



RFP Response:

Website Redesign, Hosting, and Support

Quote for Hapeville, Georgia



Chris Rogers

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GovTech Top 100 Innovators in
2016, 2017, 2018 & 2019

LETTER OF INTEREST

4/11/2019

City of Hapeville
3468 N. Fulton Ave.
P.O. Box 82311
Hapeville, Georgia 30354

Dear Website Selection Team:

Thank you for the opportunity to present our quote for website redesign, hosting, and support services. It is our goal to deliver a mobile-friendly website that is professional, easy-to-use, and easy-to-maintain.


Our team has developed a portfolio of online services that are tailored for local government agencies. We have worked with cities, towns, villages, counties and other local government agencies for over sixty-five years continually striving to make your job easier. When it comes to posting content on the web, our solution is simple and straight-forward.

Our websites make it easier for your community to find content by providing multiple navigation paths to each page. Our designs reinforce self-service to enable 24x7 online access to your organization's services.

We create your website using Drupal, an industry-leading content management system. Since Drupal is open-source, your website is truly yours unlike those of many other government redesign companies that use their own proprietary software.

We are thrilled at the opportunity to partner on such an important initiative.

Sincerely,


Brian Gilday
President, Website Division

CONTENTS

Letter of Interest	3
Contents	4
Company Profile	5
References and Design Examples	7
Website Content Management System (CMS) Features	10
Meeting and Agenda Management (Optional)	12
Policies and Procedures Management (Optional)	23
Project Timeline and Approach	24
Hosting, Maintenance, and Customer Support	27
Project Costs	29
Payment Schedule	29
Services Agreement	30

COMPANY PROFILE

History, Mission, and Team

With over 65 years of experience, Municode's mission is to connect public sector organizations with their communities. Our solutions promote transparency and efficiency - such as custom website design, meeting and agenda management, online payment portals, the legal codification process, and our robust suite of online legislative search tools.

Municode has been in business for over sixty-five years and partners with more than 4,500 government agencies across all fifty states. Municode is a privately-owned corporation and is financially sound with no debt. Our leadership focuses on improving Municode through investments in its people and its technology. Our culture is conducive to the longevity of our employees; Our clients can establish a long-term partnership with our experienced and stable workforce.

Municode is home to over 230 employees (most of whom enjoy a 10+ year tenure). Our headquarters in Tallahassee, Florida includes four buildings totaling 56,000 square feet. Our West Coast office is in Portland, Oregon. We also have individual team members working in several states across the country.



Our Vision: Simple, Seamless Integration

Our vision is to create seamless integration between our service offerings. The goal is to reduce staff workload, while at the same time, increasing the ability for municipalities to connect with their communities.

The following example integration points are either in place today or envisioned in our future strategic roadmap.

- Unified search across all platforms (website, meetings, online codes)
- Auto-publish agendas and minutes from the Meetings platform to the Website
- Ordinance auto-publishing from the Meetings platform to your online code, queued for supplementation, Code of ordinance cross-references to legislative voting history, minutes, and video/audio



Project Team

We have a highly-skilled team with a customer service focus.



Jarrod - Project Sponsorship / Project Management / Customer Service

Jarrod has a Bachelor of Science degree in Mathematics and Business Administration from the University of Oregon. Jarrod is the Director of Professional Services and leads all aspects of project development and customer support.



Dave - Project Management / User Experience

Dave has a Bachelor of Arts degree in Communications from California State University. In addition to project and design leadership, Dave will participate in various analytical, site configuration, content migration, and training activities.



Mary Joy – Project Management / User Experience

Mary Joy has that unique ability to put technical concepts into easy-to-understand terms with clients such as Dunkin Donuts, Gillette, Fidelity, and Osram Sylvania. A Bentley graduate with a Bachelor of Science in CIS, Mary Joy leads our customer support efforts and content migration.



Paul – Development / Systems Architecture / QA

Paul has been working on software systems for years and is a strong member of our team. We will turn to Paul for any custom development work that might be required. In addition, Paul has many years of experience in quality assurance testing, so he will be acting as Municode's lead tester for the engagement.



Drago - Graphic Design

Drago's work speaks for itself. He has the unique ability to capture the essence of your branding and communication requirements and transform them to stunning web designs.

REFERENCES AND DESIGN EXAMPLES

Custom Designs

There is a reason why we have loyal customers! It is because we have a great solution, we take care of our customers, and we are committed to working with you for the long haul. When you pick up the phone and call us, we answer! When you email, we respond quickly – usually within 30 minutes. When you need us, we will be there for you. **But don't take our word for it, ask our clients.**

Vidalia Georgia

<http://www.vidaliaga.gov>

Population: 10,473

Nick Overstreet, City Manager

912-537-8781

noverstreet@vidalia.gov



Jefferson Georgia

<http://www.cityofjeffersonga.com>

Population: 9,459

Priscilla Murphy, Assistant City Manager

(706) 3675121 x 226

pmurphy@cityofjeffersonga.com



Los Altos California

<https://www.losaltosca.gov>

Population: 30,010

Erica Ray, PIO

650-947-2611

eray@losaltosca.gov



Brookhaven Georgia

<https://www.brookhavenga.gov/>

Population: 52,444

Ann Marie Quill, Communications Manager

404-637-0508

annmarie.quill@brookhavenga.gov



Corvallis Oregon

[Vision Internet replacement]

<https://www.corvallisoregon.gov>

Population: 55,298

Patrick Rollens, PIO 541-766-6368

patrick.rollens@corvallisoregon.gov

AWARD WINNER! 2018 3CMA Silver Circle Award Winner



Flowery Branch Georgia

<http://www.flowerybranchga.org>

Population: 5,686

Melissa McCain, City Clerk

770-967-6371

melissa@flowerybranchga.org



Monroe Georgia

<http://www.monroega.com>

Population: 13,234

Chris Bailey, Central Services Manager

770-266-5406

CBailey@MonroeGA.gov



Naples Florida

[Civic Plus replacement]

<https://www.naplesgov.com>

Population: 20,115

David Fralick, Communications Manager

239-213-1054, dfralick@naplesgov.com



AWARD WINNER! NAGW Member's Choice Award – Best Website in Nation for Municipalities 40,000 and Under



Specialty Sub-Site Graphic Designs

We also offer the option of having graphic designs for sub-sites that require specialized branding. We call these 'specialty sub-sites'. We leverage your main CMS and database, which allows us to offer these sub-sites with the same functionality as your main site yet with a completely different look and feel.

