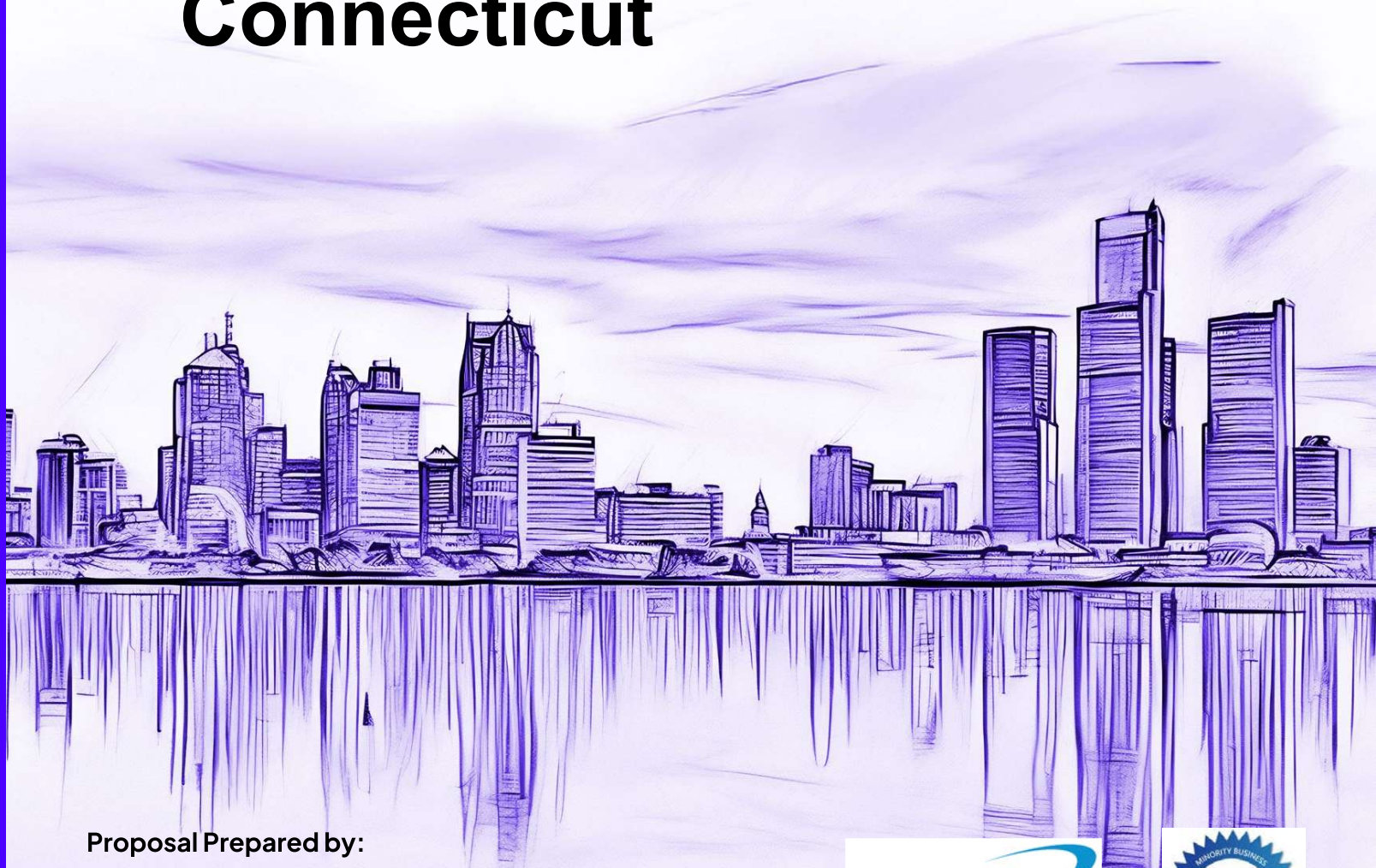


revize.

The Government Website Experts

A Website Proposal for

The City of Stamford, Connecticut



Proposal Prepared by:

Thomas J. Jean

Thomas.Jean@revize.com

Ph: 248-269-9263 x 8035

www.revize.com

April 2, 2026

Proposal valid for 90 days



Table of Contents

Letter of Transmittal	5
Corporate Profile	8
Statement of Qualifications	9
References	14
Project Plan & Implementation Approach	28
Functional Specifications	47
Pricing Proposal/Payment Settlement	77
Additional Materials	80
Service Level Agreement	81

Revize Connecticut Clients!

