. Instead, content is specifically customized for each unique user. Liquidity of content enhances the immediacy and flexibility of content. The more liquid your community's content, the easier it is for residents and businesses to access this information in ways and via the channels of their choice: fixed or mobile, interactive and live. Revize is able to effectively make your content liquid. This will make it adaptable to various situations and, therefore, easy to reuse in different contexts distributed for a variety of display formats and communication channels.

#3 Image Tiles – This is a trend that enables developers to display content in a pin board style of display. Revize now offers this feature, which creates a very visually appealing display of content, such as pictures or social streams. Image tiles also help promote engagement by encouraging site visitors to comment or reply to items from directly within the image tile. This is an especially useful option for web pages promoting tourism.

#4 Parallax Scrolling – This is a highly advanced, innovative design technique for sophisticated websites. Parallax Scrolling allows Revize to build websites in multiple layers, with content that moves across the screen at different speeds as visitors scroll. This unique design technique is very visually engaging and can help improve time-on-site metrics.

#5 Innovative Typography – This plays a very important role in website design, image and branding, and is especially important for maximizing the look and feel of the website when accessing it from mobile devices. Our designers are experts in effective typography and take many factors into consideration when selecting the type of fonts, font sizes, and colors to be used for a website.

#6 Social Feeds – With the proven ability to strengthen and deepen interpersonal connections, social networks present a wonderful opportunity for government organizations to increase community engagement and make governments more accessible to the people they serve. One method already mentioned for improving social activity is using pin boards; another is creating a social area or social wall that combines activity from multiple social networks, like Facebook, LinkedIn, YouTube and Pinterest. Revize offers a comprehensive line of popular social media applications and networking.

"Over the past 20 years, Revize has mastered the art of designing government websites."

Key Phase Objectives & Deliverables:

The following steps are followed while designing new sites

- **Establish Needs and Creative Direction:** Understand your objectives and requirements, and provide recommendations for effective online branding pertinent to your requirements, existing branding and your web audience's needs. The Revize designer will also conduct his own research in order to capture the character and "feel" of your area, which will inspire ideas for the overall

design direction of the website.

- **Main Menu Navigation & Home Page Wireframes:** Work with you to establish a main-level navigational architecture and identify key items accessible from your home page. This establishes a baseline for the navigational structure, as well as the preferred content structure (wireframe*) for the home page.

- **Page Layout and module placement:** We will follow all the best practices to layout the different features and modules so that they can be easily accessed by your residents. For example, on the home page there will be sliding picture gallery and quick link buttons for Notify Me, Report a Concern, Document Center, FAQs etc. Also the news and announcements module and events calendar would be integrated into the website, along with the Social Media Center.

Please Note: The home page "wireframe" will simply serve as a realistic guideline in terms of content placement, but will not include the final text nor final imagery for this phase. Please see a sample wireframe to concept development snapshot in the next page.

Did you know?

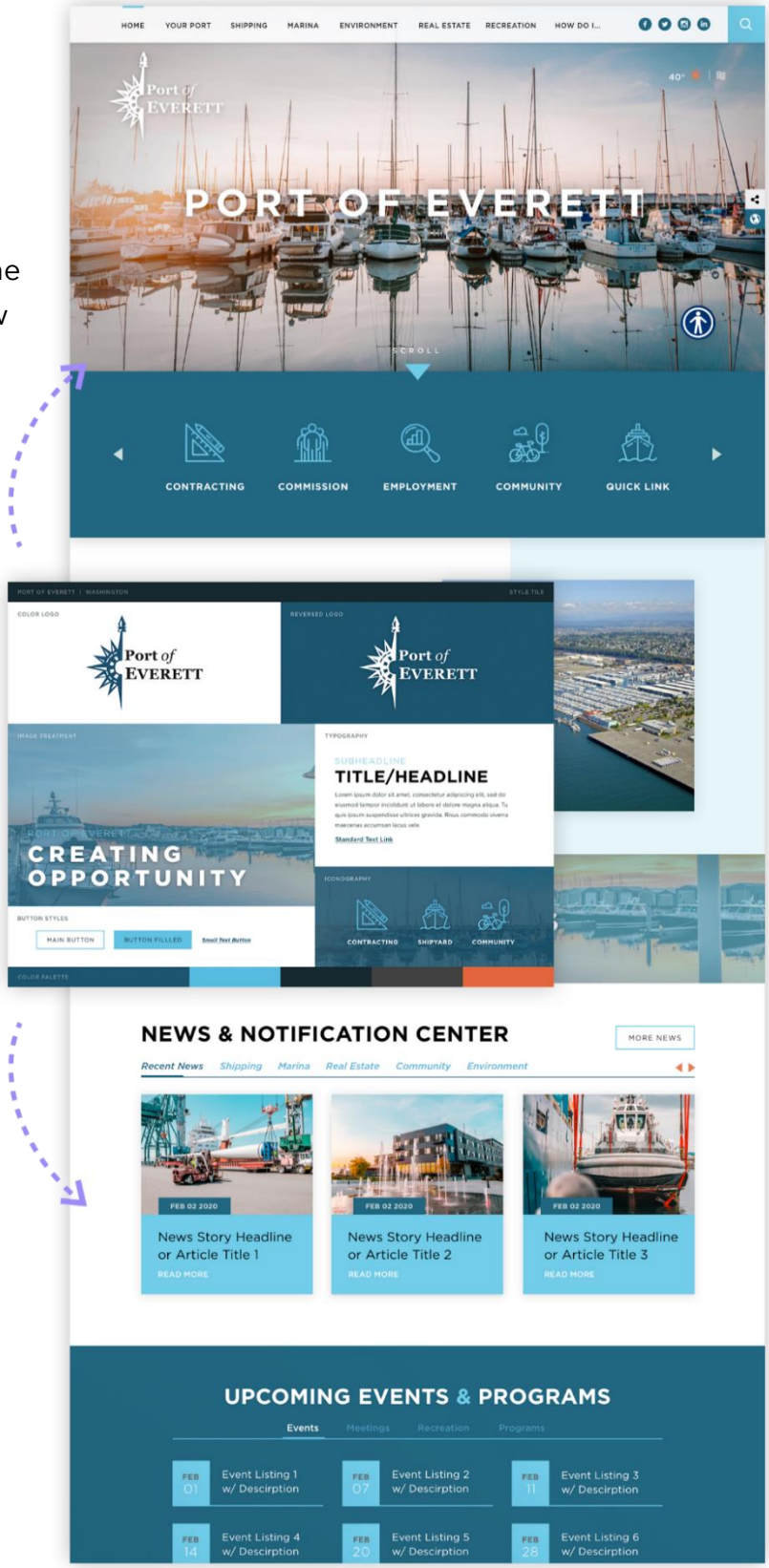
Revize will provide a 100% from scratch design with a satisfaction guarantee!

Wire Frame to Concept

- **Design Deliverable:** The design concepts for this phase will be based on one or possibly two home page layouts. The client will review and provide design feedback to the designer for changes. Revize asks that clients have no more than three iterations of changes up to the point that the final concept is approved.

- **Final Home Page Sign Off:** When all changes have been made, Revize will present your final home page design and layout for approval. Customer approval is required to proceed to the next phase, the inner pages of the website, and the process repeats itself before the actual HTML & CSS is written.

- **Final Inner Page Sign Off:** When all changes have been made, Revize will present your final inner page designs and layouts for approval. Customer approval is required to proceed to the next phase, when the actual HTML & CSS is written.



Phase 3: Template Development, CMS Integration

First, the Revize development team will transform the approved designs from mere pictures into fully-functioning HTML/CSS and Revize Smart Tag enabled web page templates using the Revize Dreamweaver Extension. The Revize Smart Tags are fully customizable and allow customers to expand functionality as needed. To maximize this extensibility, the full Revize Java API is provided to clients with our Advanced Training Program.

Phase 4: CMS Modules Setup

In this phase, all of the features and modules the client has requested will be set up, e.g. calendar, document center, picture galleries, alert center, e-Notify, etc. are all brought to life and made functional while also being tested in the Revize CMS. Revize enhances current modules and adds new modules continuously, and you will receive all future updates to modules at no additional cost.

Phase 5: Custom Functionality Development & QA Testing

In this phase and according to your specifications, custom functionality of existing CMS modules, database scripting and programming, as well as any custom application development will be executed. The Revize development team will be interfacing directly with your technical staff to obtain information and test information exchange and application functionality.

This phase may overlap phases 2 – 4.

In our testing phase, we ensure that your website meets functionality, performance and security standards. Our QA team uses mock data to test navigation and interfaces of the templates, along with any custom developed applications or modules. Additionally, through a series of tests, we perform input validation to ensure that security mechanisms cannot be bypassed if anybody tampers with data he or she sends to the application, including HTTP requests, headers, query strings, cookies, and form fields. We also ensure that when errors do occur, they are processed in a secure manner to reduce or eliminate exposure of sensitive implementation information.

Phase 6: Content Development / Content Migration

Revize will develop all of the pages for your site to make the initial content available upon site deployment. Our content development and migration experts use the latest standard formatting practices to develop the navigation and create the most effective content possible for your website. This includes spelling and style corrections into the new website.

There are no limits to the number of pages you can create after you have gone through training.

Revize will implement an effective website architecture with the latest technology and usability trends so your website visitors can find information in an instant. We will also assess your current website content and incorporate what you currently have with additional content to maximize interest and excitement for your readers. Our content experts are educated in proper writing and terminology, and will use correct grammar, spelling and punctuation.