Economic Development

www.choosewoodstock.com
<https://addisontexas.net/econ-dev>
<https://www.burnet512.com/ed>



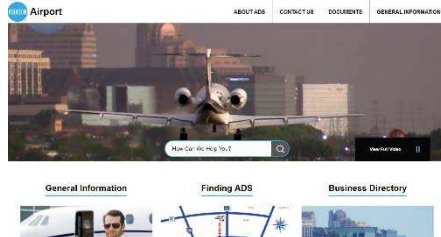
Parks & Recreation

www.cprdnewberg.org
<https://www.wilsonvilleparksandrec.com/parksrec>
<https://www.brookhavenga.gov/pcg>



Airports

<https://www.cityofprineville.com/airport>
<https://addisontexas.net/airport>



Libraries

www.woodstockpubliclibrary.org
<https://www.hendersoncountync.gov/library>



Police and Fire

www.quincypd.org
<https://addisontexas.net/police>
<https://www.griffith.in.gov/police>



Event Centers / Cultural Centers

<https://addisontexas.net/actc>
www.woodstockoperahouse.com
www.sherwoodcenterforthearts.org



Golf Courses

www.meadowlakesgc.com
<https://www.cottagegrove.org/golf>



Tourism

www.gofruita.com
<https://visitaddison.com/tourism>
<http://www.wrangell.com/visitorservices>



WEBSITE CONTENT MANAGEMENT SYSTEM (CMS) FEATURES

Municode Web was designed for local governments by experts in local government. It utilizes Drupal, an open source platform, that powers millions of websites and is supported by an active, diverse, and global community. We are the Drupal experts for local government!

Key Project Deliverables

- ★ WEBSITE DESIGN
- ★ CONTENT MIGRATION
- ★ TRAINING
- ★ HOSTING
- ★ SUPPORT

Standard Features

- ⊙ Responsive Mobile Friendly Design
- ⊙ Simple Page Editor
- ⊙ Best-in-Class Search Engine
- ⊙ Social Media Integration
- ⊙ Web Page Categories - create a page once, have it show up in multiple places
- ⊙ Department Micro-sites (sites-within-a-site)
- ⊙ Rotating Banners and Headline Articles
- ⊙ Online Job Postings
- ⊙ Online Bid/RFP Postings
- ⊙ Photo Album Slideshows
- ⊙ Google Maps Integration
- ⊙ Resource/Document Center
- ⊙ Image auto-scaling and resizing
- ⊙ Site Metrics (Google Analytics)
- ⊙ Scheduled Publish On/Off Dates
- ⊙ Unlimited User logins
- ⊙ Unlimited Content
- ⊙ Word-like WYSIWYG Editor
- ⊙ Private Pages – staff view only
- ⊙ Unlimited Online Fillable Forms
- ⊙ Emergency Alerts
- ⊙ Meeting Agendas/Minutes/Videos
- ⊙ Event Calendar
- ⊙ Page Versioning / Audit Trail
- ⊙ Latest News / Press Releases
- ⊙ Anti-spam controls
- ⊙ Email Harvesting Protection
- ⊙ Broken Link Finder
- ⊙ Dynamic Sitemap
- ⊙ Support for Windows, Mac, Linux
- ⊙ Video integration (YouTube, Vimeo, etc.)
- ⊙ Client owns rights to all data
- ⊙ Organization/Staff Directory
- ⊙ Frequently Asked Questions (FAQs)
- ⊙ Ordinances and Resolutions
- ⊙ Google Translate
- ⊙ Share This Button (Facebook/Twitter)
- ⊙ Secure Pages / SSL
- ⊙ Printer Friendly Pages
- ⊙ RSS Feeds Inbound/Outbound

Optional Features/Services

- ⊙ Email Subscriptions / Notifications
- ⊙ Projects Directory
- ⊙ Parks and Trails Directory
- ⊙ Property Directory (Commercial/Industrial)
- ⊙ Facility Reservations
- ⊙ Business Directory
- ⊙ Board Management
- ⊙ Stand-alone Intranet
- ⊙ Specialty Sub-site Graphic Designs
- ⊙ Custom Development

Our Response to your specific RFP Requirements

Feature	(Yes / No)	Comments/Description
Agenda Management	Yes	Our website comes standard with the ability to easily post meeting agendas and minutes. We also offer a best-in-class, full-featured meeting and agenda management solution (Municode MEETINGS) that integrates seamlessly with the website calendar. Our MEETINGS solution includes agenda-item workflow approval, auto-generation of full agenda packet with PDF Bookmarks/links to the agenda item detail, voting/roll call, meeting minute creation, and integration with video/audio.
Alerts & Emergency Notification	Yes	<p>We provide a notifications and alerts feature as well as an optional email subscription/notification feature.</p> <p>We also allow web page postings to social media such as Facebook and Twitter. We do not provide text alerts.</p>
Approval Rights	Yes	<p>Our solution is configured with granular role-based permissions and each user is required to login with a unique userID and password. We also offer a two-factor authentication option using Google Authenticate.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> All staff create and edit content using the same CMS – regardless of microsite / specialty site. <input checked="" type="checkbox"/> Our solution includes fine-grained role-based permissions for content authoring as well as webmaster administrative controls. <input checked="" type="checkbox"/> Site administrators can manage all staff roles / permissions from one common interface and restrict content authoring based on microsite <input checked="" type="checkbox"/> Each microsite (department/board/committee) can control its own homepage, its own sub-menu, sub-calendar, contact info, etc. The header and global navigation will stay intact on every page top ensure a seamless user experience, but the main content area will be customizable. <input checked="" type="checkbox"/> Our editing solution is among the most user-friendly in the industry, and we lock down the style options that a typical staff member can modify to provide a consistent, template-based page display. <input checked="" type="checkbox"/> We provide two options for pages – standard pages and custom pages. Standard pages are template-driven to ensure a consistent look across all pages. Staff only receive the ability to create standard pages by default. <input checked="" type="checkbox"/> We also offer an “Advanced Editor” role that allows users with that role to create custom HTML pages.
Archive Center		Our solution provides a complete audit history of each page update (date/time, user) and the ability to view the pages at each date/timestamp. You can also revert to any previous version of a page.

