



CITY OF NORTH POLE
Regular Meeting
June 6, 2022
Via Zoom
125 Snowman Lane, North Pole, Alaska
www.northpolealaska.com

Monday, June 6, 2022
Committee of the Whole: 6:30 PM
Regular City Council Meeting: 7:00 PM

MAYOR

Michael Welch
907-488-8584

CITY CLERK

Melissa Dionne
907-488-8583

COUNCIL MEMBERS

Santa Claus – Mayor Pro Tem	907-388-3836
DeJohn Cromer – Deputy Mayor Pro Tem	907-347-2808
Aino Welch – Alt. Deputy Mayor Pro Tem	907-488-5834
David Skipps	907-750-5106
Jeffrey Jacobson	907-460-7733
Anton Keller	907-987-2548

1. Call to Order/Roll Call
2. Pledge of Allegiance
3. Invocation
4. Approval of Agenda
5. Approval of the Minutes from 5/16/2022
6. Communications from the Mayor
7. Council Members Questions of the Mayor
8. Communications from Department Heads, Borough Representative, and the City Clerk
9. Ongoing Projects Report
10. Citizens Comments (Limited to five (5) minutes per Citizen)
11. Old Business:
None

12. New Business:

- a. Request to Approve the Renewal Contract with RISQ for Employee Health Benefits
- b. Request to Approve the Contract with Revize for the City of North Pole's New Website

13. Council Comments

14. Adjournment

How to Offer Public Testimony at Council Meetings

Written testimony is encouraged. You may submit your comments by calling the Clerk's Office at 907-488-8583 or by sending an email to MDionne@northpolealaska.org prior to 1:00 p.m. the day of the meeting. Please indicate which agenda item you are providing written testimony for. Examples: Ordinance or Resolution number, agenda item#, or description of subject.

To sign-up for **telephonic testimony** call the Clerk's Office at 907-488-8583 or email MDionne@northpolealaska.org prior to 1:00 p.m. the day of the meeting. Please indicate that you wished to be called, for what item you will provide testimony on, and what number you can be reached at.

All NPCC meetings are held virtually. We are live streaming to the City of North Poles' Facebook page and the recording will be available the next day on the City of North Poles' YouTube channel.

Inquiries concerning ADA compliance or accommodations should be directed to the City Clerk.



Committee of the Whole – 6:30 P.M.
Regular City Council Meeting – 7:00 P.M.

A regular meeting of the North Pole City Council was held on Monday, May 16, 2022, via Zoom.

CALL TO ORDER/ROLL CALL

Mayor Welch called the regular City Council meeting of Monday, May 16, 2022, to order at 7:00 p.m.

Present:

Michael Welch – Mayor
Santa Claus - Mayor Pro Tem
DeJohn Cromer - Deputy Mayor Pro Tem
Aino Welch – Alternate Deputy Mayor Pro Tem
Anton Keller
Jeffrey Jacobson
David Skipps

PLEDGE OF ALLEGIANCE TO THE U.S. FLAG

Led by Melissa Dionne

INVOCATION

Given by Aino Welch

APPROVAL OF AGENDA

Mr. Claus *moved* to approve the agenda of May 16, 2022

Seconded *by* Ms. Welch

On the amendments

DISCUSSION

None

PASSED

Yes: 7 – A. Welch, Claus, Keller, Cromer, Skipps, Jacobson, Welch

No: 0

APPROVAL OF MINUTES

Mr. Jacobson *moved* to approve the minutes from the 5/2/22 meeting

Seconded *by* Mr. Claus

DISCUSSION

None

PASSED

Yes: 7 – A. Welch, Claus, Keller, Skipps, Cromer, Jacobson, Welch
No: 0

APPROVAL OF MINUTES

Mr. Welch *moved* to approve the minutes from the 5/9/22 meeting
Seconded by Mr. Skipps