Our web designers use creative typography which makes the website more visually appealing and also plays a role in defining the hierarchy of content to be placed on the web page. Variations in size and color are used, as well as strategic placement on the page to highlight certain site areas so the visitors can easily navigate the site. Effective typography also ensures that your website will look good on desktop, laptop, mobile and tablet devices.

Phase 7: Training Your Staff (in-person or web based training)

Once your website is ready for you to begin editing, you will be able to easily revise your content as often as needed. Revize will train you on how to operate the Administrative and Content Editor functions so you can manage your website. We typically provide this training on-site; however, we can also provide on-line training for your staff if you prefer. For your convenience, training materials can be downloaded from the Revize website. After training, our friendly and responsive support staff is always here to answer questions and provide training refreshers as needed.

Standard Training Agendas

Basic Administrator Training (How to)

- Sign-in
- Create users
- Assign roles
- Set page level permissions
- Set section level permissions
- Configure and set up workflow approval process

Content Editor Training (How to)

- Sign-in
- Edit page content
- Copy/paste content or add new
- Create a file link
- Create a link to another web page or external web site
- Create a new page and link to it
- Insert/update a picture
- Insert/update a table
- Spell check
- Save and Save as Draft
- History of the page content (content archive)
- Create a survey form or any other type of online web form
- Create navigation pages (top/left menus)
- Create new calendar and create/edit calendar events
- Edit metadata

Advanced Administrator Training (How to)

- Run back-end reports
- Run Google Analytics reports

Training on use of specific Modules included, such as

- Emergency Notification Center
- Public Service Request App
- Web Calendar
- E-Notify
- Quick Links
- Document Center
- Form Center
- News Center

- Frequently Asked Questions
- Request Center
- Bid Posting Center
- Job Posting Application
- RSS
- And more....

Revize Maintenance Covers

- 4 CMS upgrades per year
- Software and modules upgrades (Automatic Install)
- Server Hardware & OS upgrades
- Immediate bug fixes/patches
- Round the clock server monitoring
- Data Center network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Tape backup of all website assets
- Quarterly newsletters on major feature updates
- Regular Webinars on CMS features and usage

Did you know?

Revize has launched hundreds of municipal and county websites large and small!

Phase 8: Final Phase: You Go Live!

At last, your website content is complete and your staff is sufficiently trained! The final phase in the process is to redirect your website domain name from your old site to your beautiful new one. Once this is completed, Revize will closely monitor the transfer for the first 24 hours to ensure that everything is working properly. Any issues that arise will be immediately resolved.

Marketing & Ongoing Consultation

Revize seizes on every effort to make our clients' sites highly visible. We draft press releases for posting on our website and for distribution locally, and will continuously monitor your site after it goes live so that you can take advantage of all marketing opportunities. We also look to submit your site for different awards and recognition competitions to further maximize your site's exposure.

Search Engine Registration and Marketing

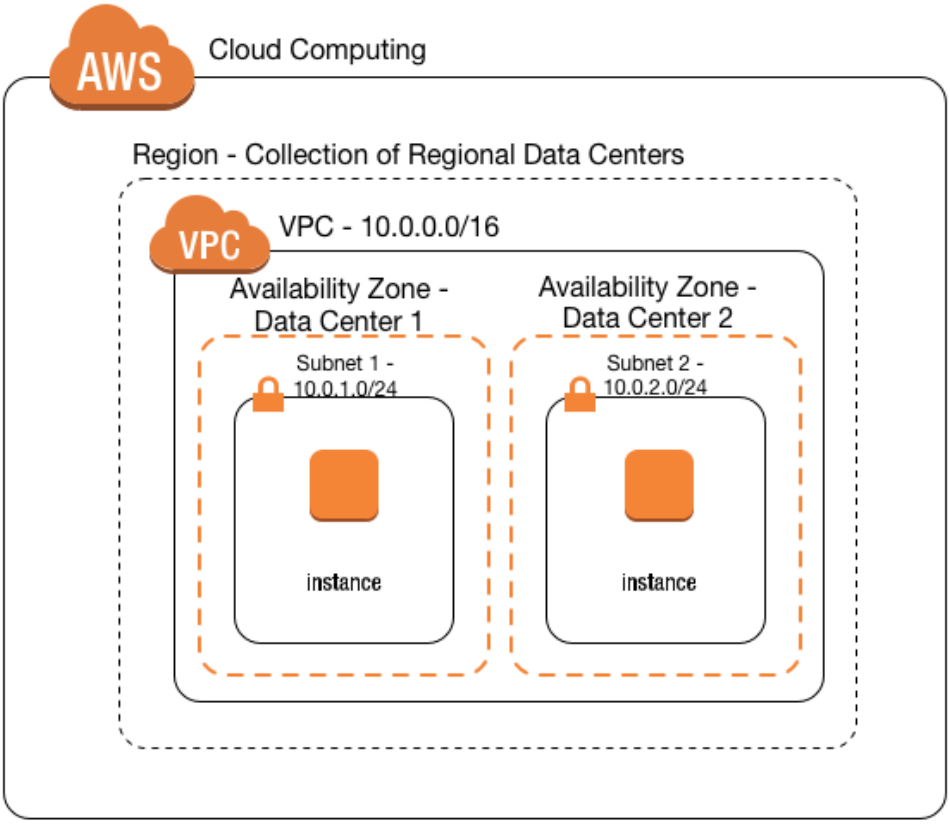
Revize will input all the targeted keywords to make your web pages search engine friendly, thus enabling users to find targeted information when they do a Google, Yahoo or any other search on your site.

Revize Cloud Hosting, Disaster Recovery, & Security

Resilient Hosting:

Revize uses Amazon Web Services (AWS) Hosting Infrastructure that is offered in multiple Regions in the United States and around the World. Each Region is a separate geographic area completely isolated one from another. AWS Regions are connected to multiple Internet Service Providers (ISPs) and to a private global network backbone to offer lower cost and more consistent cross-region network latency when compared with the public internet

A region has multiple, isolated locations known as Availability Zones (AZ). Availability Zones are inter-connected through low-latency links. A Virtual Private Center (VPC) spans across multiple availability zones.



Revize Web Sites are hosted on a Virtual Machine running Windows Server operating system with Internet Information Service (IIS) as a Web Server. Virtual Machine is an EC2 instance in AWS terms is hosted inside a VPC in an availability zone of a pre-

selected region. A number of EC2 are provisioned in multiple locations across the United States inside a Virtual Private Center isolated from the Internet and the rest of Amazon Web Services infrastructure to offer faster access to the end-users and to minimize the impact of an outage, whether of a specific EC2 instance, an availability zone or an entire AWS region.

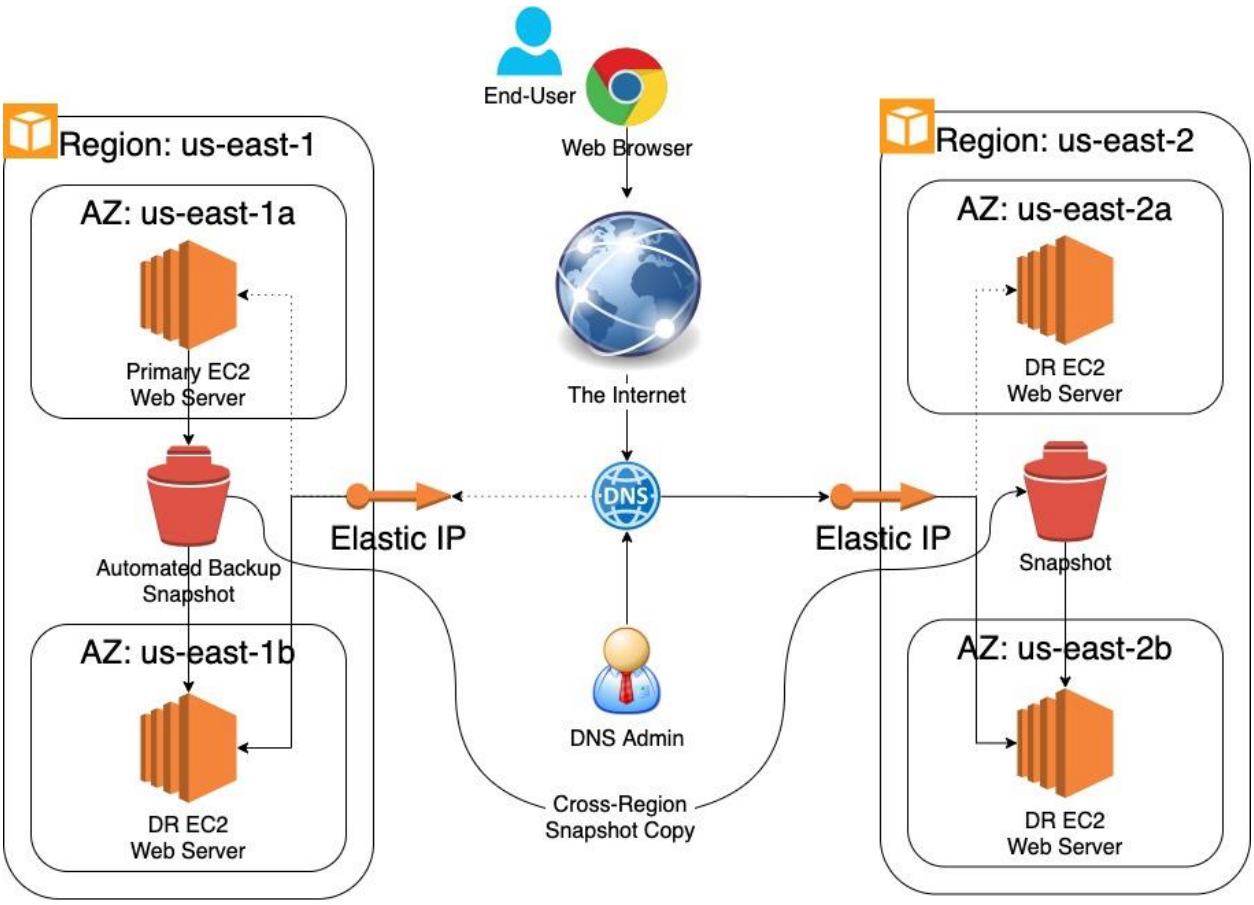
Disaster Recovery:

Windows Web Server virtual disk or EC2 Elastic Block Storage (EBS) is backed up on evry night at 10 PM EST. Additionally, the snapshots or virtual disk backups are subsequently automatically copied between regions to enable cross-region recovery capabilities.

