



## STAFF REPORT

DATE: August 8, 2018

**CONSENT**

ITEM #: 5

**TO:** Mayor and City Council

**FROM:** Jake Foster, Assistant City Administrator

**AGENDA ITEM:** Approve Sales Agreement with Revize Web Services for New Website and Hosting Services

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### **BACKGROUND:**

Staff has determined there is a need for a new website for several reasons. As the website has not been updated since the latest launch in 2012, there are significant areas of the site which are lacking.

As the website is outdated, it is not mobile-optimized let alone responsively designed. More and more traffic comes from mobile sources, and it is critical the site can be viewed optimally from any device without requiring several different content configurations.

Additionally, due to the lack of site updates and the outdated platform, the current website is not as secure as a newly updated and hosted website would be. The proposed website update from revise would provide a site that is considerably more secure.

The current website is cumbersome from a usability standpoint for both staff and end-users/residents. Staff has received several complaints from residents and other end-users over the last few years detailing how it is difficult to navigate the website. Not only is the navigation and use of the website unintuitive, but the current website has no search function. These issues also make it difficult for staff to keep content up-to-date, or to know when content should be removed from the site. Any site created through Revize would streamline and simplify content and navigation making it much easier from both a resident/end-user standpoint, and from a content updating/curating perspective.

### **ISSUE FOR DISCUSSION:**

Should Council approve the Revize Web Services Sales Agreement for a new City website and hosting service?

### **PROPOSAL DETAILS/ANALYSIS:**

As outlined in the proposal document, and the service agreement, Revize will provide additional functionality on a new website that the City's current site does not have. These additional features include but are not limited to:

- Responsive webpages
- Site search
- Online form builder
- Link checker
- Online bill pay
- Quick link buttons
- E-newsletter module

The City would use one of Revize's website templates to limit the development hours needed for a new site, while still providing a stylistic update. The actual page building and content loading would be done by City staff.

Included in the sales agreement, is an online training session for up to three hours for up to two participants. Revize also provides real-time phone support from 8:00AM – 8:00PM EST Mon.-Fri. and several other tools for troubleshooting available online once the site is launched.

**FISCAL IMPACT:**

Funds for a website upgrade have already been included in the 2018 budget. In addition to the excellent product offering and references, Revize's proposal/quote was also the most inexpensive compared to the other vendors' proposals. The cost breakdown as proposed by Revize is as follows:

Year 1/launch: **\$3,200**

Year 2/on-going annual fee thereafter: **\$1,200**

**RECOMMENDATION:**

*“Move to approve the Revize Web Services Sales Agreement.”*

**ATTACHMENTS:**

1. Revize Web Services Sales Agreement
2. Revize Website Proposal



## Revize Web Services Sales Agreement

This Sales Agreement is between Lake Elmo, Minnesota ("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179 Date: 6-25-18

<b>CLIENT INFORMATION:</b>		<b>REVIZE LLC:</b>
Company Name:	<u>City of Lake Elmo</u>	Revize Software Systems
Company Address:	<u>3880 Laverne Avenue North</u>	1890 Crooks, Suite 340
Company Address 2:	_____	Troy, MI 48084
Company City/State/Zip:	<u>Lake Elmo, MN 55042</u>	248-269-9263
Contact Name:	<u>Jake Foster                      jfoster@lakeelmo.org</u> <u>651-747-3908</u>	
Billing Dept. Contact:	_____	
Client Website Address:	<u>www.lakeelmo.org</u>	

<u>Quantity</u>	<u>Description</u>	<u>Price</u>
1	<b>WEBGEN Website Design and Development Fee - one-time charge</b> (see pages 4 - 6)	<b>\$ 2,000.00</b>
	<ul style="list-style-type: none"> <li>• Revize Web Calendar, and Document Center and other modules on page 2 - 3</li> <li>• Training – Revize Content Editing, Administrative training up to 3 hours for up to 2 people</li> <li>• Migrate up to 100 web pages and 50 documents of content "as is" to new website</li> </ul>	
1	<b>Revize Annual Tech Support, Software Subscription, and Web Hosting Service, pre-paid:</b>	<b>\$ 1,200.00</b>
	<ul style="list-style-type: none"> <li>• Revize Web Content Management Software Services</li> <li>• Up to 2 Non-Technical Content Editors, and administrative users</li> <li>• Technical Support/ CMS Software Upgrades/Website Hosting 5GB storage</li> <li>• Four year agreement</li> </ul>	

**Grand Total:** **\$ 3,200.00**

Four Year Agreement. Revize requires a check for \$3,200 to start this Initiative. Remaining balance due upon website delivered for content editor training or the first year anniversary of the kick off meeting, whichever comes first. Annual services and website hosting start the day of the Kick Off project meeting.

**Terms:**

1. **Payments:**
  - All Invoices are Due Upon Receipt. Work begins upon receiving initial payment.
2. Additional content migration, if requested, is available for \$3 per web page or document.
3. This Sales Agreement is the only legal document governing this sale.
4. Both parties must agree in writing to any changes or additions to this Sales Agreement.
5. This Sales Agreement is subject to the laws of the State of Michigan.
6. Pricing expires in 30 days.

**AGREED TO BY:**

**CLIENT**

**REVIZE**

Signature of Authorized Person:

Name of Authorized Person:

Title of Authorized Person

Date:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Dylan Johnston

Account Manager

\_\_\_\_\_

Please sign and return to:

\_\_\_\_\_Dylan Johnston\_\_\_\_\_

Fax 1-866-346-8880

## 1.1 Following Applications & Features will be integrated into Your Website Project

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

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

### CITIZEN's COMMUNICATION CENTER APPS:

- ✓ Home Page Alert
- ✓ Document Center
- ✓ News Center
- ✓ Online Web Forms
- ✓ Photo Gallery/YouTube Video Upload
- ✓ Quick Link Buttons
- ✓ Revize Web Calendar - Unlimited Calendars
- ✓ Social Media Fly Out

### Citizen's Engagement CENTER Apps:

- ✓ Online Bill Pay

### STAFF PRODUCTIVITY APPS:

- ✓ Vendor Registration/Management System via Vendor Registry
- ✓ Image Manager
- ✓ Link Checker
- ✓ Menu Manager
- ✓ Online Form Builder
- ✓ Website Content Archiving

## **SITE ADMIN & SECURITY APPS**

- ✓ Audit Trail
- ✓ History Log
- ✓ Roles and Permission-based Security Mode
- ✓ Secure Site Gateway
- ✓ Unique Login/Password for each Content Editor