- Avon, CT • www.avonct.gov
- Fairfield, CT • www.fairfieldct.org
- Griswold, CT • www.griswold-ct.org
- Groton, CT • www.groton-ct.gov
- Guilford, CT • www.guilfordct.gov
- Marlborough, CT • www.marlboroughct.net
- New Canaan, CT • www.newcanaan.info
- North Haven, CT • www.town.north-haven.ct.us
- Southington, CT • www.southington.org
- Stafford, CT • www.staffordct.org
- And Many More!

Revize Clients!

- Akron, OH
 - Des Moines, IA
 - Eagle County, CO
 - Golden, CO
 - Hamilton County, OH
 - Hilton Head Island, SC
 - Largo, FL
 - Olympia, WA
 - Pasco County, FL
 - St. Petersburg, FL
 - Troy, MI
 - And Many More!
- www.akronohio.gov
 - www.dsm.city
 - www.eaglecounty.us
 - www.cityofgolden.gov
 - www.hamiltoncountyohio.gov
 - www.hiltonheadislandsc.gov
 - www.largo.com
 - www.olympiawa.gov
 - www.pascocountyfl.net
 - www.stpete.org
 - www.troymi.gov

Letter of Transmittal

Dear City of Stamford Website Selection Committee,

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. Located in Troy, Michigan we have launched hundreds of government websites nationwide, including nearly 200 right here in Michigan, a myriad of industry awards and hundreds of satisfied clients stand as testament to the quality and value of our work.

We understand that the City is seeking more than a website redesign. Stamford is investing in a unified, secure, and accessible digital ecosystem that improves public access to information, enhances transparency, and supports efficient service delivery across multiple departments and affiliated sites. Our proposal reflects this broader vision and outlines a proven, municipal-focused approach to delivering a scalable, multi-site platform with long-term sustainability.

Revize brings over two decades of experience working exclusively with local governments, delivering modern, user-centered websites supported by a powerful and intuitive content management system. We have successfully implemented multi-site municipal ecosystems that balance centralized governance with departmental flexibility—an approach that directly aligns with Stamford's requirements.

Our proposed solution is designed to:

- Deliver a cohesive, mobile-first user experience across all City sites
- Meet and sustain WCAG 2.2 AA accessibility standards through both automated and manual processes
- Provide a robust, role-based CMS that empowers non-technical staff while maintaining governance and control
- Support a centralized Boards and Commissions database to enhance transparency and public engagement
- Integrate seamlessly with existing systems and future applications through a flexible, API-driven architecture
- Ensure secure, U.S.-based hosting with full data ownership, portability, and compliance with the City's cybersecurity and data residency requirements

“Revize Websites build
engagement with your
constituents.”

"revize websites build engagement with your residents"



We recognize the importance of responsible and transparent use of artificial intelligence. Our platform includes optional AI capabilities to enhance search, accessibility monitoring, and resident engagement, while ensuring all City data remains isolated, protected, and never used to train external models.

Revize is committed to serving as a long-term partner. Our structured implementation approach, dedicated team, and comprehensive training and support are designed to minimize risk, drive adoption, and ensure success from launch through ongoing operations.

Thomas J. Jean
Program Manager

With over a decade experience building government websites

We confirm this proposal is submitted for Option 1 – the full municipal website ecosystem. We are prepared to meet or exceed all technical, security, accessibility, and hosting requirements and agree to the City's standard contractual terms with minimal exceptions.

Thank you for your consideration. We look forward to the opportunity to partner with the City of Stamford.

Sincerely,

A handwritten signature in blue ink, appearing to read "Thomas J. Jean". The signature is stylized with a long horizontal line extending to the right.