Should a Web Site hosted by Revize and monitored in automated fashion become unavailable, another EC2 instance can be restarted. When that proves insufficient EC2 instance will be reprovisioned in the same availability zone, a different availability zone, or, in a different region using the latest snapshot in the matter of a couple of minutes.

The incoming request, from the Internet traffic, is bound to a static IP address or Elastic IP in AWS terms that leverages NAT to forward traffic to a running EC2 instance private IP address. In the case of an EC2 instance re-provisioned in the same region, whether in the same or a different availability zone, Elastic IP is re-assigned to the new EC2 instance.

Elastic IP is represented to the public internet using CName or A-Host domain name services entry. In case of an EC2 instance or an availability zone failure, no adjustment to domain name service is required. In the case of a regional, wide-spread AWS outage, an EC2 instance is reprovisioned in a different region, re-using the latest snapshot preserving the content as of the last automated backup. However, an Elastic IP is specific to the region and, therefore a change to CName or A-Host configuration is required to point to the disaster recovery regional Elastic IP.



Revize Disaster Recovery Infrastructure Diagram. AZ stands for Availability Zones

Security

Revize takes website security very seriously and we provide our clients with the very best website protection protocols. Our data centers are located on secure premises equipped with card-reader access, security cameras and guards on duty 24/7 to ensure the physical protection from unauthorized entry.

Revize/AWS complies with SOC 1/ISAE 3402, SOC 2, SOC 3, FISMA, DIACAP, and FedRAMP, PCI DSS Level 1, ISO 9001, ISO 27001, ISO 27017, ISO 27018 and other programs. Revize is responsible for securing the content, access to the content on the web server, to snapshots, configurations and infrastructure as a whole.

Our web and network administrators monitor network activity 24-hours-a-day to ensure system integrity and protection against threats such as Denial of Service (DoS) attacks that could corrupt your website or block user access. Maintaining the secure configuration of our web servers is managed through application of appropriate patches and upgrades, security testing, vulnerability scans, monitoring of logs, and backups of data and OS.

Security Controls, SSL, and Active Directory (LDAP)

- Anti-malware software such as antivirus software, anti-spyware software, and rootkit detectors
- Shield Plus Security Bundle to prevent DDoS attacks
- Intrusion detection and prevention software (such as file integrity checking software)
- Host-based firewalls to protect CMS servers from unauthorized access
- Patch management software
- Security and Authentication Gateways
- Content filters, which can monitor traffic to and from the web server for potentially sensitive or inappropriate data and take action as necessary
- HTTPS (Hypertext Transfer Protocol over SSL), which provides encryption and decryption for user page requests that require more secure online transactions
- SSL (Secure Socket Layer) provides an encrypted end-to-end data path between a client and a server regardless of platform or OS
- If you have an existing SSL Certificate we can transfer it to the new website. Otherwise, if included, we will install a new SSL Certificate upon go live.
- Active Directory (LDAP) is compatable with the Revize CMS. It can be set up in a variety of configurations. As part of the process we will work with you to determine which configuration will best meet your needs.

Application Security Authentication

- Role-Based Security: Role-based authentication to add individual user accounts and assign them system roles like Editor, Developer, Administrator, Workflow Approvers, etc., or department roles and empower the department to assign specific roles to users.
- Permission-Based Security: Ability to set up Content Owners/Editors and restrict which site pages they are authorized to update
    - Global & Department Workflow Management: Create workflow management and approval processes where authorized department personnel become approvers

Did you know?

Revize will host your website and CMS in at least two completely separate geographic locations!

Maximum Response Times

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

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
- New and existing user training
- Training refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- E-Newsletter module support
- Automatic upgrades of CMS Modules such as Calendar, Document Center, etc…

Software Maintenance

Revize rolls out two new versions of the Revize CMS, and six to eight product updates every year. The Revize CMS is continuously enhanced to keep pace with cutting edge technologies and industry trends. When a software update or new version is rolled out, Revize will automatically update all servers used by our subscription service clients.

"As a Revize client, you will receive full access to all enhancements to the core components and modules in the Revize CMS at no additional charge."

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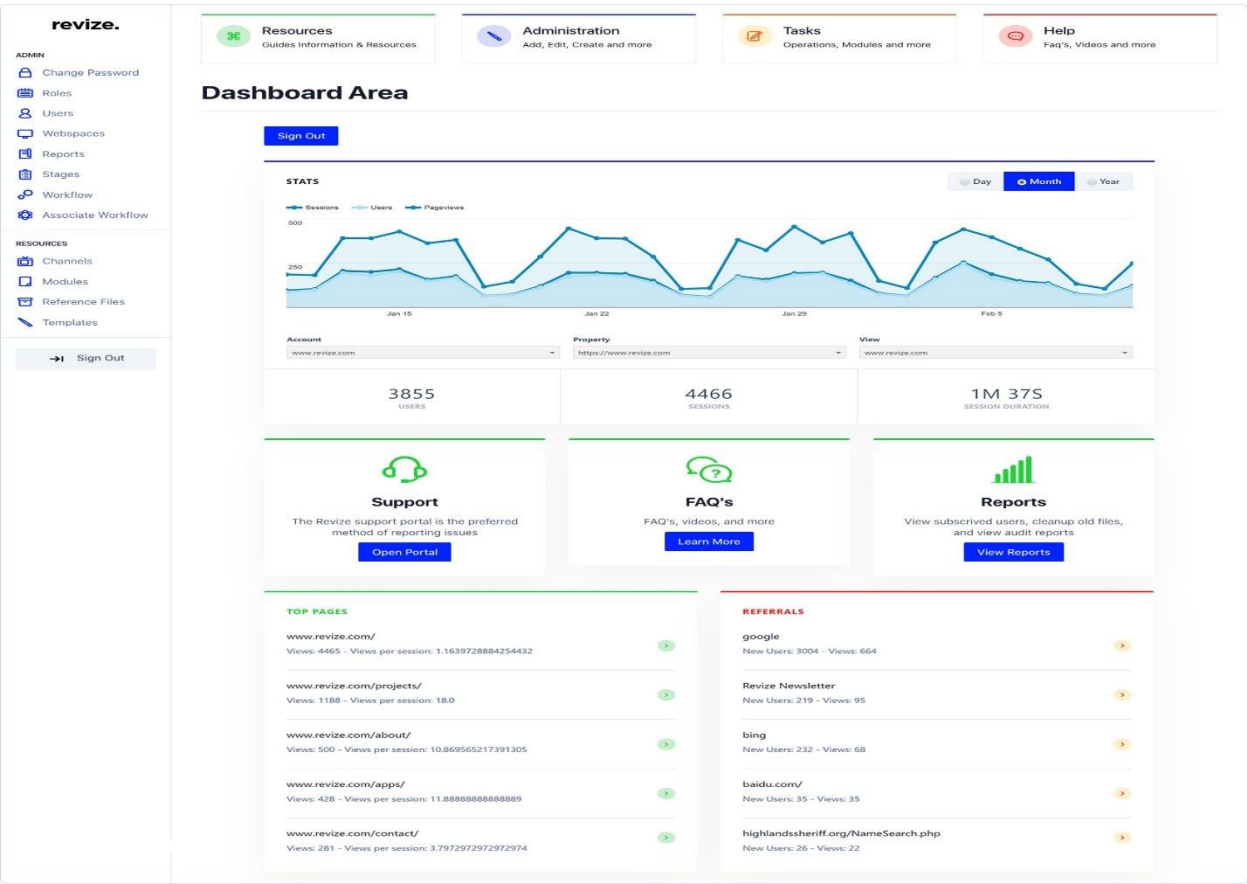
Revize Website Analytics