DISCUSSION

None

PASSED

Yes: 7 – A. Welch, Claus, Keller, Skipps, Cromer, Jacobson, Welch
No: 0

COMMUNICATIONS FROM THE MAYOR

- Mayor Welch recognized the student of the month, Lillian Rummer.
- On the 12th of May he was out at Aurora Point, the 354th had a private pre-celebration there prior to the main celebration at Eielson the next day.
- On the 13th he was at the Police Memorial event that the NPPD hosted at the Memorial Park here in North Pole. He was a keynote speaker and was honored to have had that chance to speak about Trooper Gabe Rich, who was previously a NP police officer. Later that day he was out at Eielson at the F35 fighter celebration.
- Last week he hosted Latitude 63, along with Brent Sheets with NETL and Jerry Koerner with Jericho real estate. They were talking land deals at Brookside Park and growth. He will let the Counsel know as plans progress.
- Next week he is supposed to be heading to Wasilla for some medical appointments. The following week he has been asked to speak on a panel for NETL talking about the central heat plant and financial ramifications of that. On the 24-26th if he is able, he will be at the governor's sustainability conference in Anchorage. He will be attending the sections there that he feels will most benefit the city.
- He let everyone know that our new Director of City Services, Danny Wallace, will be here for his first day on the 25th.
- Also the accounting staff is away this week for training for Tyler.

COUNCIL MEMBER QUESTIONS OF THE MAYOR

- Mr. Jacobson asked about the documents included in the packet from Revize that was included in the packet.

The Mayor let him know that the Clerk will be talking about this quote during her time tonight.

COMMUNICATIONS FROM DEPARTMENT HEADS, BOROUGH REPRESENTATIVE AND THE CITY CLERK

Police Department, Chief Dutra

- Police Memorial Day at the Trooper Gabe Rich and Trooper Scott Johnson Memorial Park. Thank you to all that attended. I would also like to mention that APOA paid for the tents and heater and food for the event. The event was well attended by approximately 100+ people. Thank you Mayor Welch, Councilman Claus and Melissa and Elly for coming to support.
- I spoke at the Eielson AFB National Police Week kickoff meeting as their Honorary Commander. It was a privilege and an honor to speak to these fine folks. NPPD also helped escort their ruck sack march from Eielson AFB to the Trooper Gabe Rich and Trooper Scott Johnson Memorial Park.
- Two new vehicles are being delayed due to one item the Watchguard cameras. Delayed manufacturing of 6-8 weeks. Got the cars but can't get cameras....
- Training in Anchorage was amazing. It is some of the most important training a Police Chief could have. Judging UOF by police officers is critical to making sure the community receives an adequate evaluation and the officers receive an educated decision rather than a politically motivated uneducated.
- Hiring – one in final phase and 2 in process
- Kudos to Elly and Melissa for their efforts to organize the archive room and started working on the council chambers. It is amazing to see the energy and enthusiasm for cleaning up and Elly is going full speed on the several critical projects.
- Torch Run is at Chena Lakes at 1000 am. Come run a 5k then go eat a hotdog at NPPD.

The Mayor asked about the torch run and how you can donate money to it.

- Chief Dutra said that you can find details on donating online.

Mr. Keller asked Chief Dutra about the training that he went to and how often the training was offered. He asked if there was a possibility that other officers would have a chance to go to this training

- Chief Dutra said that this training was great and feels like it would even be a good addition to the police academy. He also shared that the APOA Crime conference will be in Fairbanks in 2 years, and he will be encouraging them to add this training to the agenda.
- Chief Dutra also wanted to mention that Senator Meyers forwarded an amendment for the police training facility. It was voted down 6 to 13. He thanked Senator Meyers for bringing it forward and said that they would be focusing their efforts on education and outreach to the senators who voted it down.