		<p>The version control record occurs at the page-level and maintains document versions as documents are updated/deleted within a page.</p> <p>For site-level rollback, we provide this service as part of our standard hosting and support agreement. We save daily, weekly, monthly, and annual backups.</p>
Automatic Expirations	Yes	We provide the ability to provide publish-on and publish-off dates for any web pages and associated files/images should you wish to have them auto-removed from public visibility.
Broken Links Finder	Yes	Our solution includes a broken links finder that detects broken links and provides a report that allows you to resolve those issues.
Browser-Based Administration	Yes	Our solution is completely browser-based.
Calendar	Yes	<p>We have a robust calendar and meeting management solution that allows for the following features</p> <p>Master Calendar and Sub-calendars</p> <ul style="list-style-type: none"> Individual Community Events and Meetings are displayed on a master calendar as well as sub-calendars for each department, board, committee, or commission. <p>Meeting Archives</p> <ul style="list-style-type: none"> All meetings automatically get added to a meeting archive that is filterable by committee or department. <p>Upcoming Events/Meetings</p> <ul style="list-style-type: none"> Upcoming events and meetings are displayed within each specific department/committee. In addition, a master list of upcoming events can be displayed on the home page. <p>Easily create calendar events</p> <ul style="list-style-type: none"> Each calendar event is its own web page with the option of including file attachments, text, photos, and links. <p>Email Notifications</p> <ul style="list-style-type: none"> When integrated with our email subscription feature, calendar event 'reminder' email notifications can be sent to subscribers based on category. <p>Google/Outlook/iCal</p> <ul style="list-style-type: none"> Our calendaring solution allows you to import calendar events into iCal or Google.
Citizen Sourcing Tool	Yes	We provide this feature via our online form submission tool.

Content Preview	Yes	Yes, content preview is included
Content Scheduling / Publish/Unpublish / Delete	Yes	<p>We provide the ability to provide publish-on and publish-off dates for web pages and associated files/images should you wish to have them auto-removed from public visibility.</p> <p>Most local government organizations do not want to delete pages due to record retention and public request laws. As a result, we recommend that pages be un-published but not deleted.</p> <p>Deleting a page removes its record from the website database. We do allow for the deleting of pages, but this is an administrative task.</p>
Departmental Home Pages	Yes	<p>Each department/board/committee gets its own microsite, or site-within-a-site. A department can control its own homepage, its own sub-menu, sub-calendar, contact info, etc. The header and global navigation will stay intact on every page to maintain a consistent user experience, but the main content area will be customizable.</p> <p>Should you wish to have exceptions to the rule, we do provide the option of designing and implementing a separate ‘specialty sub-site graphic design’ for special sites that might require a unique look, feel, and navigation.</p>
Directories, Listing for Staff and Business	Yes	<p>Our staff directory comes standard and includes the ability to store and maintain organizational contact information in the website database and to display that data in multiple formats.</p> <p>In addition to a master staff directory and departmental sub-directories, you can customize each page with one or more points of contact relevant to that page. When a change is made to an individual contact’s information, those changes are automatically propagated throughout the site.</p> <p>We also offer an optional business directory that is integrated with Google Maps and allows for filtering for specific businesses.</p> <p>Please see https://www.ci.durham.nh.us/directory as an example.</p>
Document and File Repository	Yes	Yes, a document center is included, and we index the contents of each file for searchability. We have the best search engine in the industry.
E-Notifications	Yes	We provide your site visitors a full subscribe/unsubscribe capability by category. You create one or more lists for visitors to subscribe to, and you can send email notifications to those users directly via the website. You can also schedule automatic daily or weekly emails based on configurable criteria. We do not offer SMS notifications.

Facility Management	Yes	Yes, this is an optional feature. We are happy to provide a demo to confirm if this meets your requirements.
Forward to a Friend	Yes	We have this feature, but typically keep it disabled due to security issues. We can discuss the pros/cons of enabling such a feature.
Frequently Asked Questions (FAQ)	Yes	We have one of the most intuitive Frequently Asked Questions (FAQs) solutions in the industry. As you add questions and answers for different departments/categories, those FAQs are automatically added to a master list. You also can embed specific FAQs within any web page. When an FAQ is updated or added, the update is automatically applied to all sections of the website where that category of FAQs is referenced.
GIS Mapping	Yes	We have the capability to integrate with 3 rd party applications, and we also offer built-in directories integrated with Open Street Maps and Google Maps Examples: Project Directory: https://www.losaltosca.gov/projects Parks and Trails Directory: https://www.cityofvancouver.us/parksites Business Directory: https://www.ci.durham.nh.us/directory Economic Development Property Directory: http://www.cityofestacada.org/biz/properties
HTML Code	Yes	We offer an “Advanced Editor” role that allows users with that role to create custom HTML pages.
Integration to existing systems and databases	Yes	As a base offering, we allow for connecting with external systems via direct links, embed codes, or iframes. We can also embed RSS feeds from external systems into your site and create outbound RSS feeds of your website content for use by external systems. We can provide quotes for more advanced API integrations with specific systems. We would need to discuss those requirements in more detail to provide custom quotes.
Intranet/Extranet (Private Pages)	Yes	We offer the ability to have private pages right on your public-facing website that are restricted to logged in staff members. We also offer the option to add a separate/stand-alone intranet/extranet with LDAP.