## **Mobile DEVICE and ACCESSIBILITY FEATURES**

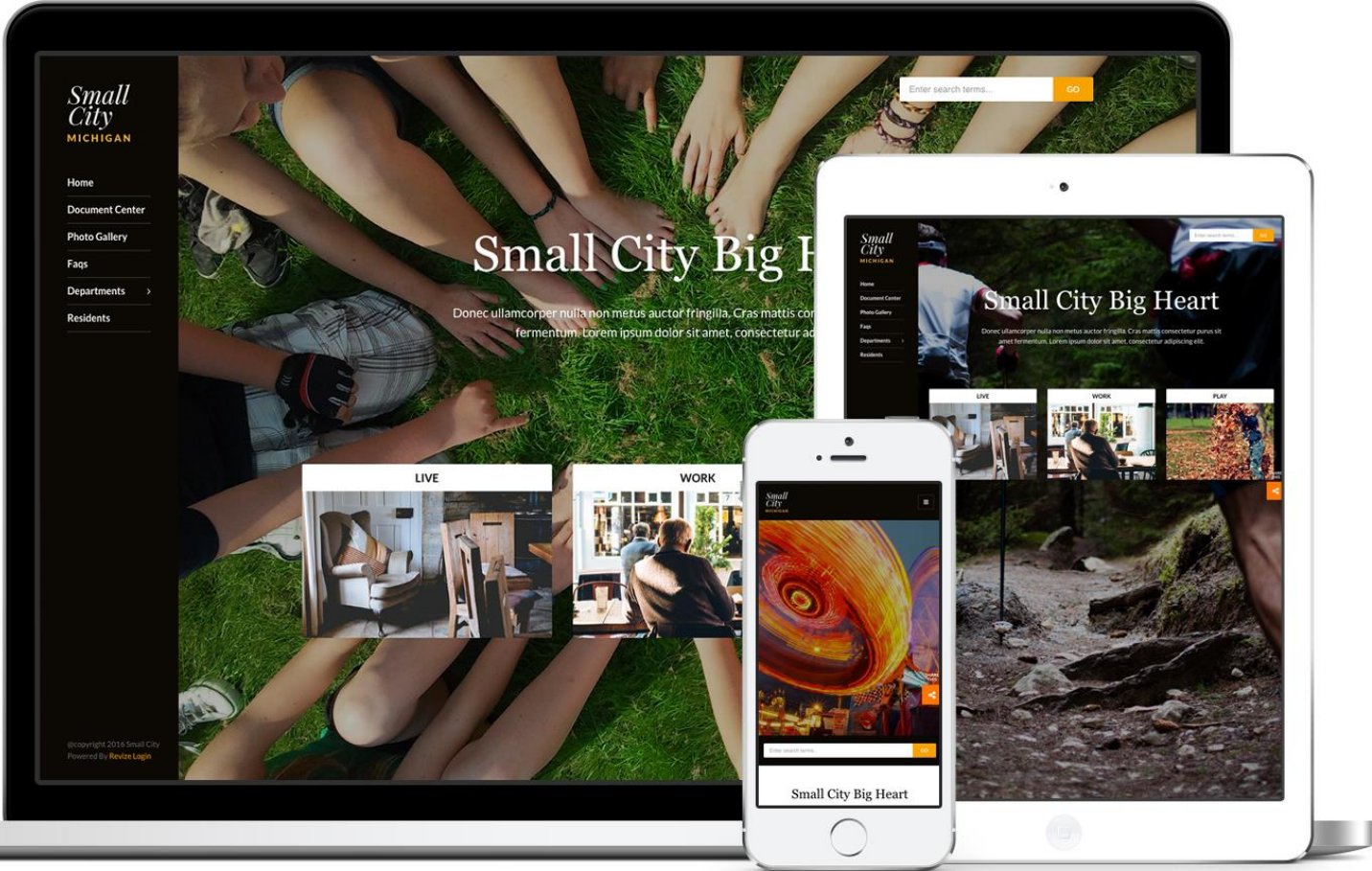
- ✓ Alt-Tags
- ✓ Responsive Website Design (RWD) –Latest Government Design Technology to accommodate better viewing of text and graphics for any size screen, i.e SMART phones, PC Tablets, iPads, iPhones, Windows and Android devices

**Select one of the following Website Designs on the following pages and Revize will create a new custom banner and change the color scheme to reflect your organization's character. The Revize CMS is already built into it saving you the cost of a custom design and CMS technology development. Turnaround time: approximately 4-6 weeks**