Fire Department, Chief Heineken

- This last week the fire station has had 4 of the 7 new bay doors installed. We ordered seven doors last winter and have been waiting for them to arrive in Fairbanks. The remaining three doors have not arrived in Fairbanks and will be installed once they arrive. The new doors were all installed on the front of the building giving the fire station a clean new look.
- The hiring/promotion process to fill the open Engineer position has concluded. I would like to congratulate Parker Jarvis on his promotion to the rank of Engineer. Parker has been with NPPD for the last year at the rank of firefighter and has been found to be highly qualified and prepared for his new position.
- The firefighter position vacated by Engineer Jarvis has also been filled. I would like to congratulate our resident firefighter Ian Watson; Ian has accepted a conditional offer and upon completion of a firefighter physical will be scheduled to start working sometime around June 1st. Firefighter Watson has

been a resident firefighter with our fire department and has made great progress with becoming EMT and Firefighter certified over the last 18 months.

- One last reminder about the fire department open house this coming Saturday. The weather forecast is looking good, and we hope to have a large turnout for the event. If you have time, please plan to spend part of your day getting to know your fire department.

The Mayor asked Chief Heineken about HB55 and his thoughts on it. The Mayor said that he is pretty sure that it will not pass because the state doesn't know how they will fund it yet.

- Chief Heineken said that he has been a supporter of HB 55 for a while. He gave a brief explanation that it is a bill that would alter PERS for the Police and Fire employees. It would give them a defined benefit retirement system after 25 years, and not the 30-40 years like it is set up now. He said that he personally supports it.

Ellen Glab, HR and Special Assistant to the Mayor

HR Update:

- I am working with Chief Dutra, Chief Heineken, and Melissa on the Policy Manual. We have reviewed and are finishing updates to the first 9 sections. I have finished this revision and am planning a meeting to go over the revisions with them. I have also completed the forms for the different items that needed them in the manual so that tracking is consistent.
- I posted and received many resumes and applications for the Utilities Assistant Position, Summer Hire for Public Works, and Fire Department Admin.
- We have filled all 3 positions authorized for the Summer Hire for Public Works.
- I will be sitting down with Marty and Paul to go over the applications for the Utility assistant position sometime this week.
- The Fire Department Admin Position will close on the 23rd and I will work with Chief Heineken and Deputy Chief Chambers to review the applicants for that position.
- I have met with the different departments to find out what training they are currently receiving and have set up a training platform with RISQ to provide the necessary training for workplace safety. I have sent out the first of the training to all staff members including the council to complete 1 a month most of the training are less than 15 min long. I am notified when each person completes the training. I have also added training for both Utilities and Public works based on discussions with their department supervisors.

Moose Creek Update:

- At the end of last month, I completed the February and March monthly reports that were needed to get the city back on track after Mr. Butler retired. I will be working on April's monthly report at the end of this week.
- Moose creek has had little construction done through the winter but expects to be picking back up shortly to complete the project before the end of this year.

- I have been sitting in on the meetings for the two months and there are still 3 consideration payments out that have not been cashed. I have gotten the contact information so I can try to reach out to these individuals before the project is complete.
- The new Antennas that are needed have been ordered but looks like it might be August before they get here.
- I am working with Respect Staff to keep this up to date and on time while in transition to the new Director of City Services.

The Mayor thanked Ms. Glab for all of her hard work so far and echoed that she is doing a good job.

Ms. Welch asked which trainings had been sent and said that she received the first and would go check her Spam folder for the rest.

Finance

- Ms. Fogarty is traveling for work this week and will not be here for the meeting.
- The Mayor shared that he did sign the audit contract and they have communicated to him that the audit should be completed by June 30 and he anticipates that will be able to share it with the Council at the July 5th meeting.

Borough Representative

- Ms. Welch was unavailable to attend the last borough meeting due to another Council conflict that she attended with the Mayor.

City Clerk's Office, Melissa Dionne

- Ms. Dionne reminded everyone that she would not be here for the next Council meeting and the Ms. Glab would be filling in for her.
- Included in the packet for this meeting were 2 proposals from Revize. The first was the proposal for a basic 'stock' site that we could customize and make our own. Also included was the quote for a fully customized website. Revize gave us a terrific deal in hopes of getting this account and it such a good deal Ms. Dionne didn't want to not share it tonight. She urged the Council to really consider it, that a custom website would be such a strong tool for the city to use for recruitment and tourism even that we should really consider going with it.