Intuitive Navigation	Yes	<p>We implement several techniques to ensure an intuitive path to your content.</p> <ol style="list-style-type: none"> 1. <u>Home Page Design</u> – we work on an intuitive home page layout that emphasizes search, key action buttons, a main navigational menu, and news/hot topic displays. 2. <u>Search</u> – we ensure that search is a prominent design element and that search results are relevant/accurate 3. <u>Sitemap / menu navigation</u> - in addition to a user-centric and/or service-centric main navigational menu, we also allow each department/committee to have its own sub-navigation menu.
LDAP Integration	Yes	LDAP integration is an optional feature.
Levels of Rights/Permissions	Yes	<p>Our solution is configured with granular role-based permissions and each user is required to login with a unique userid and password. We also offer a two-factor authentication option using Google Authenticate.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> All staff create and edit content using the same CMS – regardless of microsite / specialty site. <input checked="" type="checkbox"/> Our solution includes fine-grained role-based permissions for content authoring as well as webmaster administrative controls. <input checked="" type="checkbox"/> Site administrators can manage all staff roles / permissions from one common interface and restrict content authoring based on microsite <input checked="" type="checkbox"/> Each microsite (department/board/committee) can control its own homepage, its own sub-menu, sub-calendar, contact info, etc. The header and global navigation will stay intact on every page top ensure a seamless user experience, but the main content area will be customizable. <input checked="" type="checkbox"/> Our editing solution is among the most user-friendly in the industry, and we lock down the style options that a typical staff member can modify to provide a consistent, template-based page display. <input checked="" type="checkbox"/> We provide two options for pages – standard pages and custom pages. Standard pages are template-driven to ensure a consistent look across all pages. Staff only receive the ability to create standard pages by default. <input checked="" type="checkbox"/> We also offer an “Advanced Editor” role that allows users with that role to create custom HTML pages.
Live Edit	Yes	Yes, included.
Mobile-Friendly	Yes	<p>Our solution is designed with tablets, smartphones, laptops, and desktops in mind. Our websites adjust to the screen size used to view it.</p> <p>We ensure that your website will work on any browser version that represents 0.5% or more usage per the latest W3C browser stats:</p> <ul style="list-style-type: none"> • http://www.w3schools.com/browsers

		For example, based on January 2018 stats we commit to supporting Opera version O49, Safari S10-S11, Firefox FF52; FF57; FF58, IE11, Edge 15-16, and Chrome C57+.
Multi-Lingual Support	Yes	We provide integration with Google Translate.
News & Announcements / News Releases	Yes	We provide the capability to have a News section that is filterable by press release date. We also provide the ability to provide publish-on and publish-off dates for any web pages (including news pages) should you wish to have them auto-removed from public visibility.
Online Forms	Yes	<p>We provide a tool to create unlimited online-fillable web forms. You will be able to:</p> <ul style="list-style-type: none"> • create forms, permits, applications, and surveys that site visitors can submit online. • send email notifications to the person submitting the form as well as the form owner immediately upon form submission. • IP address of person submitting the form is automatically captured • ability to create form 'templates' with common fields • form results stored in the database. • export form results to spreadsheet or CSV and then use for mail merge, further analysis, etc. • Integrate with the municodePAY payment portal if desired. • create custom forms with acknowledgement fields, terms of service, and electronic signature.
Online Job Postings and Application	Yes	We offer the ability to post job openings through our online webform building tool. We do not offer the public the ability to create logins with online profiles.
Online Payments	Yes	Yes, we offer online payments.
Photo Center	Yes	<p>Our solution auto-scales and re-sizes images to be of web-friendly size. Our solution comes with a standard photo album slideshow feature.</p> <p>Here is an example of a photo gallery page: http://www.wrangell.com/photos</p>
Printable Pages	Yes	Yes, included.

Real Estate Management	Yes	Yes, we provide a commercial/industrial properties locator that acts much like a mini real-estate site. Please see an example here: http://www.cityofestacada.org/biz/properties
Request Tracking/Customer Service	Yes	Yes, our optional Citizen 311 feature includes this functionality.
Responsive Design	Yes	Yes, we implement an ADA-compliant, mobile-friendly website using the latest responsive design techniques.
RFP/RFQ/Bid Posting	Yes	We offer a basic bid/RFP posting feature included with our standard package. We also offer a more robust, stand-alone bid management solution that manages vendor profiles and auto-generates the plan holders/bidders list for each bid/RFP.
Rotating Photos/Banners	Yes	You will have the opportunity to easily change out background images at any time. You will also have the option to include multiple background images at the same time and have the website browser randomly load a different background image each time.
RSS Feeds	Yes	Our solution provides for outbound RSS feeds for upcoming events, news items, job postings, and Bids/RFPs. We can create custom feeds as needed.
Quick Links	Yes	We offer multiple ways to accomplish this requirement: <ul style="list-style-type: none"> • How Do I Mega Menu example: https://www.tualatinoregon.gov/ • Find it Fast on home page: http://www.cityofvancouver.us/ • "I Want To" dropdown on inner page: http://www.cityofvancouver.us/cmo
Security	Yes	Our solution is quite secure, and we take cyber security seriously. Your website will be secure from multiple perspectives: <u>Data Center</u> - We host your website in a secure data center with a high-availability network architecture. The data center is manned 24x7x365. Your website is maintained using firewalls, load balancers, multiple web application servers, and a database server. We apply security updates to the entire web server stack on a regular basis. <u>Data transmission</u> - We guarantee up to 1 Terabyte of data transfer per month.

		<p><u>Redundant high-availability failover (optional)</u> - We have the capability of providing premium hosting service levels by offering a mirrored copy of your site on a separate infrastructure and geographic location. We would need to talk through the required service levels and bandwidth to provide pricing for this item.</p> <p><u>Web CMS software security</u> - We apply security updates to your Drupal-based CMS whenever updates are posted. Your website is built on Drupal software that has the confidence of millions of websites in both the private sector and public sector, including whitehouse.gov, the City of Boston and the City of Los Angeles. Several built-in security mechanisms are in place to prevent cross-site scripting attacks.</p> <p><u>Web transmission security</u> - Your website is secured with SSL to encrypt transmission of data. We SSL-enable every page on your website for maximum security.</p> <p><u>User authentication security</u> - Our solution is configured with granular role-based permissions, and each user is required to login with a unique user id and password. We also offer a two-factor authentication option using Google Authenticate if that should be something you are interested in pursuing.</p> <p><u>Data Backup</u> - We back up your data in multiple geographic locations. We backup daily, weekly, monthly, and up to 7 years of annual data backups.</p> <p><u>Guaranteed Uptime</u> - Municode guarantees web server uptime of 99.95%. In the event this service level is not met within a given month, you will receive a credit for that month's service</p>
Site Search	Yes	<p>Our Drupal-based solution includes a powerful search engine that is among the best in the industry. We also provide an enhanced search capability at no extra charge which allows for:</p> <ul style="list-style-type: none"> • Indexing of file attachments (content of PDFs, Office documents, agendas, minutes, etc.). • Filtering search results by date. • Filtering search results by department/committee.
Site Statistics	Yes	We integrate with Google Analytics as part of our standard service.
Sitemap & Breadcrumbs	Yes	We use multiple techniques to improve the site's information architecture and make content easy to find on your website.