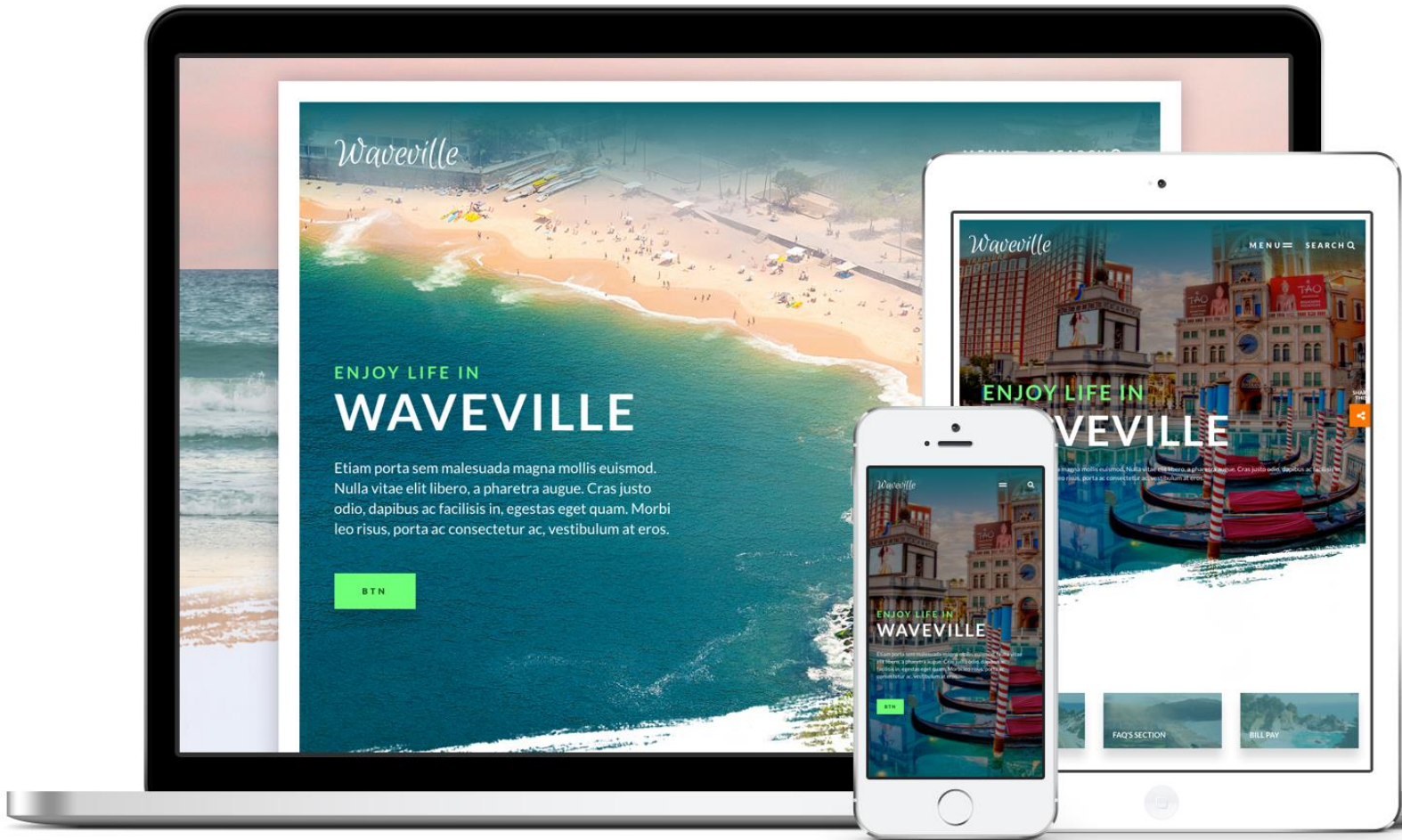
# Revize WEBGEN “Ready-to-Use” Website

## Designs:

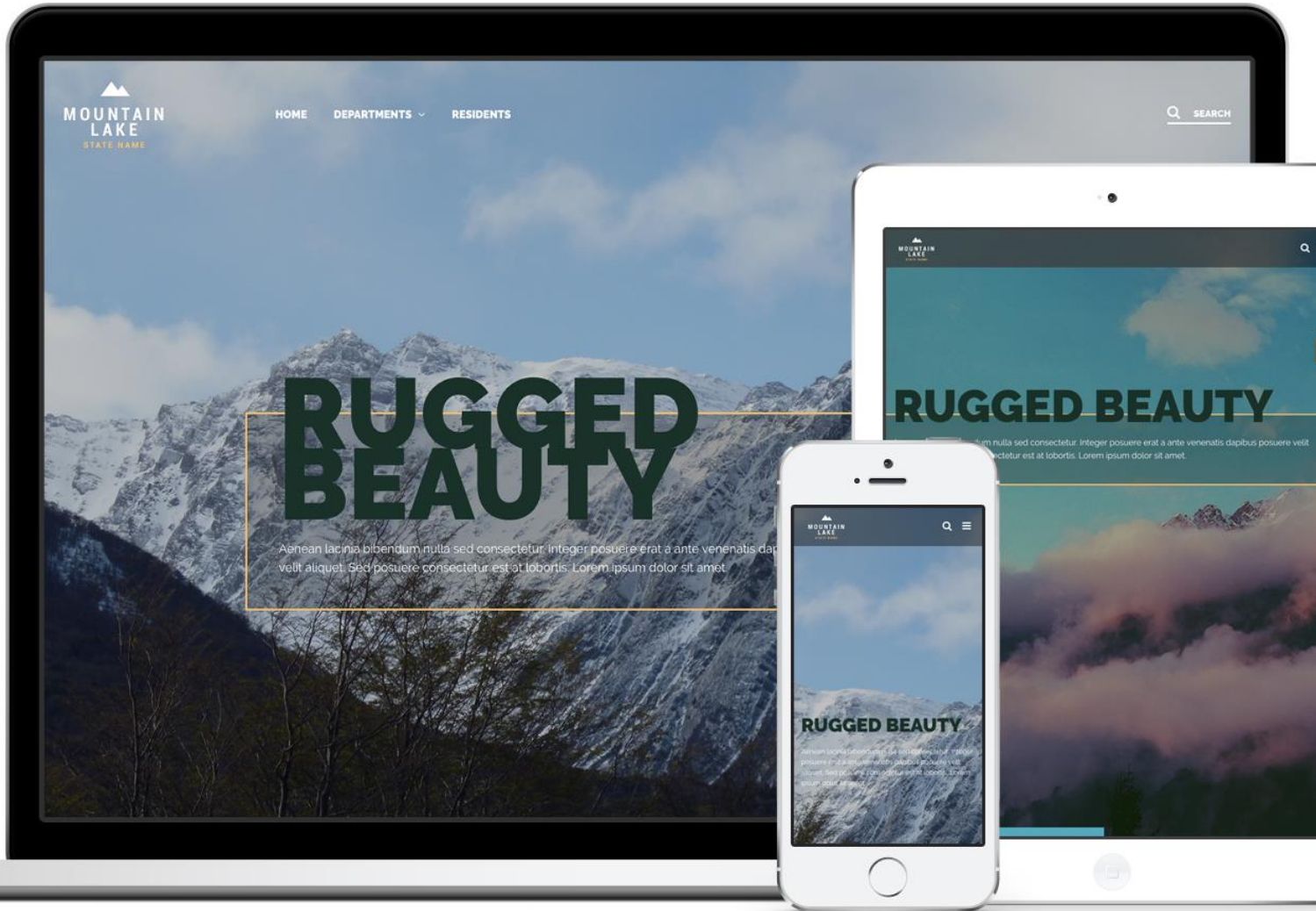
### Small City Design



# Waveville Design



# Rugged Beauty Design





PROPOSAL FOR

# City of Lake Elmo, MN

Prepared by Dylan Johnston  
1890 Crooks Rd, Troy, MI 48084  
Ph: 248-269-9263 x23  
M: 248-894-9297  
Fax: 866-346-8880  
[www.revize.com](http://www.revize.com) June 4, 2018



Dear Jake Foster and City Council,

Thank you for considering Revize as your web development partner. For nearly two decades, Revize has been a leader in providing high quality, government-compliant web solutions. A myriad of industry awards and hundreds of satisfied clients stand as testament to the quality and value of our work.

Every member of the Revize team understands that your website is more than a website. It's a valuable resource that can help you build a better community.

Visitors are drawn to websites that are appealing yet functional, user friendly with a plethora of services, and accessible on a wide range of devices. A Revize website will allow your residents and businesses to easily fill out and submit documents, review and pay bills and taxes, perform searches to answer frequently asked questions and perform a suite of other tasks that would otherwise require staff assistance. What's more, a Revize website will enable you to increase staff productivity and decrease costs by reducing off-line departmental operations.

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

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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.

## Government clients select Revize because we can help them

- Effectively engage residents.
- Enhance their web presence and build an online communications center.
- Empower non-technical web content editors and administrators to easily execute changes.
- Implement a scalable solution that allows them to affordably grow their web presence for the long term.

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“Revize Websites build engagement with your constituents.”

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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,

*Dylan Johnston*

Dylan Johnston  
Senior Sales Executive  
248-269-9263 x23  
[dylan@revize.com](mailto:dylan@revize.com)

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# 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 friendly functionality. In simpler terms, you need a solution that works for you and serves your constituents.

## **About Us**

With more than 1,200 government clients nationwide, Revize Software Systems is one of the industry's eminent providers. We credit our rapid growth to our over 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 mobile phones to desktop monitors. 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

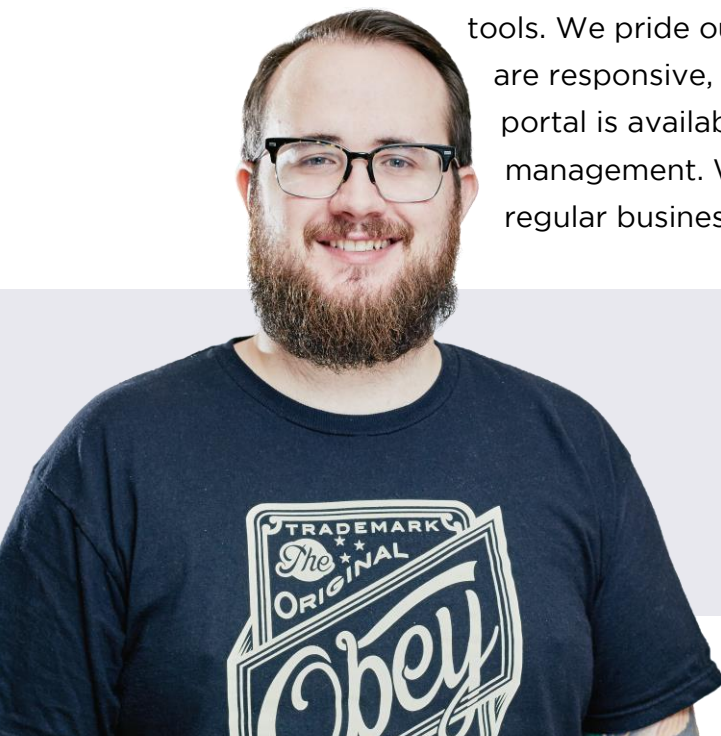
- Public Service Request App
- Calendar of Events
- E-Notification Modules
- On-Line Payment Portal
- Facilities Reservations
- News Center with Facebook/Twitter Integration
- Emergency Alerts
- Online Forms / Survey Tools
- E-Newsletter Applications
- Job Posting and Tracking Module
- Public Records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

## Our Award-Winning Government CMS

Revize is renowned as a leader in providing practical, high-value, easy to use Government 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, agenda creator 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 and development staff holds a variety of certifications and has a combined 50 years' experience.