Mr. Cromer asked about the ongoing fees associated with the site and if that was a locked in price.

- Ms. Dionne aid that the contract would be for 5 years, so that hosting price dollar that covers updates and security and hosting the site will be locked in for 5 years. But that is the normal price, the part that we got the deal on was the design fee part.

Mr. Jacobson shared that he really believes that the little bit more money for the custom site is well worth it.

- Ms. Dionne said that she also included some additional information on the security that Revize offers. Cyber security has been an issue with the city and she wanted everyone to understand that we really will be covered with this company.

Ms. Welch asked if Ampersand had any say so about the website and how that would work.

- Ms. Dionne said that this site has nothing to do with Ampersand. As soon as you sign into the website it becomes their security that you are remoting into. Nothing is going to live on our servers here.

ON GOING PROJECTS

- Aimee Johnson with RISQ was with us tonight. She had made a presentation to the Council in a workshop before the last Council meeting presenting the Council with the insurance renewal. She was with us tonight to present the decision points that we now needed to make. We made decisions on all the points, and she will put the final contract together for approval at the next Council meeting.
- The Mayor shared that we are getting the chambers painted starting soon. The carpet should arrive soon and said that he would keep everyone updated with the dates for all that. The new sound and video production equipment will be shipping out to us on June 3rd and we hope to be live in chambers by the end of the month or first of July.

* Due to needing to catch an early flight Mr. Jacobson left the meeting a little early at 8:49pm.

CITIZENS COMMENTS – (Limited to Five (5) minutes per Citizen)

- Patrice Lee was with us tonight. She recently wrote a letter to the editor of the Newsminer regarding the purchase of the Jack Howard property and wanted to read it to the Council.

Mr. Keller thanked Ms. Lee for participating tonight and let her know that the Council is invested in making a good, well-informed decision regarding land purchases for the city.

NEW BUSINESS

- a. NPPD Tuition Reimbursement for Alison Trubacz

Mr. Claus *moved* to UNANAMOUSLY approve the tuition reimbursement request for Alison Trubacz
Seconded by Ms. Welch

On the amendments

DISCUSSION

None

PASSED – No vote

Yes: 6 – A. Welch, Claus, Keller, Skipps, Cromer, Welch

Absent: Jacobson

Ms. Trubacz came on briefly to thank the Council for their support and said that she could not have finished these last 2 years with this tuition reimbursement and would not have graduated without it.

COUNCIL COMMENTS

- Ms. Welch said that school is almost over for the school year. She asked that all the parents out there continue working with their kids over the summer and expanding their minds. And asked that everyone stay safe.
- Mr. Claus reminded everyone that the open house at the fire department and the Special Olympics torch run are this weekend and that he plans to do his best to be at both.
- Mr. Cromer congratulated Alison Trubacz on graduating with her degree.

- Mayor Welch also reminded everyone that Cruising with Santa is also this coming weekend, he said that if he is here this weekend that he will be attending everything that he can. He said that he reached out to the Mayor of Buffalo to offer a word of encouragement and support after the recent shooting. He said that we need to do the best that we can to support our police and local community.

ADJOURNMENT

Ms. Welch *moved* to adjourn

Seconded *by* Mr. Claus

The regular meeting of Monday, May 16, 2022 adjourned at 9:07 p.m.

These minutes passed and approved by a duly constituted quorum of the North Pole City Council on Monday, May 16, 2022.