		<ul style="list-style-type: none"> • High-level sitemap: with you on a high-level sitemap that is targeted by user type. • Detailed sitemap: sitemap auto-updates as navigational links change over time. • Breadcrumbs: available to add to your design upon request. • Create a page once, have it displayed in multiple locations. We implement an industry-leading capability that allows a page to be created once but automatically displayed in multiple locations on the website. • Menus: <ul style="list-style-type: none"> ○ In addition to a main organizational mega menu, each department, board, and committee would have its own microsite or site-within-a-site. This includes a home page, sub-menu, sub-calendars, and much more. ○ Everything is role-based, so departmental staff will only have access to their respective department sub-menus. ○ Our advance menu solution allows you to move an entire sub-section of your menu tree to a different section of a menu. The child links properly stay connected to a parent link should the parent link be moved. ○ Our solution also provides the capability to create links within any page, and we have multiple options for the way in which those links are created. Examples include: <ul style="list-style-type: none"> ▪ Add links within department sub-menus. ▪ Add links within the body text of a page. ▪ Add links using a “Related Links” section of each page.
Social Media Interface	Yes	<p>We provide options to leverage social media in multiple ways.</p> <ul style="list-style-type: none"> • A “Share This” capability exists to push web page posts to Facebook, Twitter, and other social media channels. • We provide the capability to embed social feeds within your website if desired. • We provide the capability to add social icons to your home page. • We provide the capability to add department-specific social icons and feeds to department sub-pages.
Spellcheck	Yes	Our editor has a spellcheck capability.
Spotlight	Yes	A spotlight feature can be incorporated into your custom graphic design.
Third Party Integration	Yes	As a base offering, we allow for connecting with external systems via direct links, embed codes, or iframes. We can embed RSS feeds from external

		<p>systems into your site and create outbound RSS feeds of your website content for use by external systems.</p> <p>We can provide quotes for more advanced API integrations with specific systems. We would need to discuss those requirements in more detail to provide custom quotes.</p>
Training	Yes	We offer different training options for both basic user training and advanced user training as well as a training session on content strategy and authoring best practices. We have options to complete training in person, via web teleconference, or through our video training series.
Unique Department Home Page	Yes	<p>Each department/board/committee gets its own microsite, or site-within-a-site. A department can control its own homepage, its own sub-menu, sub-calendar, contact info, etc. The header and global navigation will stay intact on every page to maintain a consistent user experience, but the main content area will be customizable.</p> <p>Should you wish to have exceptions to the rule, we do provide the option of designing and implementing a separate ‘specialty sub-site graphic design’ for special sites that might require a unique look, feel, and navigation.</p>
Video Center	Yes	<p>We offer multiple options for integrating audio and video into your website. Some are standard while others would require a custom quote.</p> <ul style="list-style-type: none"> • Upload audio files for meetings [standard] • YouTube and Vimeo integration with auto-embed (standard) • 3rd party meeting audio/video integration via iFrame (i.e. Granicus, Accela IQM2, BoardDocs, Sire, AV CaptureAll, iCompass, Swagit, etc.) [standard] • Accela meeting audio via API integration (optional) • Additional 3rd party integrations in progress (Swagit)
Web-Friendly URLs	Yes	You have an unlimited ability to provide such friendly URLs with redirect functionality. It can be accomplished directly from our browser-based interface.

MEETING AND AGENDA MANAGEMENT (OPTIONAL)

Municode Web includes a standard feature to post meeting agendas and minutes. Many organizations seek the additional features of an agenda management solution such as agenda item approval workflow, auto-generated PDF/Word agendas, live council voting/roll call, and audio/video integration.

Municode Meetings is the easiest-to-use and most modern agenda management system in the industry. It is a 100% cloud-based offering that will greatly reduce the staff time and effort required to create and publish online agendas and minutes.

Key Project Deliverables

- ★ BOARD/COMMITTEE SETUP - configure as many boards as you need - no limit
- ★ MEETING TEMPLATE DESIGN - design one or more meeting templates to your custom specifications
- ★ TRAINING
- ★ WORKFLOW - setup custom agenda item approval workflows
- ★ USERS/ROLES/PERMISSIONS - create and configure unlimited user accounts
- ★ ANNUAL SERVICE - 99.95% up-time guarantee, data backups, disaster recovery
- ★ SUPPORT - 8AM to 8PM Eastern phone and email support; 24x7x365 emergency support

Standard Features

- ⊙ Unlimited Meetings and Agenda Templates
- ⊙ Unlimited Meeting Agenda Templates
- ⊙ Unlimited Users
- ⊙ Create Meetings
- ⊙ Submit/Add Agenda Items
- ⊙ Attach agenda item files
- ⊙ Create Agendas
- ⊙ Create Agenda Packets
- ⊙ Create Meeting Minutes
- ⊙ Approve Items with Approval Workflow
- ⊙ Auto Publishing Agenda, Agenda Packet, Minutes to the web
- ⊙ Self-service YouTube video time stamping
- ⊙ Integration with Swagit Video (coming soon)
- ⊙ Voting/Roll Call
- ⊙ Integration with Municode Web calendar

Service and Support

We will guarantee service uptime of 99.95%. In the event this service level is not met within a given month, you will receive a credit for that month's service.

We will provide you contact numbers to reach us 24x7x365 for catastrophic site issues. We will also be available from Monday to Friday 8AM-8PM EST via email and phone to handle routine questions from staff.

We will perform security upgrades and other optimizations during off-hours, typically between the hours of 12-3AM PST, if such work requires your meetings to be off-line. We will provide at least 14 days' notice for any non-emergency maintenance that requires down-time.