# Company Profile

<b>FOUNDED</b>	<b>HEADQUARTERS</b>	<b>PHONE</b>	<b>WEB SITE</b>
1995	1890 Crooks Road, Troy, MI 48084	248-269-9263	<a href="http://www.revize.com">www.revize.com</a>

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 1200 government clients in North America and have created acclaimed website designs for hundreds of municipalities, and counties, as well as government departments, agencies and school districts. 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:

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

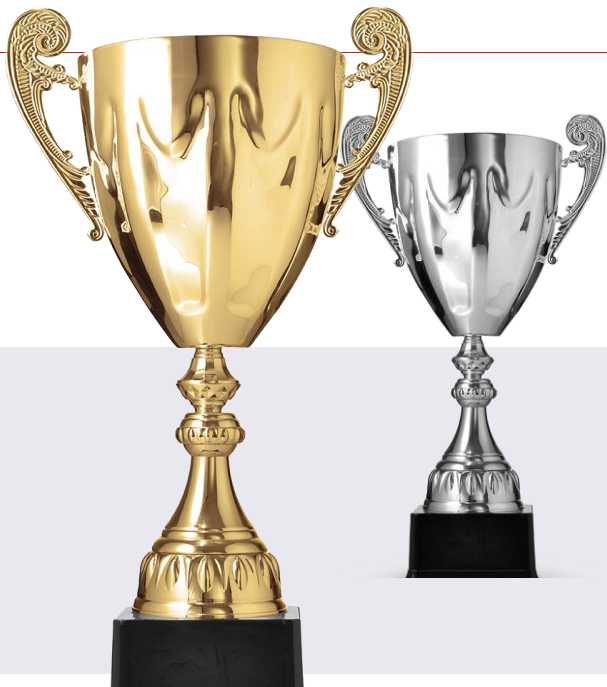
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Focused exclusively on creative web design, government web apps and content management technologies, Revize continues to invest in its technology, continually adding new capabilities and features that manifest our vision. While many

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.

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"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."

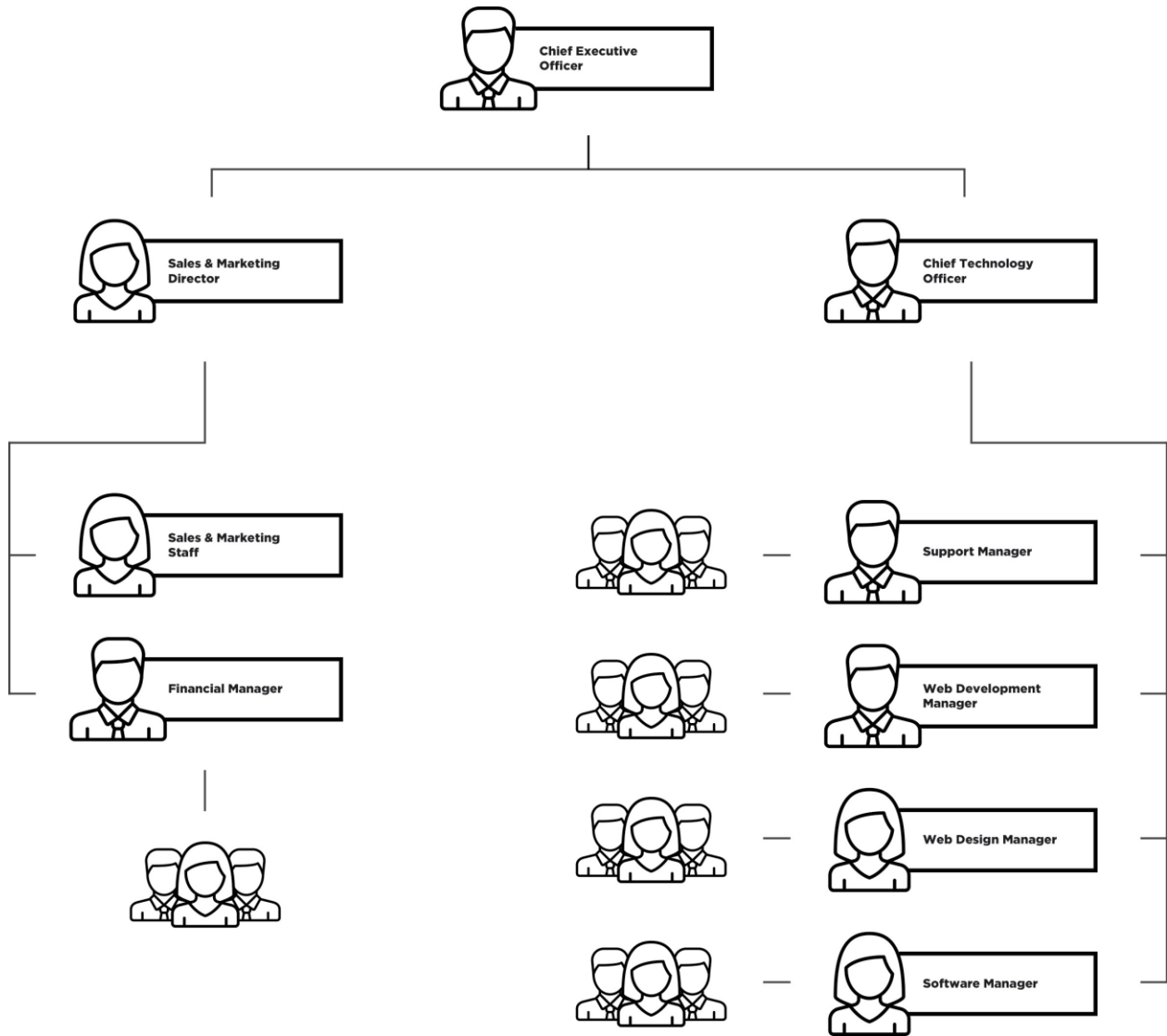


**Did you know?**

Revize websites have received over 100 web awards in the last 5 years alone.



# 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.

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

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What sets Revize apart from other companies? Revize's superior technical architecture and security, 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.

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

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All this, and a reliable IT partner too! Our website design and 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.

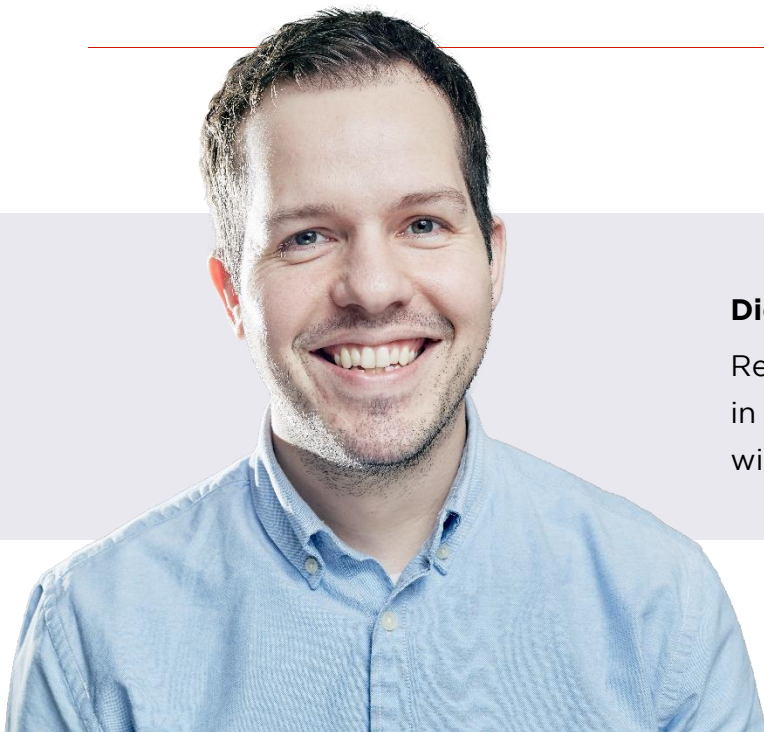
## Top Ten Reasons Why Revize gives you the Greatest Value!

- 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
- 1,200+ satisfied government clients
- Unlimited App 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.

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“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 the most advanced CMS in the government web design industry with over 18 years of development.

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"Revize did a great job building our website design. Not only did Revize capture the character of our Michigan county, but it has helped connect our citizens to their county government."