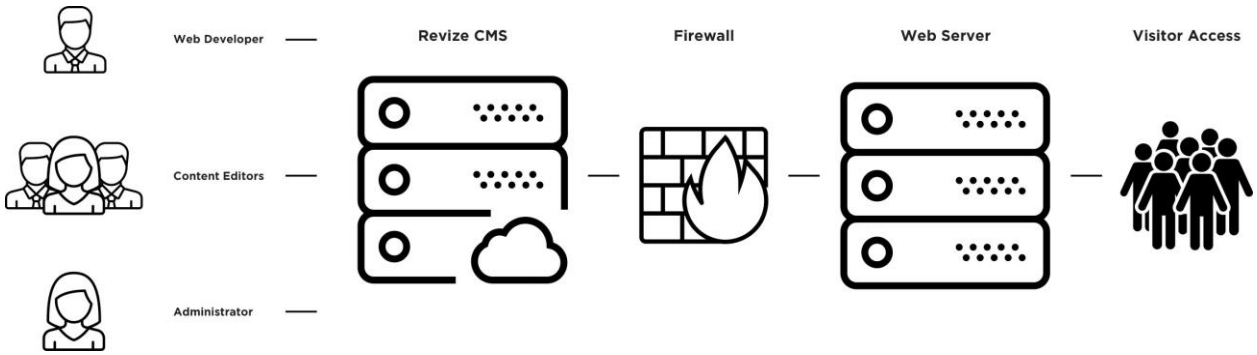
Revize has Custom APIs for Google Web Analytics that is integrated in each of our client's websites. Analytics makes it easy to understand how your site and app users are engaging with your content, so you know what's working and what's not. Revize CMS dashboard for Analytics provides an overall picture of how residents are interacting with your site, which pages/documents are being viewed most, how much traffic you are getting in your site across different geographic regions etc. You can filter and download all sorts of analytics reports for your IT Team and Management to analyze the data and effectiveness of your website content and services offered. Below is a graphical view of our analytics dashboard interface, the data shown is for our own website but this will be replaced by your site data when it's integrated.



Revize Technology Architecture

The Revize Government CMS is a standards-based, open architecture software product without any proprietary restrictions. Revize uses leading technologies to avoid integration problems with existing systems and comes complete with its own Integrated Publishing Engine, Embedded Relational DB, JSP/Servlet Engine, and Application Server.

Revize Intelligent Publishing WCM



"Security, Performance, Redundancy"

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Revize Project Team

Revize understands the importance of having a talented and experienced staff. We are proud of our well-respected team of top notch experts in the field of government website design, development, analysis, content management, training and support. From the first creative concepts through to the design phases, and from site launch to training of personnel and continued support of your website project, we have the right group of seasoned professionals to work with you through the website process and beyond. We are pleased to introduce them:

Thomas Jean

Project Manager

As a project manager, Thomas has managed many award-winning website projects for our clients, including Des Moines, IA – Arcadia, CA – Largo, FL - Oswego County, NY – Kentwood, MI! Thomas has brought to Revize a very special skill set. Not only does he manage some of our highest priority projects, he is also a genuine subject matter expert when it comes to the inner workings of government. As an elected Township Trustee in a Michigan Township, he knows the advantages that come with modernizing the way government does business. With his unique background and education from one of the nation's top universities, Thomas has managed nearly Thomas is uniquely experienced to give an honest and accurate assessment of your community's website needs.

- **Philosophy:** Learn as much as possible about our clients and use that knowledge to help build an amazing website.
- **Education:** BA degree in Political Science from University of Michigan;
- **Expertise:** Government procedure, special projects, public affairs, community development.
- **Role on your website project:** Project Manager

Joseph J Nagrant

Business Development Director

Joseph is an accomplished professional internet and website design consultant with more than 20 years of successful business development and account management leadership experience. He has worked with well over 400 townships, cities, counties, educational institutions, companies, and non-profit organizations. He's a foremost expert in translating technical solutions into compelling living websites and other online community building opportunities. Additionally, he is a board member for Mott Community College (Flint, MI) MTEC Center, IT Advisory Council, Education Advisory Group. He also participates in many government discussions regarding the Internet for government use, including being a frequent guest on WDET (NPR) public radio and in The Detroit News. He has an excellent reputation for building and sustaining effective, long lasting client relationships.

- **Philosophy:** "Put yourself in the client's shoes and do what is best for them."
- **Education:** BS in Electrical Engineering, Lawrence Tech University, MS in Business, Central Michigan University.
- **Expertise:** 29+ years of project, sales and marketing experience with government, education, corporate, and non-profit organizations.
- **Role on your website project:** Supervisor of account management between client and project team.

Ray Akshaya

Technical Director

Ray has 20+ years of extensive technical experience with internet and website solutions. He has worked on hundreds of government, non-profit and educational websites and has a keen eye for web visitor requirements, information architecture, and usability. He is also a long-time veteran of Revize Software Systems and our clients enjoy working with him. In his career, he has deployed and/or assisted with technical solutions for more than 500 websites. When working on a project, Ray always visualizes himself in the client's chair at the closing stages of the project and makes sure that all decisions made on a project are in alignment with the client's vision and best practices for developing the system.

- **Philosophy:** "Work Hard, Help People and Live Honest."
- **Education:** MS in Engineering Science, Louisiana State University, Baton Rouge
- **Expertise:** Client Management, Project Management, Technology Development for CMS & Web Apps
- **Role on your website project:** Technical Director

Samir Alley

Creative Director

Samir has more than a decade of experience in managing web site design projects. He has deployed 360+ municipal websites and has a solid background in web design and the latest web technologies. Formerly with Google, Samir is a leader equipped to handle any kind of sophisticated web project. He is an exceptional communicator with an innate listening skill that gives him the ability to understand and deploy a client's unspoken needs. Samir's blend of creativity, proficiency, and technical knowledge is unsurpassed in the industry.

- **Philosophy:** "Empathy, Focus, and… Impute"
- **Expertise:** Web Project Management - Adobe Design Premium CS5.5: Photoshop, Illustrator, InDesign, Flash, DreamWeaver, Fireworks, HTML, CSS, CSS3, SEO, PHP, JavaScript, MySQL, JQuery and HTML5.
- **Role on your website project:** Graphic design of website and backup support.

Denise Brazier

Project Manager/Trainer

Denise is an educator by nature. Her 20 years of experience in the public school system has made her a master of engaging participants during training. She effortlessly builds effective relationships with all clients. Denise has served as Advisory Counselor, Coordinator, Publicity Director, and Project Manager for several organizations in the education, non-profit and public sectors. She has been appointed to the state's quality committee evaluating organizational policies and procedures for recognition.

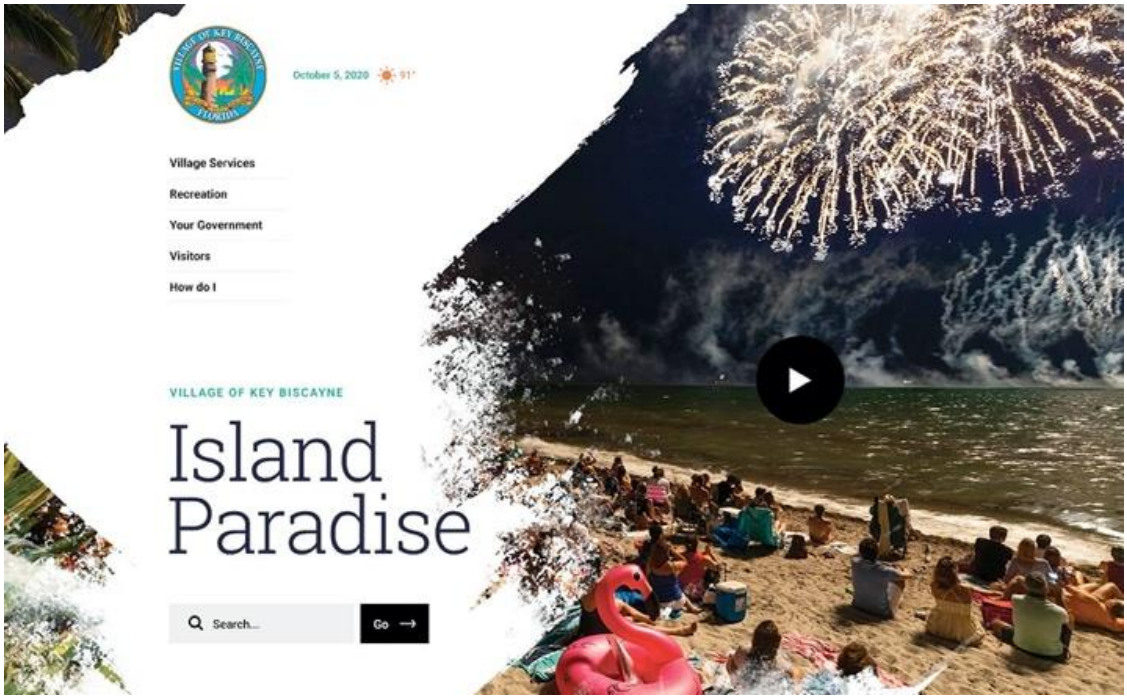
- **Philosophy:** "Always explain things in the terms of your audience to ensure their understanding"
- **Education & Training:** MS in the Art of Education from Marygrove College. Certification in Secondary Education
- **Expertise:** Training, education, teaching, public affairs and project management.
- **Role on your website project:** Trainer for the Content Management toolset and project manager

Did you know?

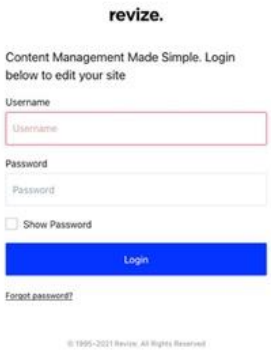
Revize will put together a project team based on the unique needs of your project!