ATTEST:

Melissa Dionne, City Clerk



City of North Pole

2022 Renewal Decision Summary



DECISION POINT		IMPACT	GROUP DECISION
1	Accept Meritain Administrative Renewal at proposed fees	\$1.00 PEPM/\$456 total annually increase due to Pharmacy credit removed <i>(discussed/known with 2021 renewal)</i>	Accept
2	Teladoc Services Current: Medical & Dermatology \$1.55 PEPM + Consulting Fees (Paid by the City) Option A: Medical, Dermatology & Behavioral Health \$1.90 PEPM + Consulting Fees Option A1: City of North Pole continues to pay consulting fees Option A2: City of North Pole shares cost with employees (Recommended)	Option A: Increase spend \$160 Annually Option A1: Increase based on usage Option A2: Medical & dermatology expenses become shared costs; Increases access to behavioral health services with reduced cost to employee & employer	Accept, Option A2
3	BridgeHealth Option A: \$1,500 recovery benefit	Cost impact based on usage; <i>Recent estimated savings from single incident \$50,000</i>	Accept
4	Updating Medical Coinsurance for Consistency Option A: 80% to 90% (Recommended) Option B: 90% to 80%	Option A: Increase in Spend: 0.86% Option B: Decrease in Spend: 1.39%	Accept, Option A
5	Healthy Merits / Biometrics Screening Option A: Add Biometric Screenings Option B: Add Healthy Merits Wellness Program	Option A: Venipuncture Panel \$220 Per Participant (Biometric screening only) \$190 Per Participant (Health Merits client) Option B: Implementation Fee (\$500) + \$4.50 PEPM	Accept, Option B
6	Adult Vision Benefit – Recommend to accept all, though able to select components. Option A: Remove VSP discount, make defined benefit Option B: Exams update from \$60 max to covered in full Option C: Exams update from every 24 months to every 12 months Option D: Hardware increase from \$120 to \$300 Option E: Allow lenses every 12 months, maintain frames every 24 months	With low to minimal current usage, unable to accurately estimate liability/exposure. Max cost per member approximate \$600	Accept, Option A - E
7	Adult Dental Benefit Option A: Remove preventive services from annual max (\$1,000) currently Option B: Remove preventive services + Increase annual max to \$1,500	Option A: Increase spend \$4,531 annually Option B: Increase spend \$6,801 annually	Accept, Option B
8	Stop Loss Renew with American National (IOARe) - Laser decreased to \$90,000 (Currently \$100,000)	0.15% increase - Flat Renewal	Accept
9	Mutual of Omaha Maintain STD, LTD, Group Life & AD&D, Voluntary Life & AD&D as is	Rate Guarantee through 7/1/2023 - no increase	Accept
10	Colonial Life Supplemental Benefits Continue	Employee Funded Benefit	Accept
11	Other Items Payroll Deductions Option A: City to absorb increase; maintain employee deductions Option B: Increase to deductions of \$5 (Employee) / \$10 (Dependents) per pay period Option C: Increase to deductions of \$20 (Employee) / \$30 (Dependents) per pay period	Based on Budgetary Constraints/Recommendations Approximate \$500/employee/year increase (\$19,000 annual cost) to City Estimated increase of \$8,840 in annual employee deductions to share cost with City Estimated increase of \$27,560 in annual employee deductions to share cost with City	Option D, EE \$10 / Farm / \$20
12	Learning Management System	\$1,000 per year	Accept
13	Employee Survey	No associated cost: Recommend a follow-up 3-month post renewal	N/A
ESTIMATED COST TO ADOPT ALL OPTIONS: \$16,500 + Vision = Approximately \$500 per employee per year			

City of North Pole Representative Name:

Title:

Signature:

Date:

Welcome to Your Open Enrollment!

Summary of Benefits Changes, Effective July 1, 2022



City of North Pole strives to provide a competitive benefit program for our employees. Open enrollment is the time of year to review all your benefit elections and make any necessary changes. Please complete and submit all open enrollment elections no later than Friday, June 17th. Below you will find a summary of notable changes, and instructions for what you need to do during open enrollment.