— Karl Sparks, County Administrator, Benzie County, MI

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"Revize provided a dynamic website platform for the City of Albion. It allowed us to apply the best practices for municipalities in conveying vital information to citizens and businesses. Most of our department heads are not "tech savvy" but the exceptional training and Revize platform makes content management a breeze."

— Sheryl Mitchell, City Manager, Albion, MI

# Awards & Accolades

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We were thrilled with the outcome of our website redesign project. The Revize team was professional and responsive throughout the process.

- Stephanie Teoli Kuhls,  
Township Manager,  
Middletown Township

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Revize provided a dynamic website platform for Genesee County. It allowed us to apply the best practices for counties in conveying vital information to citizens and businesses.

Jamal Powell - IT Systems Manager, Genesee County, Michigan





“Visiting the Genesee County website to find the information I needed was easy, user-friendly and a breeze.”

- Patrick Gleen, Resident, Genesee County MI



“When I wanted to open my new shop everything I needed was at my fingertips on the city of St. Petersburg website.”

- Emily Hunter, Business Owner, St. Petersburg, FL



# 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.

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

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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.

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“We guarantee the best support in the industry that’s 24/7 365 by the trained developers & technicians”

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**Did you know?**

Revize has launched over 1200 government websites both small and large.

# Hosting Service

Revize has four state-of-the-art physical data centers located in Chicago, Phoenix, San Diego and Houston with around-the-clock (24/7/365) monitoring of all server activities. Remote data backups are scheduled nightly with Carbonite data backup service. Additionally, Revize utilizes multiple Tier 1 bandwidth providers such as Level 3, Wiltel, and Cogent for redundancy and continuous connectivity. These procedures provide our clients with up to 500Mbps of fast fiber optic up-stream connectivity.

Revize hosts your web services on redundant (1TB Hard Drive, 3.2 GHz CPU and 32 GB RAM) servers in order to provide enhanced performance, as well as accurate security and data restoration for your website. The Revize technology architecture physically separates the CMS from the website in order to provide another layer of redundancy. With this model, we keep an up-to-the-minute exact duplicate of your website in the event your site must be restored. Revize support staff will simply republish your site within a guaranteed two hours (as opposed to the several hours or days timeframe our competitors offer).

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“Revize provides clients with unlimited data storage server space for each website.”

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Revize will host both your Extranet and Intranet; your Intranet is secure and only accessible by authorized users through a login system.

There are no special software requirements to run a Revize hosted website and CMS solution. We make it all very simple. All you need is an internet connection and a browser. We also provide complete maintenance of your website, which includes but is not limited to: OS patches, intrusion prevention, antivirus, and software upgrades.

## **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.

## **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.

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 and Protocols

- 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

## 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 launched over 200 websites last year alone.

### 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...

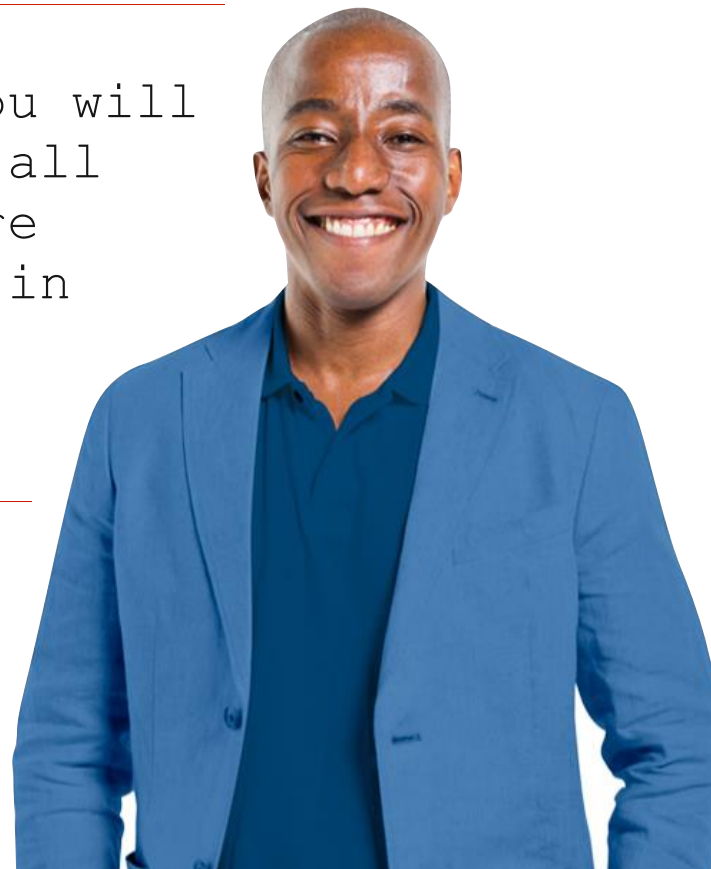
### Software Maintenance

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.

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"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."

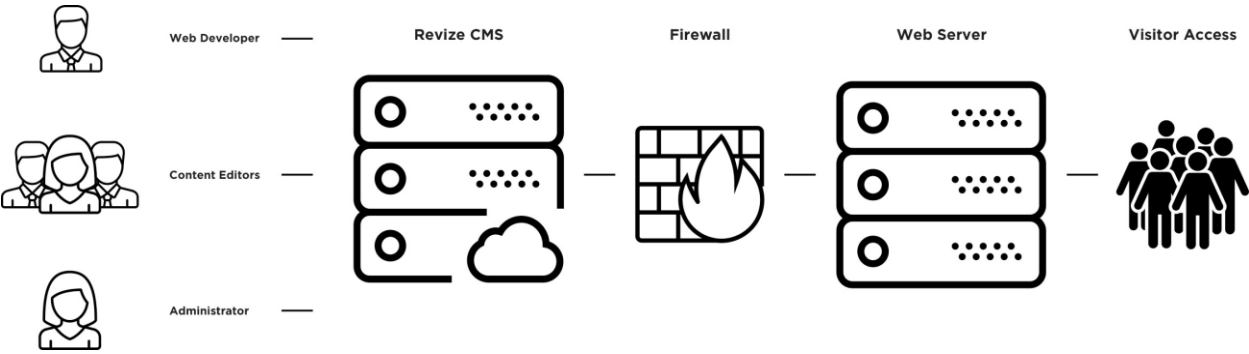
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# Revize Technology Architecture

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



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“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**

Government Subject Matter Expert/Proposal Manager

As a Government Subject Matter Expert, business development and account executive, Thomas has brought to Revize a very special skill set. Not only does he sell Revize products and services, he is also a genuine subject matter expert when it comes to the inner workings of government. As an elected Township Trustee in Genesee Township Michigan, he knows the advantages that come with modernizing the way government does business. Additionally, he serves as President of a registered 501c3 non-profit organization, Genesee Forward, that promotes community development. With his unique background as an elected official, president of a non-profit organization, and education from one of the nation's top universities, Thomas is uniquely experienced to give an honest and accurate assessment of your community's website needs.

- **Philosophy:** As a township trustee, I know the challenges that elected officials face and what is important to them. I very much enjoy helping them by showing them all of the advantages of modernizing a community's technology.
- **Education:** BA degree in Political Science from University of Michigan; studied under top government academics.
- **Expertise:** Business development, business management, government procedure, public affairs, community development.
- **Role on your website project:** Account and client management



## 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:** "Always 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"
- **Education:** BS in Computer Science, Wayne State University
- **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.

## Tom Gooden

Website Developer / Graphic Designer, Illustrator

Tom is a senior front-end developer and designer with Revize with more than 10 years of experience in website development. He is highly skilled in his ability to leverage the latest technologies to create fast and innovative web solutions. He commands an intense, yet light-hearted creative presence at Revize, producing excellent design work.

- **Philosophy:** Design and development are constantly evolving, and learning new methods and practices gives me a "geeky" excitement. What I truly enjoy most is that I can create what is considered to be art, but at the same time serves a very functional purpose.