Revize LLC

150 Kirts Blvd. Troy, MI 48084

Thomas J. Jean - Program Manager

Phone: **248-269-9263 x8035**

Email: **Thomas.Jean@revize.com**

3000+

CLIENTS

50M+

PAGES CREATED

1

POWERFUL & EASY TO USE CMS

Corporate Profile

Number of Municipal Clients

3,000+

Multi-Site Deployments

500+

Years in Govt Space

20+

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 government website design, which remains our specialty. We now boast more than 3,000 websites launched in North America and have created acclaimed website designs for hundreds of municipalities and counties, as well as government departments and agencies. In September, 1996 as the Internet was becoming a world-wide reality, Revize began developing a Web Content Management System (CMS) for the government market to enable non-technical contributors to quickly and easily update content on their websites. The result was the creation of our state-of-the-art Revize Government CMS. Our mission has always been to enhance the communications of government organizations nationwide with their varied and valued audiences. This is based on our vision statement, which reads:

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

Focused exclusively on creative web design, government web apps and content management technologies, Revize continues to invest in its technology, continually adding new capabilities and features that manifest our vision. While many municipalities choose Revize to develop and cost-effectively manage their website content, clients also use Revize as an information-sharing platform. Our suite of Revize Government web-based solutions has proven valuable as a powerful technology that empowers clients to build and maintain sophisticated web sites, all while using the Internet and internal Intranets/Extranets to acquire, analyze, process, summarize and share information



Did you know?

Revize has won national awards for our websites!

Statement of Qualifications

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

About Us

With approximately 3,000 government websites launched nationwide, Revize Software Systems is one of the industry's leading providers. We credit our rapid growth to our 20-year track record of building award-winning government websites and content management systems. When you work with Revize, you're not just a client, you become part of the Revize family and will receive the service and support you need and expect! We are among the most highly respected government website experts in the United States and we proudly stand by our work.

Our Innovative Responsive Web Design (RWD) and Web Apps

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

Requirement	5+ Years Municipal Experience	Municipal Clients	Multi-Site Experience	WCAG Compliance
Revize Response	20+ Years	3,000+	500+	2.2AA

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

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

Our Award-Winning Government CMS

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

Quick Deployment, Personalized Training and Support

Revize addresses time concerns by completing websites in considerably less time than our competitors. And because our software is so easy to use, we are also able to effectively train our clients in less than half the time it takes our competitors. Our training program is customized based on each client's needs, and we provide hands on training the way you want it - either onsite or off site through web conferencing tools. We pride ourselves on the skills of our support staff, who are responsive, knowledgeable and helpful. Our online support portal is available 24/7/365 for issue tracking and management. We also provide phone and email support during regular business hours.

Did you know?

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



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:** Program Manager
- **Alison Bieber:** Project Manager
- **Alex Parent:** Creative Arts Director/Web Designer
- **Samir Alley:** Chief Operations Officer
- **Michael Smith** WCAG Accessibility Lead
- **Denise Brazier:** Revize CMS Trainer/WCAG Accessibility
- **Jamie Phy:** Revize CMS Integrator/Backend Developer
- **Richard Opiniano:** HTML Developer
- **Joseph Nagrant:** VP Sales/Marketing
- **Derek Ortiz:** Chief Technology Officer
- **Akshaya Ray:** Chief Cloud Architect
- **Many More!**

Thomas Jean – Program Manager

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

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

Alison Bieber – Project Manager

Alison possesses an innate passion for innovation. Following a decade immersed in the Opera world, she shifted her focus towards entrepreneurship and technology. Playing a pivotal role in establishing the foundations of various initiatives within the non-profit and small business sectors, Alison brings a diverse and proven track record to the table.

- **Philosophy:** “Quality is not an act, it is a habit.” – Aristotle
- **Education:** M.A. in Applied Linguistics with a concentration in Foreign Language Pedagogy, University of Massachusetts; B.M. in Vocal Performance, Boston Conservatory at Berklee.
- **Expertise:** Pedagogy, management, communication
- **Role on your website project:** Project Manager

Ray Akshaya – Chief Cloud Architect

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:** Chief Cloud Architect

Denise Brazier – Lead 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

Samir Alley – Chief Operations Officer

Samir brings more than a decade of experience leading municipal website design and development initiatives and has been directly involved in designing or deploying hundreds of government websites nationwide. Formerly with our creative director and lead web designer, Samir now serves as Revize's Chief Operating Officer, where he applies his deep design, technical, and operational expertise to continuously improve the Revize platform, project delivery process, and overall client experience. His strong communication skills and ability to anticipate client needs help drive thoughtful innovation across the organization, ensuring Revize products and services remain efficient, intuitive, and aligned with evolving industry standards.