We encourage you to review the changes that are occurring with the following benefits:

Health Plan – Medical, Dental, & Vision Bundle

We will continue to offer a Medical plan through Meritain, with minimal changes:

- ▲ The Medical Coinsurance has decreased from 20% to 10% across all tiers.
- ▲ The IRS has increased the 2022 FSA contribution limit to \$2,800.
- ▲ Teladoc – You now have access to Behavioral Health!
- ▲ Transcarent (formerly Bridgehealth) – You now have access to a \$1,500 Recovery Benefit!
- ▲ This benefit has been enhanced to include the Healthy Merits Wellness Program!

We will continue to offer a dental plan through Meritain, with minimal changes:

- ▲ The Annual Maximum for Dental services has increased from \$1,000 to \$1,500.
- ▲ We have enhanced the Dental. Preventive services will no longer count towards your \$1,500 annual maximum, allowing your benefits to stretch further.

We will continue to offer a vision plan through Meritain, with minimal changes:

- ▲ Exams are now covered in full once every 12 months.
 - ▲ This benefit no longer has a \$60 maximum
- ▲ Vision hardware allowance has increased from \$120 to \$300.
- ▲ Lenses & contacts are now available once every 12 months and frames are still available once every 24 months.

There are no changes to the following benefits:

Flexible Spending Account (FSA) and Dependent Care FSA
Life and AD&D
Voluntary Life and AD&D
Short-Term Disability and Long-Term Disability
Employee Assistance Program
Colonial Life Voluntary Supplemental Benefits

Employee Deductions Per Paycheck (26 annually):

Enrollment Tier	Medical + Dental + Vision
Emp Only	\$33.08
Emp + Dependent(s)	\$110.00

Bonus Benefits!

RISQ Rewards Savings Marketplace: We are happy to offer the new RISQ Rewards Savings Marketplace to all employees. RISQ Rewards is a network of travel, wellness, excursion, and shopping discounts available at no cost. It is designed to support your personal and financial well-being through exclusive deals and limited-time offers on the products, services and experiences that bring you the best work-life balance. Get discounts on electronics, appliances, apparel, cars, flowers, fitness memberships, gift cards, groceries, hotels, movie tickets, rental cars, special events, and theme parks.

What do you need to do during the open enrollment period?

Open Enrollment is a time to personalize your benefit elections; add, change, or waive benefits as needed. All elections must be made via Ease, and your plan administrator will email you a link with instructions to make your elections electronically. For questions regarding the process or access, please contact your Plan Administrator:

RISQ Employer Services
benadmin@risqconsulting.com
(907)561-7477

Ease Enrollment Process:

- ▲ Navigate to LINK: cityofnorthpole.ease.com
- ▲ Log in using your email address and password.
- ▲ Click the "Start Enrollment" button to be prompted through the enrollment steps.
- ▲ Previous year's elections will be shown in the enrollment process through Ease. You can choose to keep your elections as is or make changes.
 - ▲ If there are **NO CHANGES**, confirm your elections by completing the final Sign Off step.
 - ▲ If you are **MAKING CHANGES**, then complete all steps as part of the enrollment process by clicking the "Continue" button at the bottom of each screen.
- ▲ NOTE: If you will be enrolling in the Meritain Medical plan and maintaining other Medical coverage, you will need to provide an Other Coverage Questionnaire.
- ▲ REMINDER: Don't forget to update your Beneficiary form annually!
- ▲ You will work directly with a Colonial Life representative to enroll in the Colonial Life benefits of your choosing.

Making Mid-Year Changes:

After the Open Enrollment Period, you cannot make changes to your coverage during the year unless you experience a change in family status, such as:

- ▲ Loss or gain of coverage through your spouse
- ▲ Loss of eligibility of a covered dependent
- ▲ Death of your covered spouse or child
- ▲ Birth or adoption of a child
- ▲ Marriage, divorce, or legal separation
- ▲ Switch from part-time employment to full-time employment

You have (30) days from a change in family status to make changes to your current coverage.