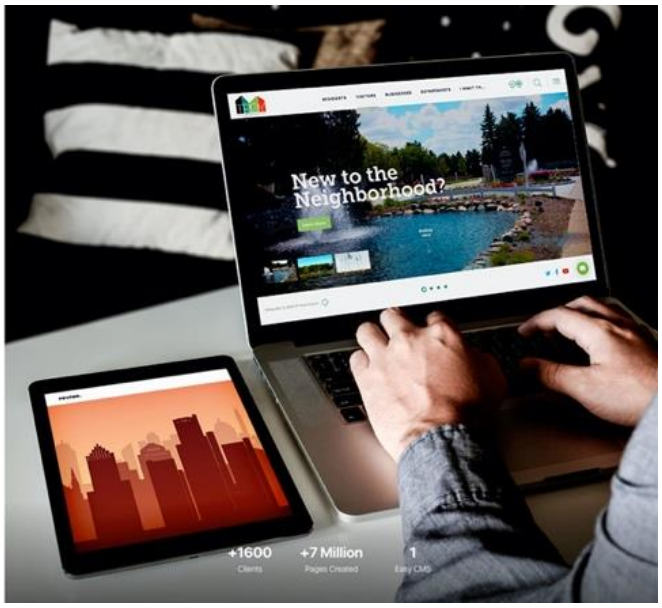
Revize Government CMS User Interface

1. Revize CMS User Interface Home Page

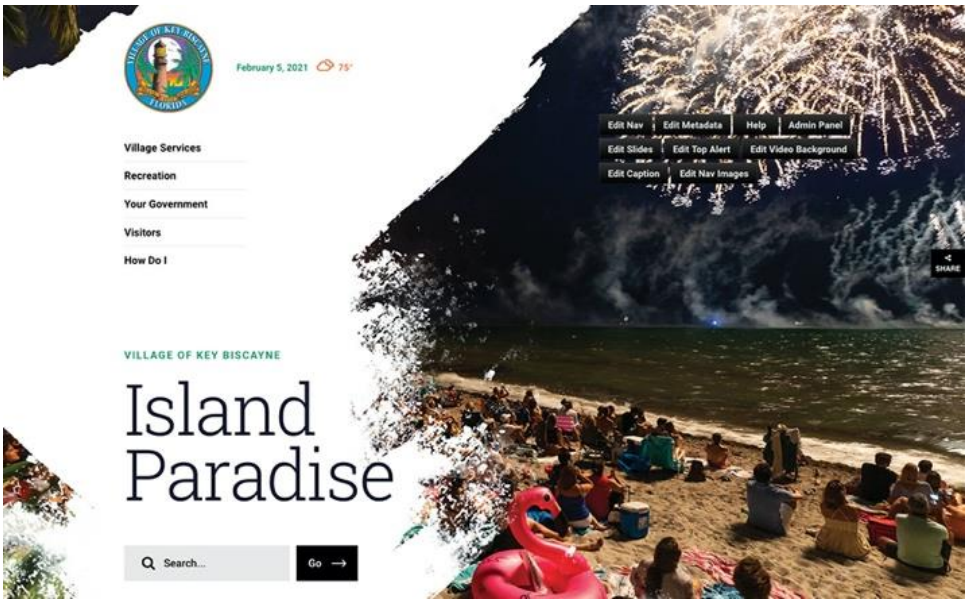


2. Users simply browse to a page that they want to edit, select the Login button, and then insert their Login Name and Password into a login screen as shown below.

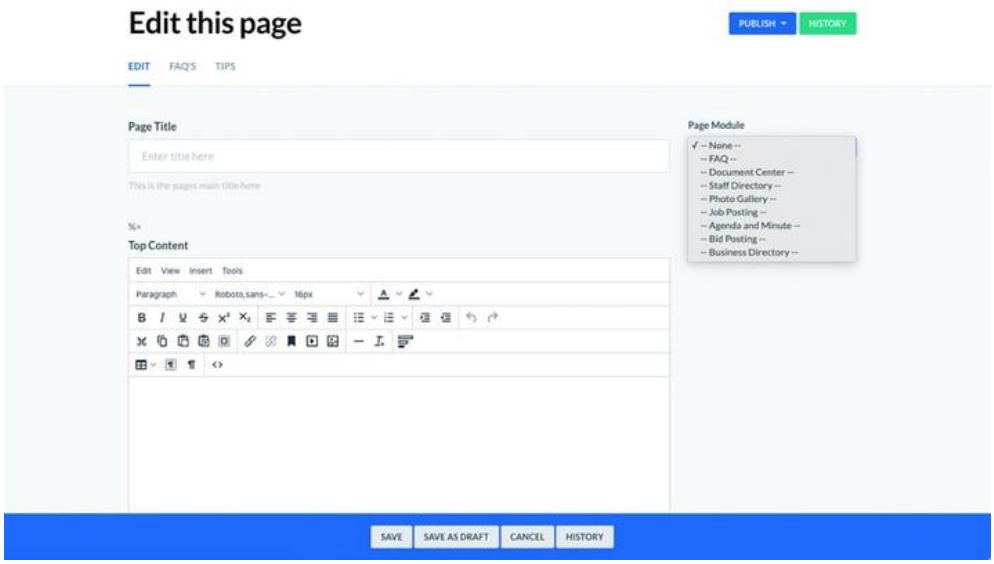




3. Edit buttons appear on the page after the Login executes. Based on users roles/permissions, the appropriate buttons are displayed.



4. The input form appears as shown below. Content Editors can change banner, page heading and the content displayed in the center of the page. Notice the content is changed using a “Word Like” editor.



After the page is “saved”, the page can be sent to an approver for review or immediately published to the web site.

Revize Quote

Phase 1: Project Planning and Analysis, SOW Includes on-site or virtual meetings with town staff, web committee and **SDCO Partners** (to review branding goals)	**$2,500**
Phase 2: Discovery & Design from scratch – One concept, Unlimited rounds of changes, home page template and inner page design and layout, includes Responsive Web Design for great viewing on any size handheld internet viewing device complete with pictures and no need to zoom in on the text!	**$9,500**
Phase 3 & 4: Revize HTML Development & CMS Integration– Set-up all CMS modules listed on the following page with linking to any additional 3rd party web application. You also receive all updates to all CMS modules for the life of your Revize relationship. And you own the technology, design and content!	**$13,200**
Phase 5: QA Testing & Custom Development	**$1,900**
Phase 6: Site map development and content migration Best practices migration according to new sitemap including spell checking and style corrections – Full Migration of all webpages and documents	**$7,700**
Phase 7: Content editing and site administration training	**$2,900**
Phase 8: Go live!	**Included**
Annual tech support, CMS software updates (unlimited users), and website health checks. website hosting included (Unlimited storage space):	**$5,900**
Grand Total (1st year) **Second year and onward investment**	**$43,600** **$5,900/year**

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Payment Options

Revize provides a free website redesign during year four of service!

Optional Payment Plan – The Revize Client First Plan

The Revize Client First Plan offers local governments an alternative payment plan that makes it easier to purchase a new website on your budget and spreads the one-time project design and development costs over a longer period of time.

Through a minimum three-year contract, The Revize Client First Plan dramatically lowers the one-time project development and start-up costs of launching a new website. What Revize does is combine the one-time and recurring fees and spreading them over the life of the contract. And because we value our continuing relationships with our customers, those who extend their contract beyond the three-year minimum will receive a redesign at the end of their fourth year with Revize Free of Charge.

Optional Payment Plan – Three Year Payment Breakdown – Interest Free

Year 1:	1/3rd of project costs + Annual Hosting, Support, Maintenance
Year 2:	1/3rd of project costs + Annual Hosting, Support, Maintenance
Year 3:	1/3rd of project costs + Annual Hosting, Support, Maintenance
Year 4:	Annual Hosting, Support, Maintenance (Optional) Includes Free Redesign

Included Features

The Following Applications & Features will be integrated into Your Website:
In addition to the Government Content Management System that enables non-technical staff to easily and quickly create/update content in the new web site, Revize provides a suite of applications and features specifically designed for municipalities. All of those apps and features are fully described in the following section. The applications and features are grouped into five categories:

- 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

- Notification Center with Text/Email Alerts
- Bid Posting
- Document Center
- Email Notify
- FAQs
- Job Posting
- Multi-use Business Directory
- News Center with Facebook/Twitter Integration
- Online Forms
- Photo Gallery
- Quick Link Buttons
- Revize Web Calendar
- "Share This" Social Media Flyout App
- Sliding Feature Bar
- Language Translator

Citizen's Engagement Center Apps

- Citizen Request Center with Captcha
- Public Service Request
- Online Interactive Forms (Public Records Request App)
- Citizen Connect (Community Blog)
- Online Bill Pay
- RSS Feed

Staff Productivity Apps

- Agenda Posting Center
- Job Posting App
- Image Manager
- iCal Integration
- Intranet
- Link Checker
- Menu Manager
- Online Form Builder
- Staff Directory
- Website Content Archiving
- Website Content Scheduling

Site Administration and Security Features

- Audit Trail
- Auto Site Map Generator
- 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
- Alt-Tags
- Responsive Website Design (RWD)

Revize Support Includes

- 8 AM – 8PM EST Phone Support (Monday thru Friday)
- 24X7X365 Portal and Email Support
- Staff provides assistance and answers all questions
- Dedicated support staff
- New/existing user training
- Free Training Refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- E-Newsletter Module support
- Automatic upgrade of CMS modules, such as Calendar, Document Center, etc.
- Four major CMS upgrades per year
- Software and modules upgrades (automatic install)
- Server hardware and OS upgrades
- Immediate bug fixes/patches
- Round the clock server monitoring
- Data Center Network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Tape backup of all website assets
- Quarterly Newsletters on major feature updates
- Regular webinars on CMS features and usage

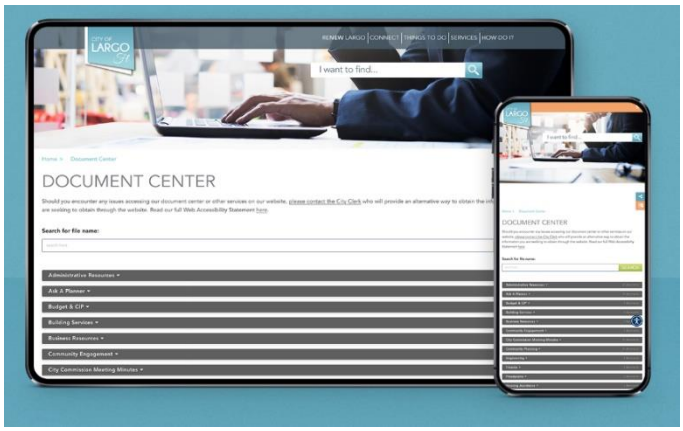
Did you know?