References

Hamilton County, OH

www.hamiltoncountyohio.gov

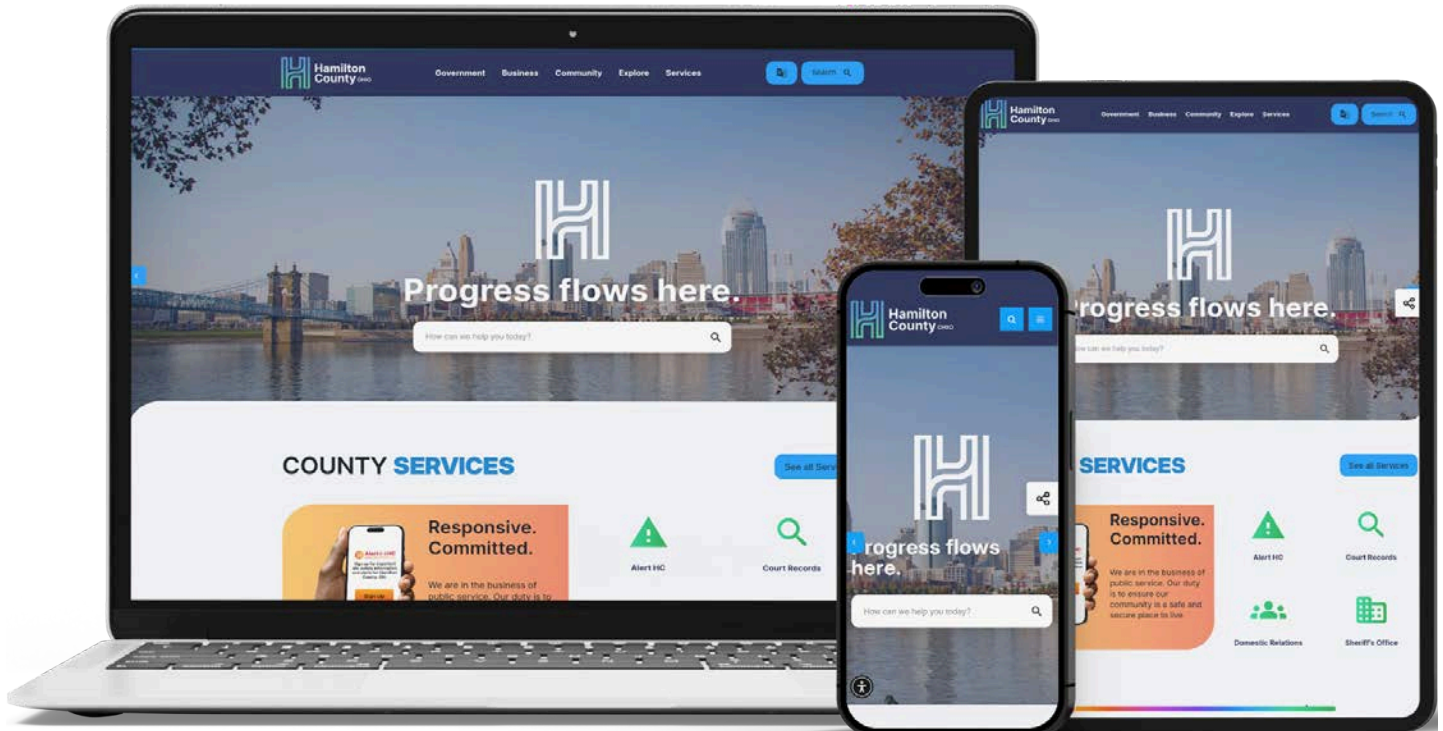
Population: 838,418

of Websites: 6

Chris Porter, IT Director

Phone: (513) 206-9392

Email: Chris.porter@hamiltoncountyohio.gov



Details:

County's diverse departments under one cohesive, modern, and user-friendly digital platform. The new site not only enhances accessibility and responsiveness across all devices but also includes unique, fully branded subsites for key departments such as Job and Family Services, Environmental Services, Air Quality, and others. Each departmental site was tailored to meet the specific needs of its audience while maintaining consistency with the County's overall design and navigation framework. The result is a streamlined, accessible, and visually engaging online experience that makes it easier for residents, businesses, and visitors to connect with the services and information they need.