REMINDERS:

- ▲ Open Enrollment Period: June 7th – June 17th
- ▲ Open Enrollment Meetings Schedule: Wednesday, June 1st at 10:00 AM & 1:00 PM
- ▲ Open Enrollment elections are due by Friday, June 17th
- ▲ View your Full Benefits Guide and Benefits Video using the QR code below:

Benefit Overview Guide



Video



Revize Web Services Sales Agreement

This Sales Agreement is between The City of North Pole, Alaska ("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179 Date: 05/18/2022

CLIENT INFORMATION:		REVIZE LLC:
Company Name:	<u>City of North Pole</u>	Revize Software Systems
Company Address:	<u>125 Snowman Lane</u>	150 Kirts Blvd.
Company City/State/Zip:	<u>North Pole, AK 99705</u>	Troy, MI 48084
Contact Name:	<u>Melissa A. Dionne mdionne@northpolealaska.org</u>	248-269-9263
CLIENT Website Address:	<u>www.northpolealaska.com</u>	

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

<u>Quantity</u>	<u>Description</u>	<u>Price</u>
1	Phase 1: Project Planning and Analysis, Scope of Work, one-time fee:	\$400.00
1	Phase 2 – Discovery & Design from Scratch, one-time fee: <ul style="list-style-type: none"> 1 home page design concept, 1 inner page concept, 3 rounds of revisions are included 	\$1,800.00
1	Phase 3 & 4 – Revize Template Development, one-time fee: <ul style="list-style-type: none"> Set-up all CMS modules listed in this agreement Integration with all 3rd party web applications 	\$2,500.00
1	Phase 5 – Quality Assurance Testing, one-time fee:	\$800.00
1	Phase 6 – Content Migration up to 697 webpages and 447 documents, one-time fee: <ul style="list-style-type: none"> Site map development and content migration from old website to new. Includes spell checking, style corrections, and reformatting. 	Included
1	Phase 7 – Revize Content Editor Training, one-time fee: <ul style="list-style-type: none"> A Revize Trainer will conduct a one or two-day, remote training session. The training session will be roughly 3-4 hours in length, or 2 hours each day for two-day sessions. All interested employees are welcome to attend. 	Included
1	Phase 8 – Go-Live, Revize will walk client through all "go-live" steps	Included
1	Revize Annual CMS Software Subscription, Unlimited Tech Support, CMS Updates, Website Hosting, Unlimited Users, 10 GB website storage, 100GB/Month Bandwidth, SSL Security Certificate Included, annual recurring fee:	\$1,900.00
1	Grand Total First Year	\$7,400.00

Revize Client First Interest Free Payment Plan

Payment Amount	Estimated Due Date	Payment Includes
\$ 3,734.00	05/31/2022	Initial Project Costs + Year 1 Annual Hosting & Maintenance
\$ 3,733.00	05/31/2023	Initial Project Costs + Year 2 Annual Hosting & Maintenance
\$ 3,733.00	05/31/2024	Initial Project Costs + Year 3 Annual Hosting & Maintenance
\$ 1,900.00	05/31/2025	Year 4 Annual Hosting & Maintenance
\$ 1,900.00	05/31/2026	Year 5 Annual Hosting & Maintenance

AGREED TO BY:

CLIENT

REVIZE

Signature of Authorized Person:

Name of Authorized Person:

Robert Suchomel

Title of Authorized Person

Account Manager

Date:

Please sign and return to:

Robert@revize.com

Fax 1-866-346-8880

ADA Compliance Disclaimer:

Revize designs and develops all websites to be ADA Compliant according to the WC3 Consortium Web Content Accessibility Guideline at the 2.1 AA Level.