Our auto-monitoring software continually monitors performance and instantly alerts us when problems occur. We act as soon as possible and no later than two hours after problems are detected.

POLICIES AND PROCEDURES MANAGEMENT (OPTIONAL)

Municode Web includes a standard feature to post policy and procedure documents. Many organizations seek the additional features a policy and procedures management solution provides, such as approval workflow, automated PDF generation, and historical tracking. Examples of policy and procedure manuals include fire codes, general plans, financial reports, and proclamations. Municode’s Self-Publishing Software facilitates these needs.

Key Project Deliverable

- ★ SOFTWARE LICENSE – Annually, includes up to five (5) authorized users
- ★ CONVERSION – Convert your current Word/Folio manuals to our software database for in-house publication, updates and maintenance
- ★ WORKFLOW – Provides organized, systematic execution of updates, corrections, new clauses, new codes, etc.
- ★ ONLINE BOOK HOSTING – Published in HTML format
- ★ SERVICE LEVEL - 99.95% up-time guarantee, data backups, disaster recovery
- ★ SUPPORT - 8AM to 8PM Eastern phone and email support; 24x7x365 emergency support

Standard Features

- ⦿ Policy/Amendment drafting tool
- ⦿ Automated code, policy and publication updates
- ⦿ Automated approval and signature workflow
- ⦿ Automated PDF generation for backup/printing
- ⦿ Historical tracking tool
- ⦿ Online training and customer service

Service and Support

We will guarantee service uptime of 99.95%. In the event this service level is not met within a given month, you will receive a credit for that month's service.

We will provide you contact numbers to reach us 24x7x365 for catastrophic site issues. We will also be available from Monday to Friday 8AM-8PM EST via email and phone to handle routine questions from staff.

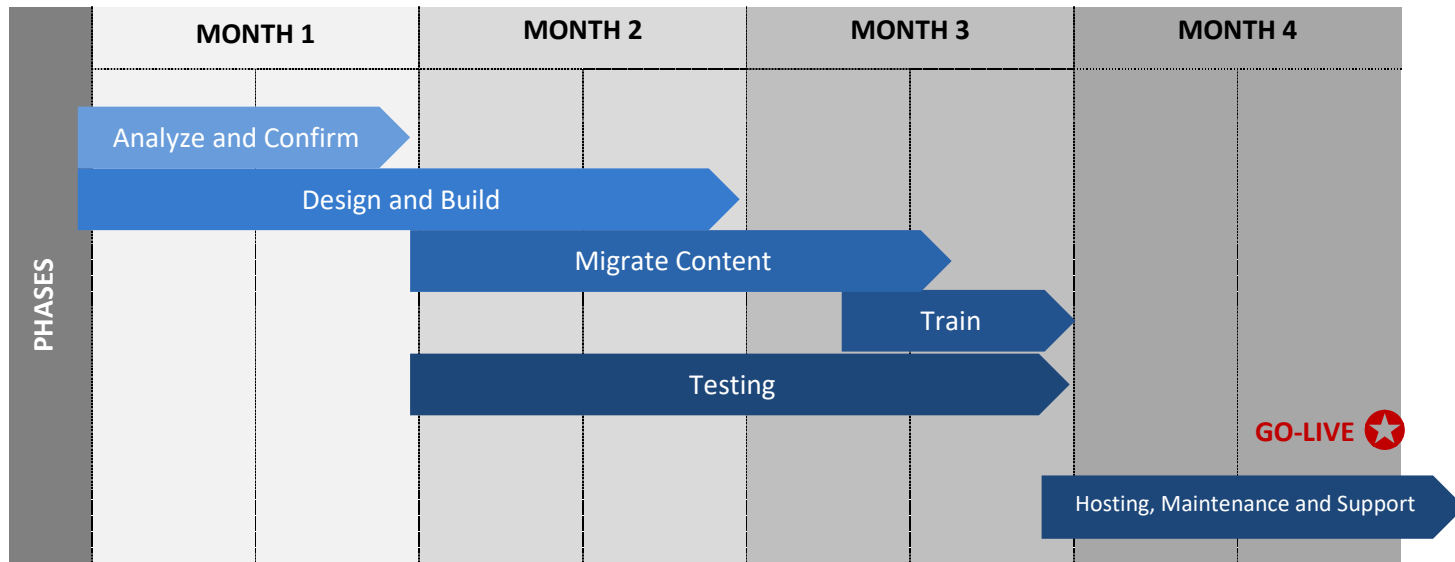
We will perform security upgrades and other optimizations during off-hours, typically between the hours of 12-3AM PST, if such work requires your meetings to be off-line. We will provide at least 14 days’ notice for any non-emergency maintenance that requires down-time.

Our auto-monitoring software continually monitors performance and instantly alerts us when problems occur. We act as soon as possible and no later than two hours after problems are detected.

PROJECT TIMELINE AND APPROACH

The typical project takes from 3 to 7 months. The high-level timeline below is an approximation. We will finalize the schedule once we meet with you:

Project Timeline Sample



Client Responsibilities

The client's responsibility and the key to a smooth on-time deployment is providing the initial information and approving proofs quickly.

- ☑ The Client will make available to Municode relevant images, photos, logos, colors, and other branding material as well as an inventory of existing applications, websites, and content at the start of this effort. The Client will create new content copy as needed.
- ☑ The Client will assign a single point of contact for Municode to interact with that will be responsible for coordinating the schedules of other project stakeholders.
- ☑ The Client will review any deliverables requiring formal approval within 5 business days and return all comments/issues at or before those 5 days have elapsed.
- ☑ The Client will assign one person who will act as the "ultimate decision maker" in the case where consensus among the team cannot be reached.
- ☑ The Client must agree to applicable terms of services for Google related services such as Google Analytics and Google Maps to access those features. Municode is not responsible for Google's decisions related to discontinuing services or changing current APIs.

Project Phase Descriptions

Phase 1: Analyze and Confirm Requirements

Website Assessment:

Municode will complete an analysis of your current website(s) to assess the existing navigation, features/functions, and quality of content.

Organizational Overview Inventory/Survey:

Municode will provide an organizational overview document for you to complete as part of this assessment.