- **Education:** Associate Degree in Computer Science, Oakland Community College.
- **Expertise:** Skilled in 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.

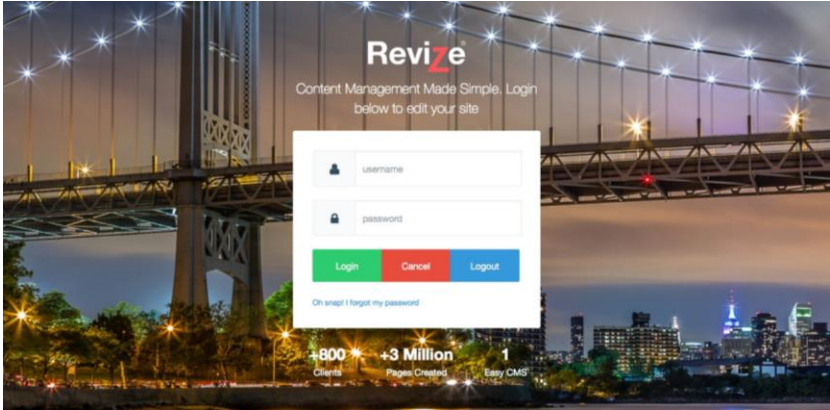
- **Philosophy:** "Always explain things in the terms of your audience to ensure their understanding"
- **Education & Training:** MS in the Art of Education from Marygrove College.  
Certification in Secondary Education
- **Expertise:** Training, education, teaching, public affairs and project management.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

### Did you know?

Revize has the largest number of township websites in the state of Michigan than any other website company?

# Revize Government CMS User Interface

## 1. Revize CMS User Interface Home Page

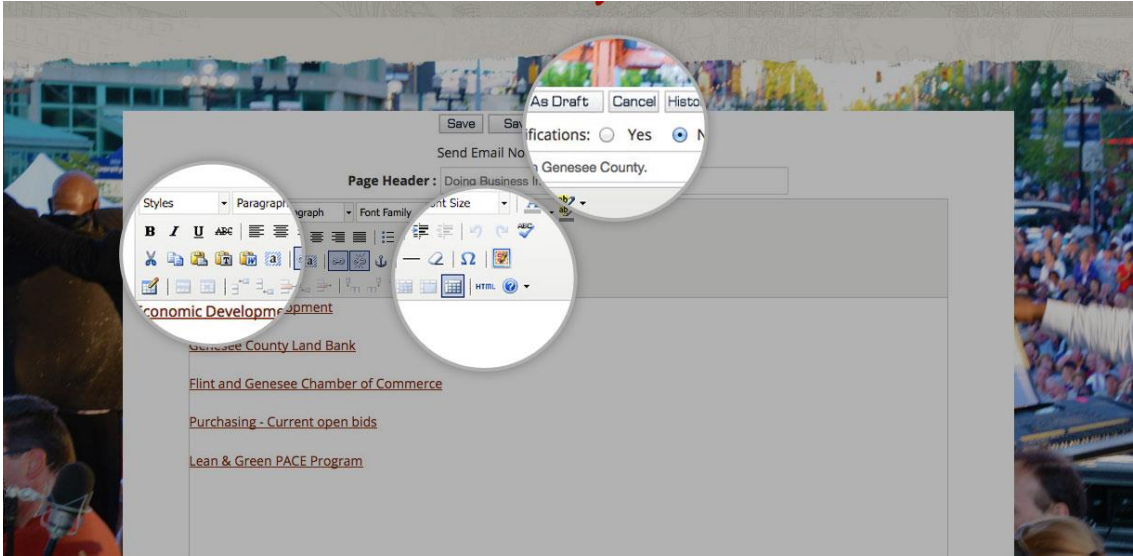


2. Users simply browse to a page that they want to edit, select the Login button, and then insert their Login Name and Password into a login screen as shown below.

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



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.

# Government Account References

**Client: City of Morristown, TN**

Pavel Plasencia, IT Director

Office: (423) 585-1832

Email: pavel@mymorristown.com

Website: www.mymorristown.com

**Client: City of Wylie, TX**

Craig Kelly, Public Information Officer

Office: (972) 516-6016

Email: craig.kelly@wylitexas.gov

Website: www.ci.wylie.tx.us

**Client: City of Columbia Heights, MN**

Keith Dahl, Economic Development Manager

Phone: (763) 706-3674

Email: kdahl@columbiaheightsmn.gov

Website: ci.columbia-heights.mn.us

**Client: Sibley County, MN**

Beth Wilson, Information Systems Director

Office: (507) 237-4105

Email: beth@co.sibley.mn.us

Website: www.co.sibley.mn.us

**Client: Bristol Bay, AK**

Geoff Doland, IT Director

Phone: (907) 246-4224

Email: geoffdoland@bristolbayboroughak.us

Website: www.bristolbayboroughak.us

# Government Project Experience

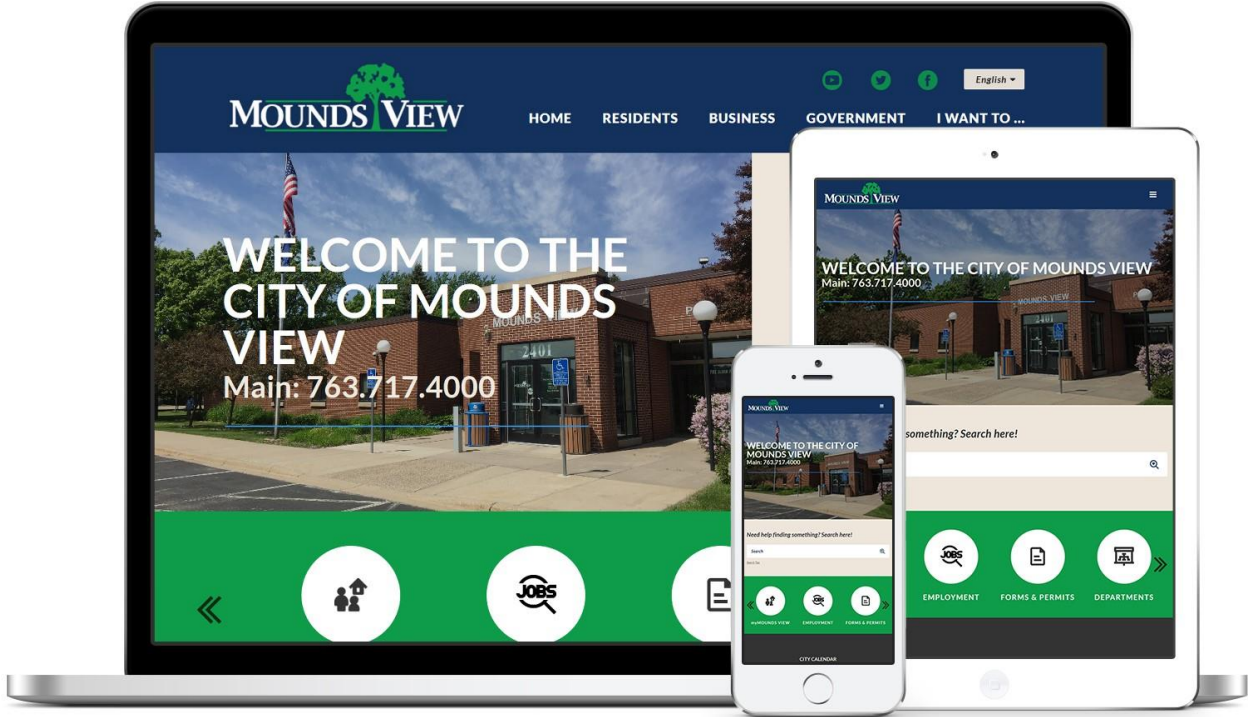
## Mounds View, MINNESOTA

www.moundsviewmn.org

### Citizen’s Communication Center

**Details:** Mounds View is a highly desirable and well-planned community that wanted a website to show off its character and increase resident communications. The Mounds View Website has an intuitive layout that guides the web visitor to important information while delivering ease of use among the community.