The City of Akron, OH

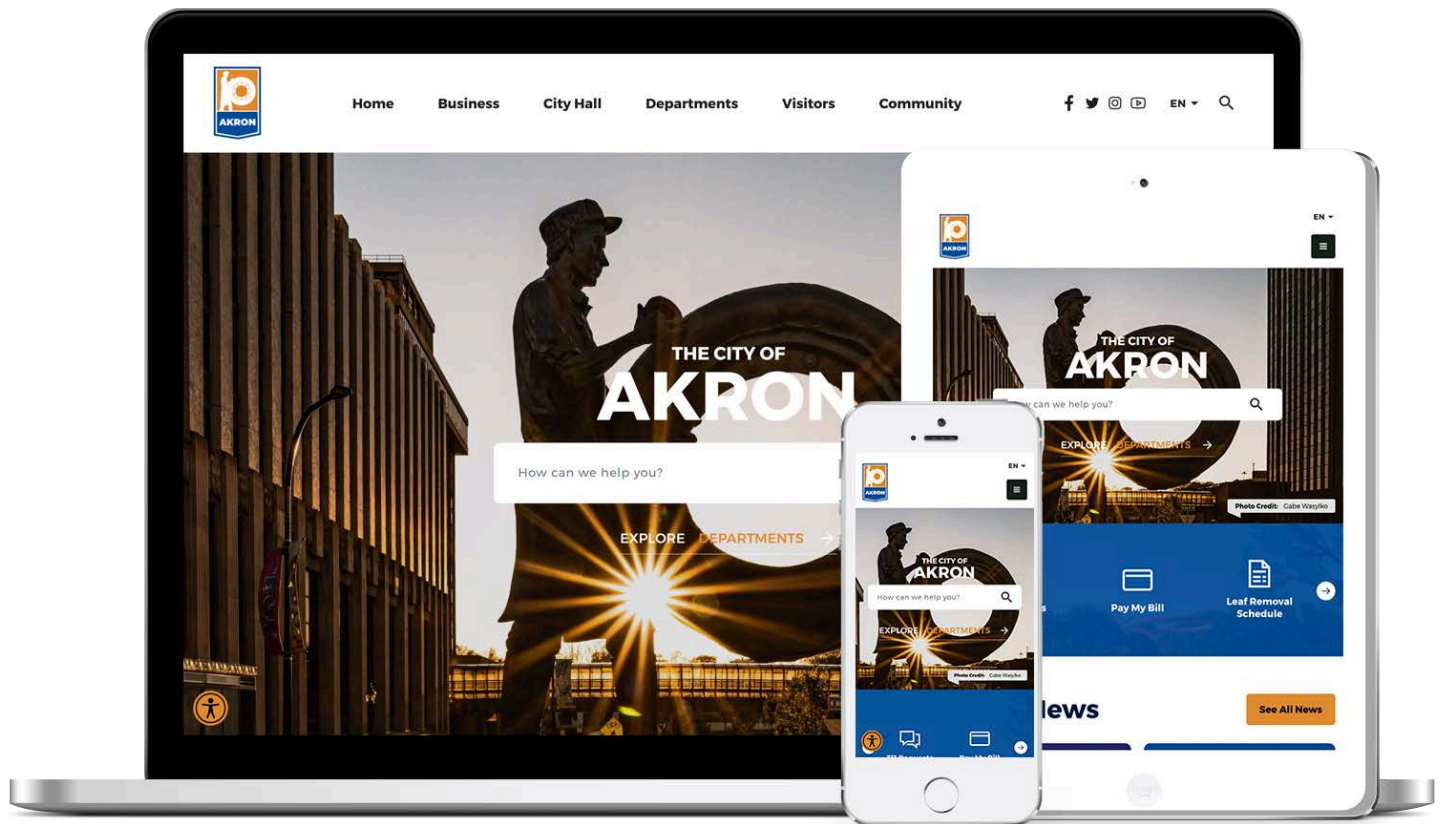
akronohio.gov

Population: 189,423

Stephanie Marsh, Communications Director

Phone: (330) 375-2209

Email: smarsh@akronohio.gov



Details:

The City of Akron partnered with Revize to redesign its primary municipal website, delivering a modern, user-focused digital experience for a large and diverse community. While a single-site project, the scale and complexity required a structured approach to content organization, usability, and long-term management.

The website features a clean, mobile-first design that makes it easy for residents to access services, news, and key information. Emphasis was placed on streamlined navigation, improved search functionality, and empowering City staff with an intuitive CMS.

The result is a highly functional and accessible platform that enhances communication, supports transparency, and improves overall service delivery for the City of Akron.