Website Design Meeting:

Municode will conduct a design meeting with a client-defined web advisory team. We recommend the advisory team be limited to a maximum of 6 members. This design meeting will allow the website advisory team to provide input regarding the overall design of the new website, including the site branding as well as high-level site navigation. This team will act as the initial review team for website design concepts. In addition, this team will act as the final review team for the website before it is approved for go-live.

Deliverables

- ⦿ Summary assessment sheet
- ⦿ Organization Survey
- ⦿ Website design specification sheet (graphic design and information / navigation design)

Phase 2: Design and Build phase

Design Concept Creation and Approval (Custom Designs):

Municode will complete home page design concepts for the Home Page and inner pages. These design concepts will incorporate all the graphical elements as well as the high-level sitemap. You will select a winning concept after going through a series of iterative design revision meetings. We allow for a total of 6 revisions.

Website Setup, Configure, and Customization:

Municode will create a fully functional website that includes the functional elements described in this proposal. As part of the website setup, Municode will finalize any remaining elements to the approved design and navigation.

Deliverables

- ⦿ Design concepts
- ⦿ Finalized design (Photoshop PSD)
- ⦿ Functional beta website with approved design
- ⦿ Content migration

Phase 3: Migrate Content

Content Finalization and Departmental Acceptance

Municode migrates initial content and your trained staff finalizes prior to go-live. See pricing section for specific number of included pages.

Meeting Agendas and Minutes: Client completes an excel template with information regarding each meeting plus corresponding files. Municode will then auto-import that content. Files must be provided with a standard naming convention to allow for auto parsing of date. (i.e. minutes_061516.pdf, etc.)

Standard Web Pages: A standard web page is defined as a page that contains a title, body text, and up to a total of 5 links, file attachments, or images. If you require migration of more complex pages, we can provide a custom quote.

Directory pages (Staff Directory, Projects, Commercial/Industrial Properties, Business Directory, Ordinances/Resolutions): Client completes manually or may request a custom quote. For custom quotes, client completes an excel template with directory data and Municode auto-imports directory content.

Deliverables

- ⦿ Content creation and migration
- ⦿ Departmental content 'signoff'

Phase 4: Staff Training

Staff Training

Throughout the development and after launch, our customers have access to training, resources and educational opportunities that help them thrive. Our initial training is offered to administrators and content contributors.

Deliverables

- ⦿ On-site (if applicable)
- ⦿ Web teleconference
- ⦿ Videos and User guides

Phase 5: Testing

Municode Functional Testing

Municode will perform a series of tests across multiple browser and operating system versions to confirm site functionality. Test will confirm proper functionality of all features documented in this proposal.

Acceptance Testing

Staff will review the website for completeness. Municode will have completed functional testing and cross-browser compatibility testing.

Deliverables

- ⦿ Completing Testing Checklists
- ⦿ Site acceptance by client

Go Live ★

Go-Live

We will work with you to make the appropriate 'A' Record DNS entry changes to begin the process of propagating the new production web server IP address.

Deliverables

- ⦿ Accepted Final Live Website

HOSTING, MAINTENANCE, AND CUSTOMER SUPPORT

Hosting

We provide first-class hosting services in a secure data center. We take cyber security seriously. Your website will be secure from multiple perspectives:

Data Center

We host your website in a secure data center. The data center is manned 24x7x365. Your website is maintained using firewalls, load balancers, multiple web application servers, and a database server. We apply security updates to the entire web server stack on a regular basis.

Data transmission

We guarantee up to 1 Terabyte of data transfer per month.

Redundant high-availability failover (optional):

We have the capability of providing premium hosting service levels by offering a mirrored copy of your site on a separate infrastructure and geographic location. We would need to talk through the required service levels and bandwidth to provide pricing for this item.

Web CMS software security

We apply security updates to your Drupal-based CMS whenever updates are posted. Your website is built on Drupal software that has the confidence of millions of websites in both the private sector and public sector, including whitehouse.gov, the City of Boston and the City of Los Angeles. Several built-in security mechanisms are in place to prevent cross-site scripting attacks.

Web transmission security

Your website is secured with SSL to encrypt transmission of data. We SSL-enable every page on your website for maximum security.

User authentication security

Our solution is configured with granular role-based permissions, and each user is required to login with a unique user id and password. We also offer a [two-factor authentication option](#) using Google Authenticate if that should be something you are interested in pursuing.

Data Backup

We back up your data in multiple geographic locations. We backup daily, weekly, monthly, and up to 7 years of annual data backups.

Guaranteed Uptime

Municode guarantee web server uptime of 99.95%. In the event this service level is not met within a given month, you will receive a credit for that month's service

Maintenance and Customer Support

24x7 Customer support:

We will provide you contact numbers to reach us 24x7x365 for catastrophic site issues. We will also be available from Monday to Friday 8AM-8PM EST via email and phone to handle routine website operation questions from staff.

Security upgrades:

Municode will apply security upgrades to your solution's core and contributed modules ensuring that your website stays secure. Municode will perform security upgrades and other web server and website optimizations during off-hours, typically between the hours of 9PM-3AM Pacific, if such work requires taking the website off-line. We will provide at least 14 days' notice for any non-emergency maintenance that requires down-time.

Site Monitoring and Site Recovery:

Municode will install auto-monitoring software routines that continually monitor website performance and alert us when problems occur. We will act as soon as possible and no later than two hours after problems are detected.

Free feature upgrades:

As we update our base Municode features, you receive those upgrades for FREE.