Revize updates your Content Management System an average of 4 times per year!

Citizen's Communication Center Apps

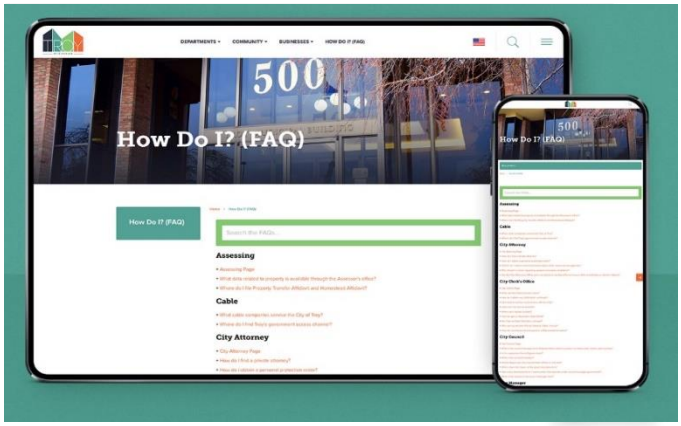
DOCUMENT CENTER APP

Revize helps clients save thousands of dollars each year in employee time and resources with our Document Management Center. Using this module you can create and archive the documents your site visitors need: applications, brochures, manuals, policy and data sheets, research papers, meeting minutes, and more. By providing all of your documents online, your site visitors can access them 24/7 – usually within two clicks -- and you won't incur any printing or postage costs.



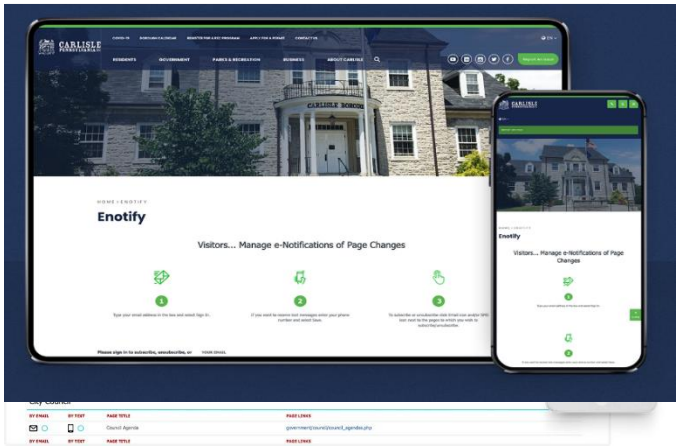
FAQ

FAQ's make it easy for site visitors to find answers to common questions and will greatly decrease the number of calls coming into your switchboard each day. In fact, within six weeks of a Revize website launch, our clients typically experience a significant decrease in the number of daily phone calls… some by as much as 23%!



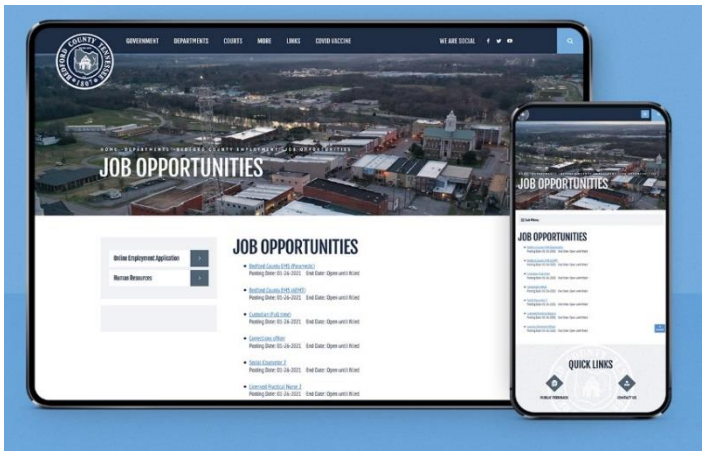
E-NOTIFY

Many of our municipal clients include an email/text notification option on their Meeting Minutes and Meeting Agendas pages so that interested citizens can sign up for automatic updates anytime there is a new posting.



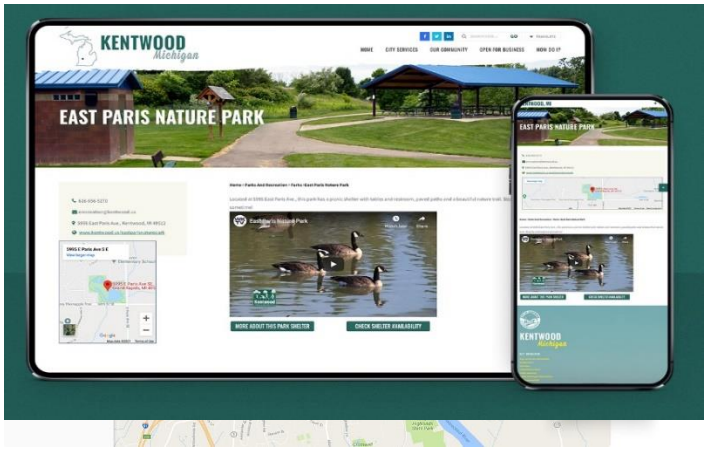
JOB POSTING

Revize's job postings app allows your site visitors to view and apply for open positions online. Postings are removed automatically based on the job expiration date input by your HR personnel. You can provide as much detail as you like and link to or upload any number of files that fully describe the job position. Best of all, with the form fill interface, new openings can be posted in minutes by non-technical staff.



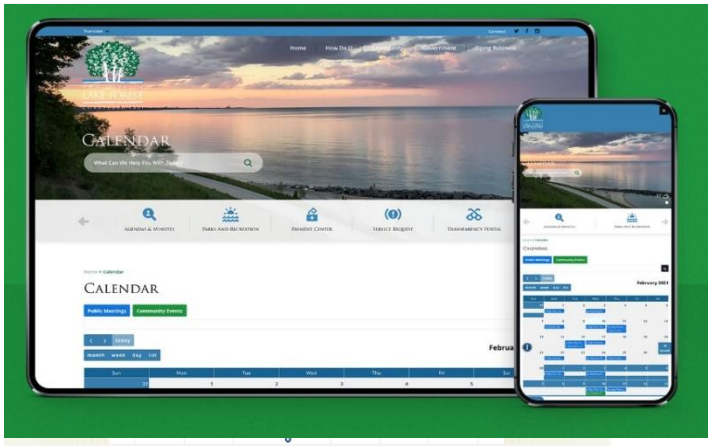
INTERACTIVE MAP

Not only does the Revize CMS ensure that your site is easy for visitors to navigate, we've made it even easier for them navigate the real world surrounding your location. Specific buildings, parks, bike paths, mass transit stations, nearby businesses, tourist attractions, parking lots, voter polling locations, and more are incredibly easy to identify with the familiar Google Maps highlighted with Pins.



CALENDAR APP

The Master/Sub Calendar provides an easy-to-use tool to enhance usability and encourage the communication of events both internally and externally. It provides visibility and transparency into activities, meetings, and events with a visually appealing display and easy to find event contact information. The ability to insert recurring events saves time by allowing you to create the event once then repeat automatically; great for Board and City Council meetings.



NOTIFICATION CENTER

You can't fool or control Mother Nature. But you can protect members of your community from her wrath. Posting e
mergency notifications on your home page, any other page, or throughout your site, this module allows your content editor to accurately explain the situation and instruct members of your community on the next steps to take.

BID POSTING

The Bid Postings App provides a simple and easy-to-use method for organizing and presenting bids, RFPs and RFQs online for vendors or local contractors interested in providing products and services to your community.

BUSINESS DIRECTORY

Ideal for municipalities, chambers of commerce or any membership organization, this module allows you to easily create and maintain a searchable directory for either members or businesses within the website. Listings can be added, removed and categorized by non-technical staff in a simple table interface.

NEWS CENTER WITH FACEBOOK INTEGRATION

Many of our municipal clients include an email/text notification option on their Meeting Minutes and Meeting Agendas pages so that interested citizens can sign up for automatic updates anytime there is a new posting.