**Features:** Home Page, Events Calendar, Document Center, Alert Center, eNotify, Front Page Alert, Social Media Center



**St. Petersburg, FLORIDA**

www.stpete.org

**Responsive Web Design**

**Details:** A heavy government informational city website design that allows to you get to anywhere in the website within 2-3 clicks from the home page! As well as feel like you are part of the community right from the home page. Social media feeds from Instagram, Flickr, Facebook, Twitter, and YouTube all on the homepage!

**Features:** Members Center, Event Calendar, Document Center, Quick Links, Citizen Request Center, Advanced Photo Gallery, Language Translator, Community Alerts and Social Media Center





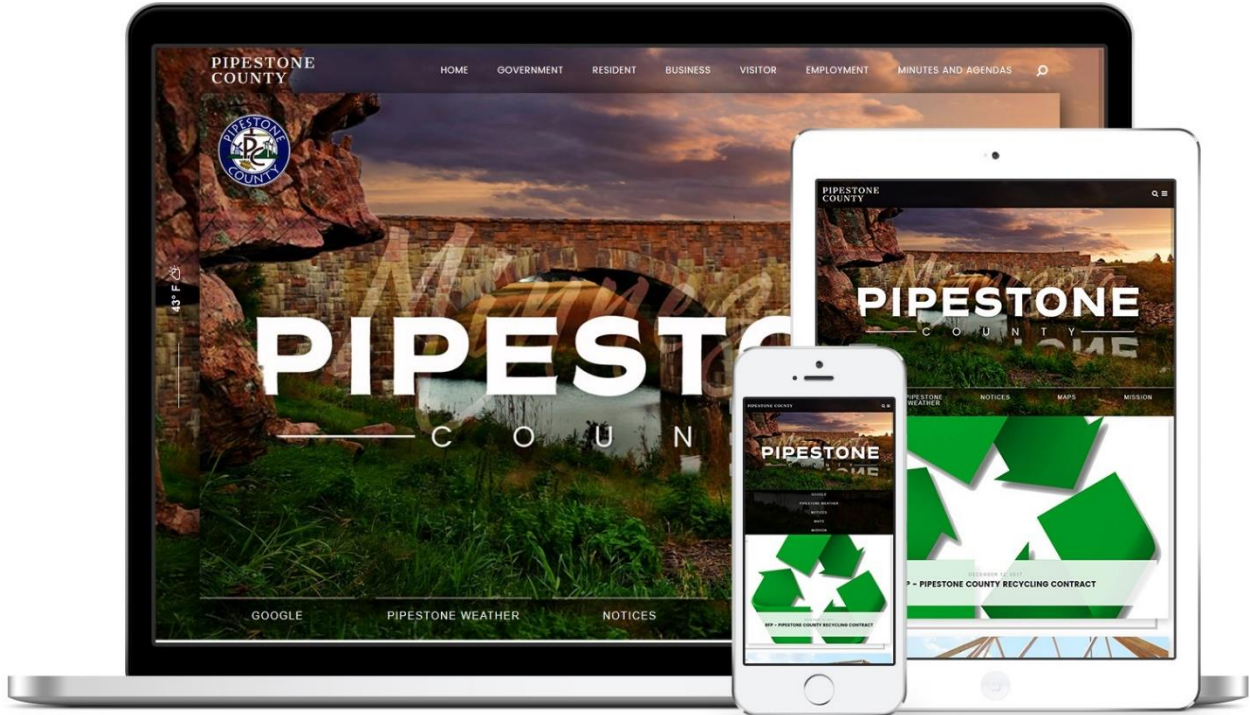
**Pipestone County, MINNESOTA**

www.pipestone-county.com

**Responsive Web Design**

**Details:** The Pipestone County design masters bringing together the beauty of the county with a straight forward connection to everyday resident information. The website not only functions as a community engagement center but has special SEO attraction for tourism interests with easy navigation.

**Features:** Event Calendar, Latest News, Document Center, Community Alerts, Staff Directory, Bid Posting, Job Posting and Quick Links.



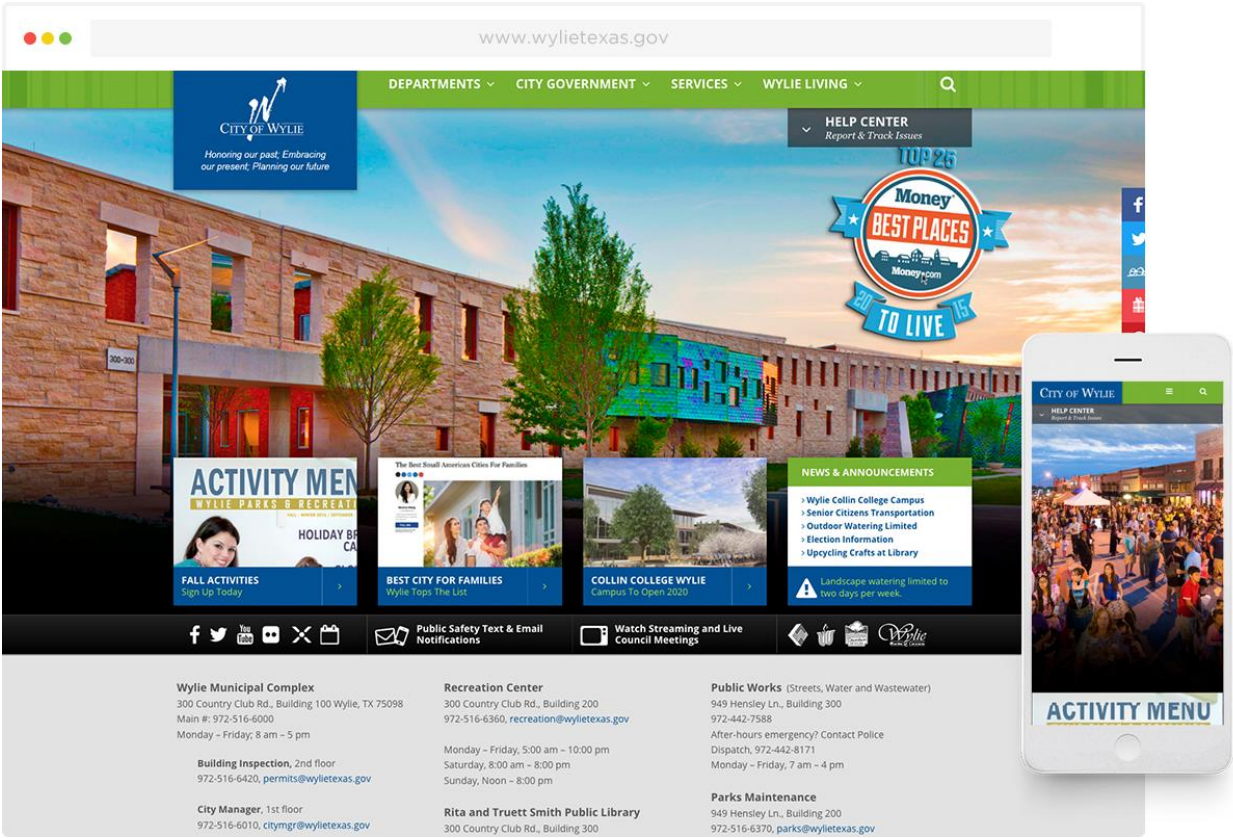
# Wylie, TEXAS

www.wylietexas.gov

## Responsive Web Design - TAMIO Award Winning Website

**Details:** City website designed to make you feel like you are in this charming community. The website not only functions as a community engagement center but has special SEO attraction for tourism interests with easy navigation! The website makes you feel like you want to go there! As well as feel like you are part of the community right from the home page

**Features:** Mega Menu, Members Center, Event Calendar, Document Center, Quick Links and Online Bill Payment



**Woodbury, MINNESOTA**

www.woodburymn.gov

**Responsive Web Design**

**Details:** A municipal website design that reflects a true sense of community. This site also features beautifully incorporated mega menus.