Terms:

1. Five-year agreement. Revize will provide a free redesign beginning in year 4 after 3 completed years of service.
2. Payments: All Invoices are due according to the due date on forthcoming invoice. Initial payment will be due net 30 business days from contract execution date.
3. Revize requires payments to be made according to the payment schedule listed on page 2.
4. Additional content migration, if requested, is available for \$3 per web page or document.
5. Additional bandwidth is available at \$360 per year for each additional 50GB per month.
6. This agreement is the only legal document governing this sale & the proper jurisdiction and venue for any legal action or dispute relating to this Agreement shall be the state of Alaska.
7. Both parties must agree in writing to any changes or additions to this Sales Agreement.
8. The 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, the CLIENT will respond to Revize inquiries within 48 hours of the request to avoid any delay in the project timeline.
 - c. The CLIENT understands that project timelines will be delayed if they do not respond to Revize inquiries in a timely manner.
9. The CLIENT owns the design, content, and will receive software updates to the CMS for the life of the contract.
10. 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.
11. Revize expects to complete phase 7 (training) of this project within 18-24 weeks from the date of the project kickoff meeting. Upon completion of phase 7 it is the CLIENT's responsibility to decide when to go live with the website. The CLIENT's decision to delay go-live for any reason, unrelated to a functional defect making the site inoperable, does not constitute breach of contract on the part of Revize. The CLIENT understands that it is incumbent upon the CLIENT to respond to Revize requests in a timely manner. The CLIENT further understands that any timeline delays due to their lack of timely communication do not constitute a breach of contract on the part of Revize.

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

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 government. 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

- Home Page Alert & Announcement Center
- E-Notify App (Email & Text Alert Notifications)
- Searchable Document Center
- Searchable How Do I? (FAQs)
- News Center with Facebook/Twitter Integration
- Online Web Forms
- Photo Gallery
- Quick Link Buttons
- Revize Web Calendar
- "Share This" Social Media Flyout App
- Sliding Feature Bar
- Staff Directory
- Interactive Map
- Language Translator

Citizen's Engagement Center Apps

- Agenda & Minute Management Center
- Citizen Request Center with re-Captcha
- Online Bill Pay
- RSS Feed

Staff Productivity Apps

- Image Manager
- iCal Integration
- Link Checker
- Menu Manager
- Bid Posting Center
- Website Content Archiving
- Website Content Scheduling

Site Administration and Security Features

- Audit Trail
- Drag and Drop Menu Management
- Drag and Drop Picture Management
- Drag and Drop Document Management
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- SSL Security Certificate
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics

Mobile Device and Accessibility Features

- Font Size Adjustment
- Alt-Tags
- ADA Accessibility Widget
- ADA Compliant Website According to WCAG 2.1 AA Level
- Responsive Website Design (RWD) for mobile friendly viewing and navigation on smart phones and tablets

Service Level Agreement

Maximum Response Times via Severity Level

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

Crisis issues are defined as when a website error renders the CMS program or website completely unusable or nearly unusable or introduces a high degree of operational risk and no workaround is available. Till this every error is resolved, the website is essentially halted. A large number of users and or core program functionality a severely impacted.

Critical issues are defined as website errors that are an inconvenience or causes an consistent behavior of the website, which does not impede the normal functioning of the website. It could be an error that occurs consistently and affects non-essential functions and is an inconvenience which impacts a small number of users. May also contain visual errors for the graphical display of the website that is not ideal but still functioning correctly.

Normal issues are defined as an error that has a small degree of significance or is a minor cosmetic issue, or is a one-off case. A one-off case occurs when the error occurs and cannot be reproduced easily. These are errors that do not impact the daily use of the website. A low error is something that does not affect normal use, and can be accepted for a period of time, but user would eventually want changed.

Technical Support Escalation:

If an issue cannot be remedied by the Tech Support technician within 3 days, it will be escalated to the CTO, Ray Akshaya. If the problem is not resolved within 3 business days, then the Business Development Director, Joseph Nagrant, will assemble a team to work on the issue and have a conference call with the client explaining the resolution path the company will take to resolve the issue. If additional time is needed, the Business Development Director will contact the client and notify the client with an explanation and a follow up date as agreed by both the client and Revize.

Revize Support

- 8 a.m. – 8 p.m. EST Live Phone Support (Monday thru Friday)
- 24X7X365 Portal & Email Support
- Dedicated support staff to provide assistance and answer all questions
- Training refreshers
- Video tutorials and online training manual