ONLINE FORMS

Using this module, you can create -- from scratch -- an unlimited number of online forms on any page of your site using various field options such as long answers, radio buttons, drop-down lists, multiple choice, etc. Having online web forms provides a quick and easy alternative for users to communicate with you and provide important feedback, opinions or complete tasks online. These forms can be used to have web visitors contact you with questions, comments and requests, give feedback, volunteer, or to sign-up for various events, activities or programs.

QUICK LINKS

The Quick Links module allows site visitors to navigate to their areas of interest, much like FAQs. Examples for users: Where do I... Get Registered for Summer Camp Where do I... Get a Marriage License.

SHARING APP

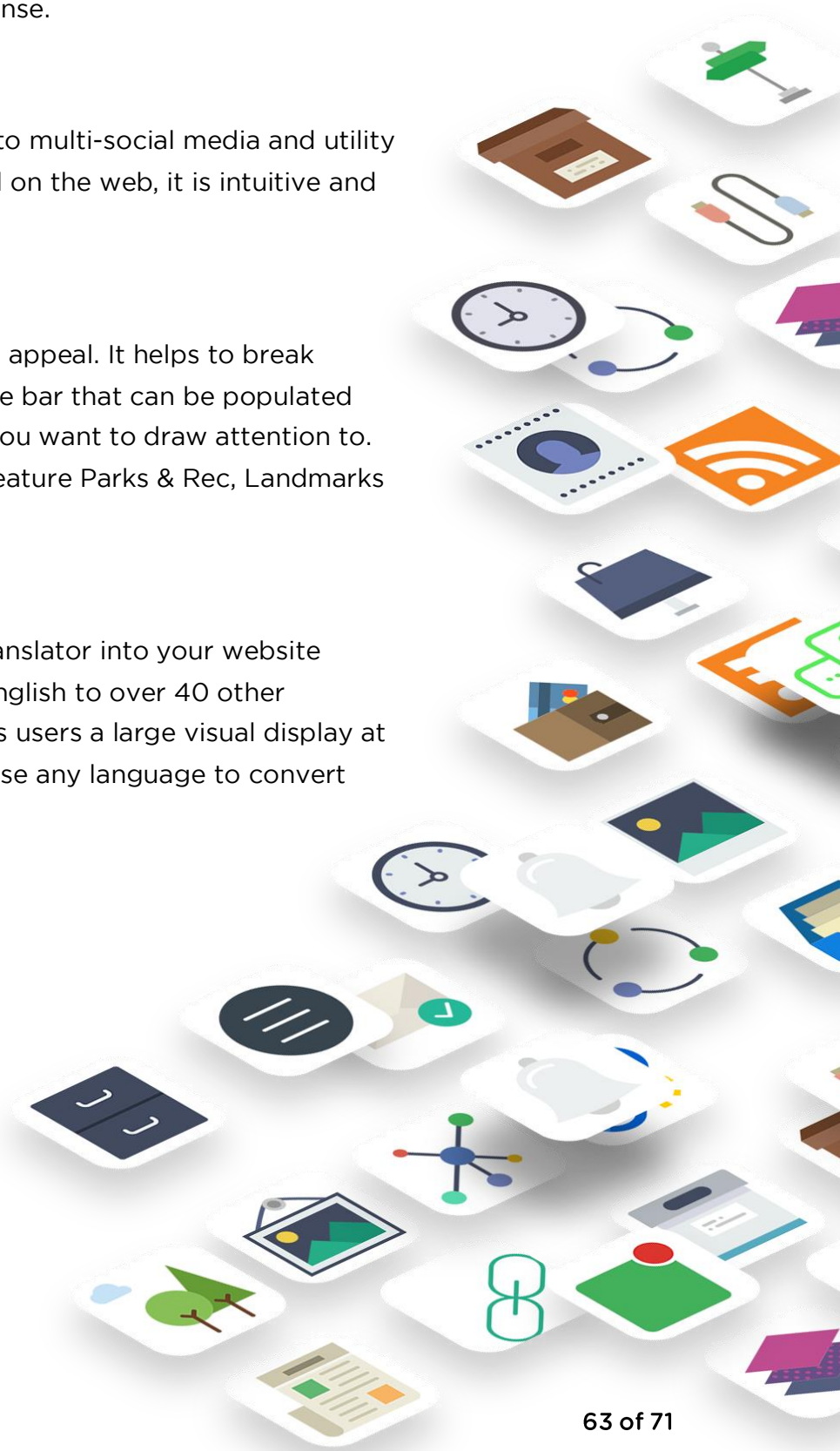
Provides a one click drop down to multi-social media and utility buttons. A common widget used on the web, it is intuitive and easy to use.

SLIDING FEATURE BAR

This feature is a mainly for visual appeal. It helps to break up pages with an interesting slide bar that can be populated with any subjects or areas that you want to draw attention to. For example, you may want to feature Parks & Rec, Landmarks and Tourist Attractions.

TRANSLATOR

Revize integrates the Google Translator into your website templates and translates from English to over 40 other international languages. Provides users a large visual display at the top of the web page to choose any language to convert the text into.



Citizen's Engagement Center Apps

PUBLIC SERVICE REQUEST APP

This app allows residents to submit requests based on a map view. Each time an issue is submitted, a staff member will receive an email notification. From there they are able to respond directly to the requests. Photo submission, automatic esclation, mobile app integration, and archived reporting make this one of our most powerful features!

CITIZEN REQUEST CENTER

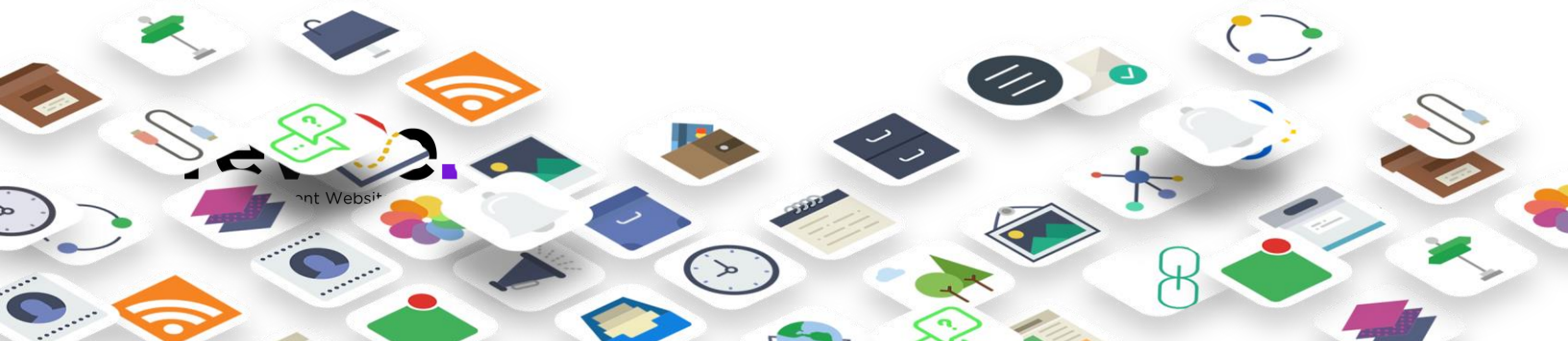
This app allows customers, residents, participants, students, or any website visitor to post requests online. By the use of a drop down menu, individuals can forward the request, idea, or comment to the party of interest. That item is then forwarded via email to the proper recipient. You can add or delete department names as well as individuals in the drop down menu at any time. Captcha is integrated to ensure each request is genuine and not a spam.

PUBLIC RECORDS REQUEST TRACKER

This app allows public to order copies of the public records maintained by a municipality. The request is routed to the record custodian within a department and automated response is generated with a unique tracking number. The system allows the full tracking, correspondence and online handling of all types of public record request. The record request form is very flexible and customizable for every municipality.

CITIZEN CONNECT

This app helps open up the lines of communication between administrators and their constiuents, increasing transparency and contiuent interaction. It is a blog that features the option to allow constiuent comments for feedback (comments can be moderated before being published to the website).