**Features:** Members Center, Event Calendar, Document Center, Quick Links and Online Bill Payment



# Revize Quote

Revize WEBGEN “Ready to Use” Website Design - includes Color Scheme and Banner customization, Revize CMS integration, and Content Editor training, onetime fee	\$2,000
Revize CMS Annual Software Subscription (2 Users), Tech Support, Software Updates, and Website Hosting up to 10 GB storage - annual fee	\$1,200
<b>Grand Total (1st year)</b> Second year and onwards investment	<b>\$3,200</b> \$1,200/year

Website delivery: approximately 4-6 weeks

- ✓ Revize WEBGEN “Ready to Use” Website Design - **pick from one of three designs, starting on page 32.** Revize will change the color scheme and customize the banner to fit your organization. Each design includes Response Website Design programming for great viewing on any size mobile phone screen without having to zoom in on the text! Takes approximately 4 - 6 weeks.
- ✓ Revize CMS web content management software subscription for up to 2 Content Editors/Administrative Users
- ✓ Revize Web Calendar Module, Document Center, and other modules as indicated on the next page
- ✓ Content migration included up to 100 webpages and 50 documents. Additional content migration, if requested, is available for \$3 per webpage and document.
- ✓ Instructor Led Training - Revize content editing and administrative training, one session up to 3 hours for up to 2 people via web conference and phone
- ✓ Technical Support and Product Upgrades, Website Hosting
- ✓ Four-year agreement

## Following Applications & Features will be integrated into Your Website Project

Revize provides applications and features specifically designed for municipalities.

The applications and features are categorized into:

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

### **CITIZEN'S COMMUNICATION CENTER APPS:**

- ✓ Home Page Alert
- ✓ Document Center
- ✓ News Center
- ✓ Online Forms
- ✓ Photo Gallery/YouTube Video Upload
- ✓ Quick Link Buttons
- ✓ Revize Web Calendar - Unlimited Calendars
- ✓ Social Media Fly Out

### **CITIZEN'S ENGAGEMENT CENTER APPS:**

- ✓ Online Bill Pay

### **STAFF PRODUCTIVITY APPS:**

- ✓ Vendor Registration/Management System via Vendor Registry
- ✓ Image Manager
- ✓ Link Checker
- ✓ Menu Manager
- ✓ Online Form Builder
- ✓ Website Content Archiving

## SITE ADMIN & SECURITY APPS

- ✓ Audit Trail
- ✓ History Log
- ✓ Roles and Permission-based Security Mode
- ✓ Secure Site Gateway
- ✓ Unique Login/Password for each Content Editor

## MOBILE DEVICE AND ACCESSIBILITY FEATURES

- ✓ Alt-Tags
- ✓ Responsive Website Design (RWD) -Latest Government Design Technology to accommodate better viewing of text and graphics for any size screen, i.e SMART phones, PC Tablets, iPads, iPhones, Windows and Android devices

# Revize Support Includes:

- ✓ 8 AM – 8PM EST phone support (Monday thru Friday)
- ✓ Staff to provide assistance and answer all questions
- ✓ Dedicated Support Staffs
- ✓ New User Trainings
- ✓ Existing User Training / 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...
- ✓ 4 Major CMS Upgrades per Year
- ✓ Software & 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 the Major Feature Updates
- ✓ Regular Webinars on CMS Features and Usage

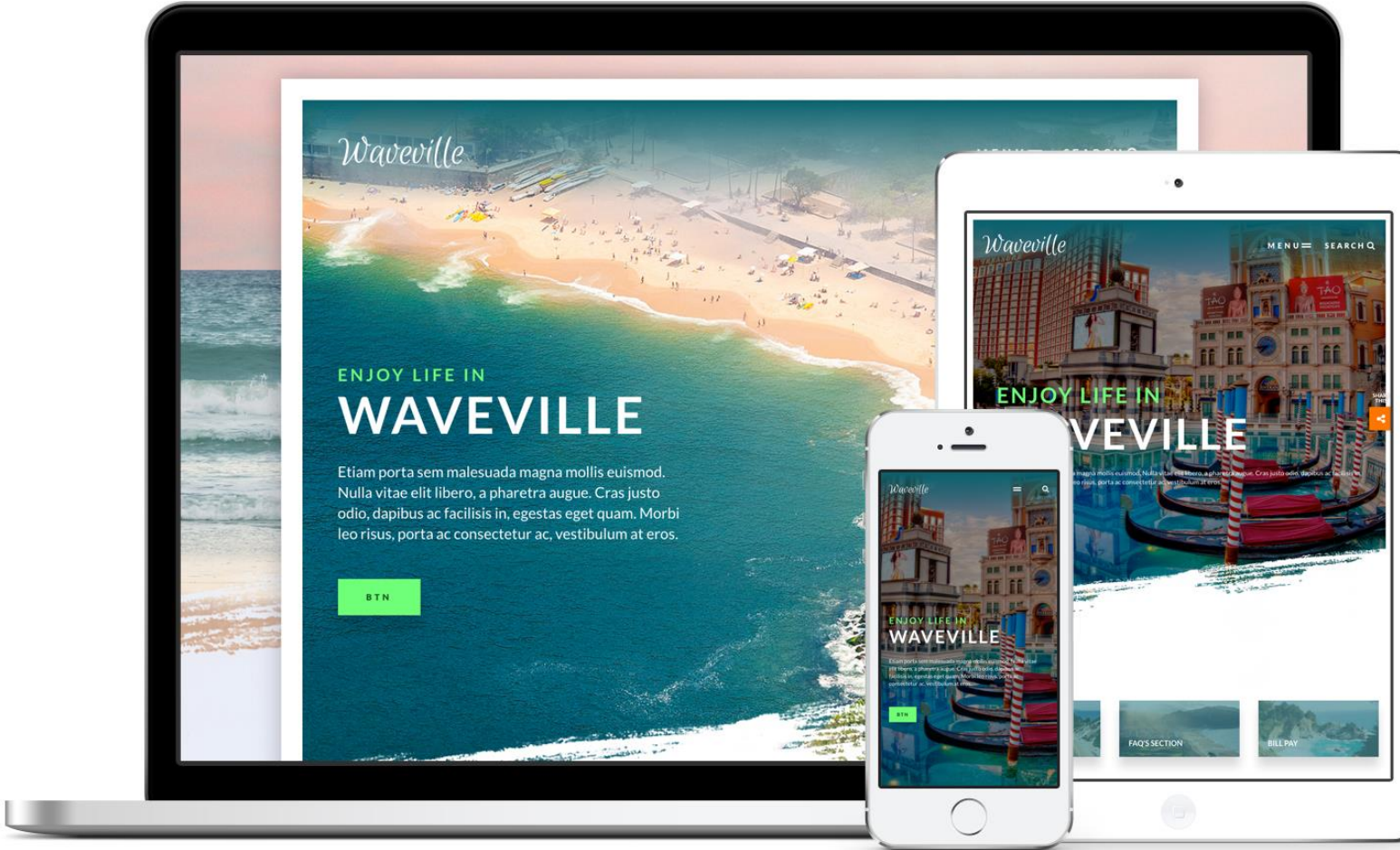
# Revize WEBGEN “Ready-to-Use” Website Designs:

## Small City Design





# Waveville Design



# Mountain Lake Design