PROJECT COSTS

Design, Development, and Implementation Phase

\$9,500

- Fully functional Municode CMS with all base features
- Responsive mobile-friendly website with **Custom** design
- Content migration; up to 250 pages and 5 years meeting minutes
- Training: web teleconference, video, user guides

Annual Hosting, Maintenance, and Customer Support

\$2,000 / year

- 80GB disk space and up to 1 terabyte data transfer per month
- 99.95% up-time guarantee, telephone support 8AM-8PM Eastern
- Email support with one-hour response time during working hours
- Emergency 24x7 support
- Up to 3 hours' webinar refresher trainings per year

Total Year 1 Costs

\$11,500

Select Additional Website Options

<input type="checkbox"/> Citizen 311	\$1500 + \$900 per year
<input type="checkbox"/> Email Subscriptions / Notifications	\$600 per year
<input type="checkbox"/> Parks and Trails Directory	\$200 per year
<input type="checkbox"/> Projects Directory	\$200 per year
<input type="checkbox"/> Property Listings (Commercial/Industrial)	\$200 per year
<input type="checkbox"/> Business Directory	\$200 per year
<input type="checkbox"/> Meeting and Agenda Management (Municode Meetings)	\$3,800 per year
<input type="checkbox"/> Policies and Procedures Management	ask for quote
<input type="checkbox"/> Specialty sub-site graphic designs	\$3500 + \$600 per year (per design)
<input type="checkbox"/> Site graphic redesign every 4th year	\$600 per year (per design)
<input type="checkbox"/> Additional on-site visits (training, consultation, etc.)	\$1500 day 1, \$1000 per day (days 2+)
<input type="checkbox"/> Custom Feature Development	\$150 per hour or fixed bid quote

PAYMENT SCHEDULE

Year 1

Sign contract	50% of one-time costs
Implement design and features	50% of one-time costs
Conduct training (site moved to production / annual support begins)	annual hosting and support

Notes

- No long-term commitments required. We will earn your trust. You may cancel service at any time.
- Guaranteed pricing. Hosting and Support fees will not increase for first three years.
- Annual hosting and support fees starting year four will increase according to the previous year-ending *Consumer Price Index (CPI) for All Urban Consumers*.
- 2, 3, or 4-year interest-free payment plan available upon request

SERVICES AGREEMENT

This agreement ("AGREEMENT") is entered between Hapeville Georgia ("CLIENT") and Municipal Code Corporation ("CONSULTANT").

1. Term of AGREEMENT. This AGREEMENT shall commence effective the date signed by the CLIENT. It shall automatically renew annually. This AGREEMENT shall terminate upon the CLIENT's providing CONSULTANT with sixty (60) days' advance written notice

2. Compensation. It is understood and agreed by and between the parties hereto, that the CLIENT shall pay the CONSULTANT for services based on the payment schedule provided as set forth in the section marked "Payment Schedule". Payment will be made to CONSULTANT within thirty (30) days of the receipt of approved invoices for services rendered.

3. Scope of Services. CONSULTANT's services under this AGREEMENT shall consist of services as detailed in the attached proposal including appendices ("SERVICES"). SERVICES may be amended or modified upon the mutual written AGREEMENT of the parties.

4. Integration. This AGREEMENT, along with the SERVICES to be performed contain the entire agreement between and among the parties, integrate all the terms and conditions mentioned herein or incidental hereto, and supersede all prior written or oral discussions or agreements between the parties or their predecessors-in-interest with respect to all or any part of the subject matter hereof.

5. Warranty. CONSULTANT warrants that any services provided hereunder will be performed in a professional and workmanlike manner and the functionality of the services will not be materially decreased during the term.

6. Liability. CONSULTANT's total liability arising out of any acts, omissions, errors, events, or default of CONSULTANT and/or any of its employees or contractors shall be limited by the provisions of the AGREEMENT and further limited to a maximum amount equal to the fees received by CONSULTANT from CLIENT under this AGREEMENT.

7. Termination. This AGREEMENT shall terminate upon the CLIENT's providing CONSULTANT with sixty (60) days' advance written notice. In the event the AGREEMENT is terminated by the CLIENT's issuance of said written notice of intent to terminate, the CONSULTANT shall pay CLIENT a pro-rated refund of any prepaid service fees (for the period from the date of the termination through to the end of the term). If, however, CONSULTANT has substantially or materially breached the standards and terms of this AGREEMENT, the CLIENT shall have any remedy or right of set-off available at law and equity.

8. Independent Contractor. CONSULTANT is an independent contractor. Notwithstanding any provision appearing in this AGREEMENT, all personnel assigned by CONSULTANT to perform services under the terms of this AGREEMENT shall be employees or agents of CONSULTANT for all purposes. CONSULTANT shall make no representation that it is the employee of the CLIENT for any purposes.

9. Confidentiality. (a) Confidential Information. For purposes of this AGREEMENT, the term "Confidential Information" means all information that is not generally known by the public and that: is obtained by CONSULTANT from CLIENT, or that is learned, discovered, developed, conceived, originated, or prepared by CONSULTANT during the process of performing this AGREEMENT, and relates directly to the business or assets of CLIENT. The term "Confidential Information" shall include, but shall not be limited to: inventions, discoveries, trade secrets, and know-how; computer software code, designs, routines, algorithms, and structures; product information; research and development information; lists of clients and other information relating thereto; financial data and information; business plans and processes; and any other information of CLIENT that CLIENT informs CONSULTANT, or that CONSULTANT should know by virtue of its position, is to be kept confidential.

(b) **Obligation of Confidentiality.** During the term of this AGREEMENT, and always thereafter, CONSULTANT agrees that it will not disclose to others, use for its own benefit or for the benefit of anyone other than CLIENT, or otherwise appropriate or copy, any Confidential Information except as required in the performance of its obligations to CLIENT hereunder. The obligations of CONSULTANT under this paragraph shall not apply to any information that becomes public knowledge through no fault of CONSULTANT.

10. Assignment. Neither party may assign or subcontract its rights or obligations under this AGREEMENT without prior written consent of the other party, which shall not be unreasonably withheld. Notwithstanding the foregoing, either party may assign this AGREEMENT in its entirety, without consent of the other party, in connection with a merger, acquisition, corporate reorganization, or sale of its assets.

11. Cooperative Purchasing. CONSULTANT and CLIENT agree that other public agencies may purchase goods and services under this solicitation or contract at their own cost and without CONSULTANT or CLIENT incurring any financial or legal liability for such purchases.

12. Governing Law. This AGREEMENT shall be governed and construed in accordance with the laws of the State of Georgia without resort to any jurisdiction's conflicts of law, rules or doctrines.

Submitted by:

Municipal Code Corporation

By: *Brian Gilder*

Title: President, Website Division

Accepted by:

By: _____

Title: _____

Date: _____