PARKS RESERVATION

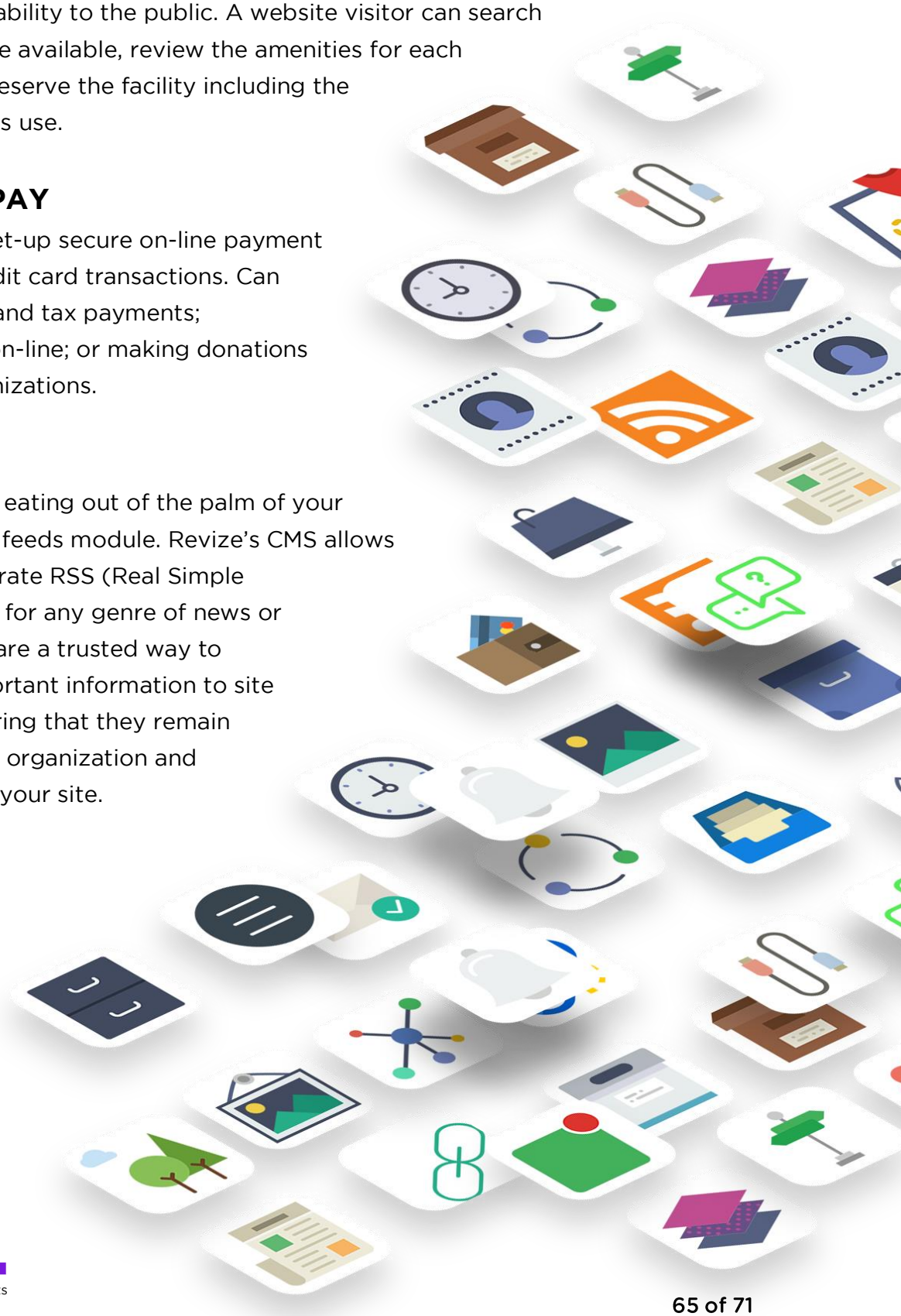
This app allows the display of parks shelters and their amenities and to manage their availability to the public. A website visitor can search for facilities by type available, review the amenities for each facility and easily reserve the facility including the option to pay for its use.

ONLINE BILL PAY

Allows clients to set-up secure on-line payment processing for credit card transactions. Can be used for utility and tax payments; Purchasing items on-line; or making donations to non-profit organizations.

RSS FEED

Site visitors will be eating out of the palm of your hand with our RSS feeds module. Revize's CMS allows customers to generate RSS (Real Simple Syndication) feeds for any genre of news or events. RSS feeds are a trusted way to communicate important information to site visitors while ensuring that they remain engaged with your organization and regularly return to your site.



Staff Productivity Apps

AGENDA POSTING CENTER

Using this app, you can upload agendas, meeting packets, meeting minutes, proposals for review, and more, all into one area on your website for easy access and review before, during, or after each meeting. Old meeting agendas and information are archived per meeting for quick access at any time.

JOB POSTING APP

This app allows you to post a job and receive resume submissions online. Candidates can fill in all the fields and submit the job application online. Once the job application is submitted, a link to the filled in application form will be emailed to the responsible HR person which they can view, print and file for their records.

IMAGE MANAGER

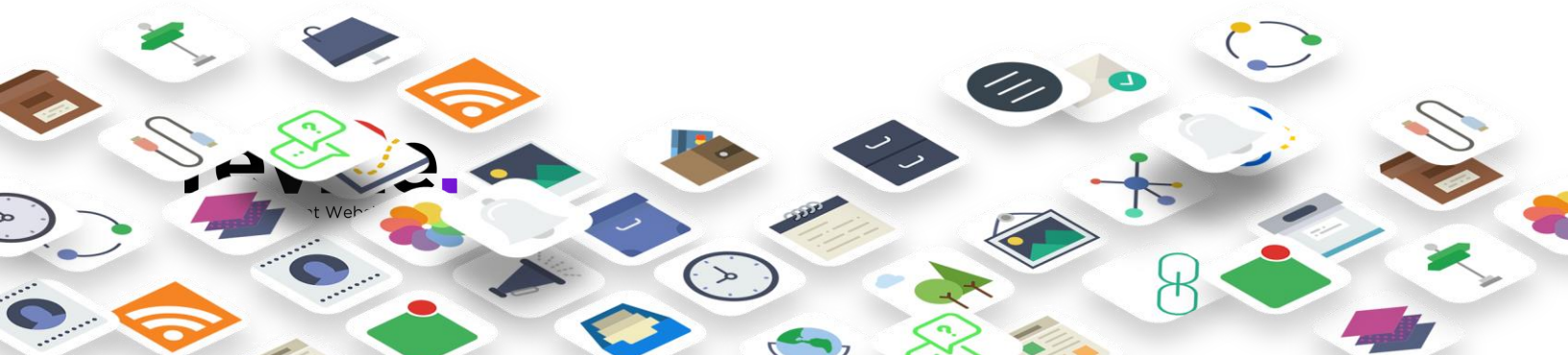
Allows approved staff to upload images from their computer or network folders. This very simple interface allows you to upload new pictures and stores uploaded pictures for reuse. Each department can create their own image folders and organize image libraries by department. Also, obsolete images can be deleted from the image library.

INTRANET

Provides a Dynamic CMS-enabled area with secure login to build out an entire Intranet for employee specific information only. It benefits your employees to have an internal organization landing page that can be updated with news, events, alerts and many of the same modules used on the extranet.

LINK CHECKER

When a new link is created, the Revize system checks if the URL (link) is valid or not. If not, an error message will be displayed. This benefits the Content Editor by double checking bad links before they are saved on your website.



MENU MANAGER

Allows approved content editors to add or edit site-wide top navigation, department or section specific links (e.g. left or right navigation). This feature gives you control to change and update the Navigation menus of your website for continuous improvement.

NEWS LETTER APP

The system allows non-technical staff to build attractive, informative newsletters and disseminate them with one click to everyone on your distribution list. Activity metrics include emails sent successfully to help you validate email addresses. The application provides the ability to import contact lists, upload images, add groups, assign contact lists to groups, as well as export lists.

ONLINE FORM BUILDER

Having online web forms provides a quick and easy alternative for users to communicate with you and provide important feedback, or complete tasks online. These forms can be used to have web visitors contact you with questions, comments and requests, give feedback, volunteer, or to sign-up for various events, activities or programs.

WEB CONTENT ARCHIVE

Your site history will never be a mystery because all content edits for your site are archived on the Revize CMS database. Your content editors can click on the History button to view previous versions of a particular page or content block from your site.

WEB CONTENT SCHEDULE

This feature eliminates the possibility of having dated or past events being promoted on your site AFTER the event has passed, thus potentially undermining the perceived accuracy and currency of the site's content in the minds of your audience.

AUDIT TRAIL

This is a powerful administrative tracking tool that provides reports on the content change activities of any webpage within the system. The administrator can gauge how often the site is updated, which departments are most active; and also use the audit trail for recovery of data if necessary.

AUTO SITEMAP TOOL

Revize CMS provides this tool to automatically generate a sitemap. Anytime a new page is added or deleted from the system, the sitemap will republish to show the change. An up-to-date sitemap is very critical to boost the ranking of your website in different search engines.

HISTORY LOG

Administrators can view all the archived versions of any web page and restore any old/archived page. It is a very useful feature for referring to any archived legal documents or press releases.

ROLES/PERMISSION SETUP

Our CMS uses a role based authentication system where you can add individual user accounts and assign them system roles like Editor, Developer, Administrator, Workflow Approvers etc., or you can add roles for each department and assign department-specific roles to each user.

SECURE SITE GATEWAY

Provides a secure login area for either users of an intranet or users to access information not available to the general public. Once users are set-up with a secure login ID, they can manage their own password changes as necessary.

WEBSITE STATISTICS

Revize integrates Google's Web Analytics tool to track number of site visits, website traffic sources, etc. Your website administrator can run various reports to collect important data on the usage of your website.

WORKFLOWS BY DEPARTMENT

Provides a method for Supervisory Oversight of content updates. The process allows an authorized "approver" to compare the current page with the proposed new page content (side-by-side) for easy review and comparison.

"Our innovative solutions are custom-tailored to meet the needs of each individual client."

Did you know?

Revize installs new features into your content management system on a rolling basis!

Mobile Device and Accessibility Apps

ALT-TAGS

Use of alt tags for images, a required part of the Revize CMS image manager feature, allows vision impaired individuals to understand the content of the image.

FONT SIZE ADJUSTMENT

Provides the ability for users to change font size by clicking button to reach their desired size. Helps those with low vision to easily read information on your website.

RESPONSIVE WEB DESIGN

Revize uses pixel rendering Responsive Web Design to accommodate better viewing of text and graphics for any size screen, i.e., smart phones, tablets, iPads and iPhones.

revize.
The Government Website Experts

revize.
The Government Website Experts

Thank you

For Considering Revize

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