The City of Temple, Texas

templetx.gov

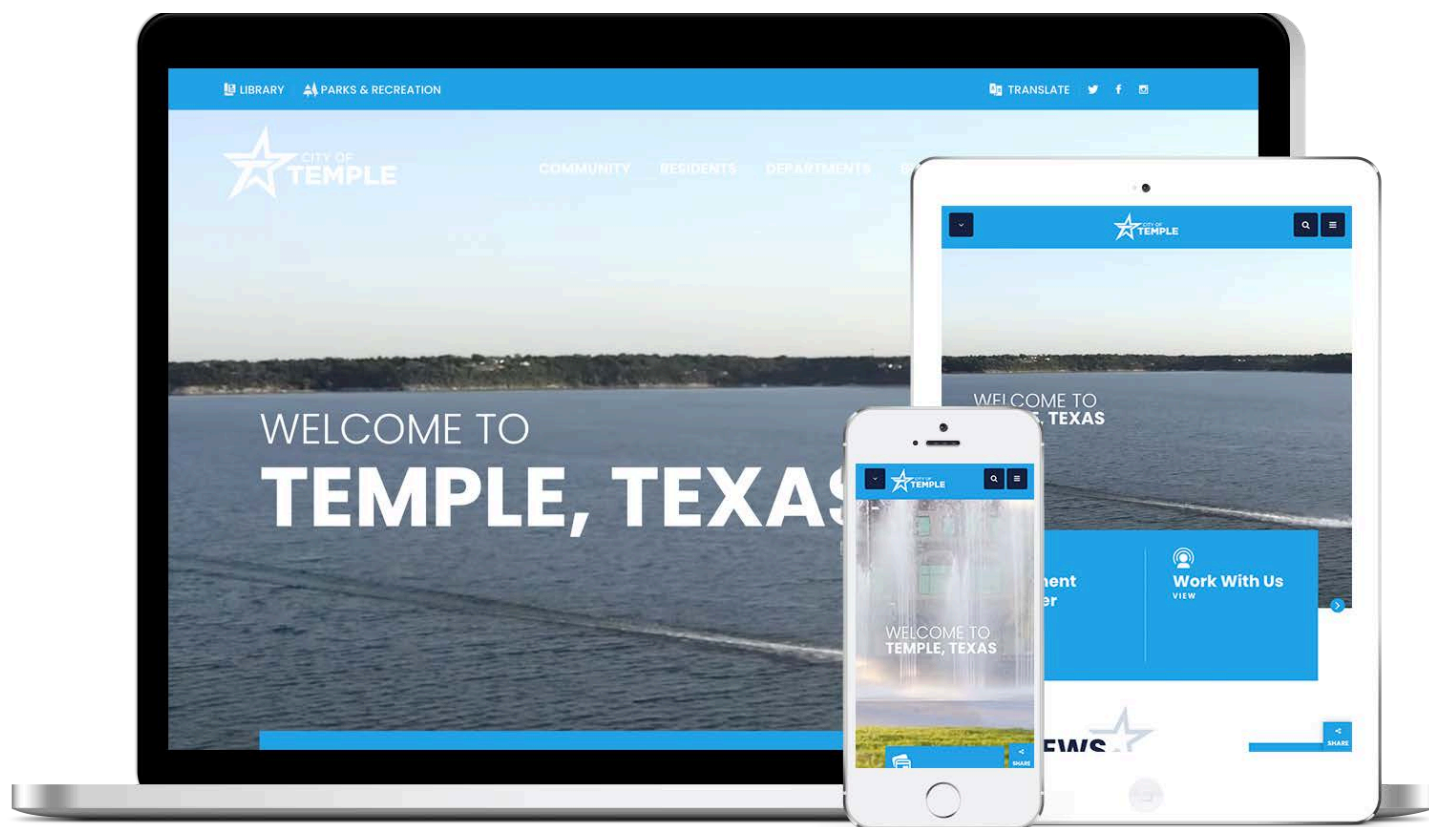
Population: 90,350

of Websites: 3

Brittney McCrary, Marketing Coordinator

Phone: (505) 625-1512

Email: bmccrary@templetx.gov



Details:

The City of Temple, Texas partnered with Revize to deliver a cohesive digital ecosystem across its main website, the Temple Economic Development Corporation (EDC), and the Temple Public Library. Each site was designed to serve its unique audience while maintaining a consistent, modern user experience.

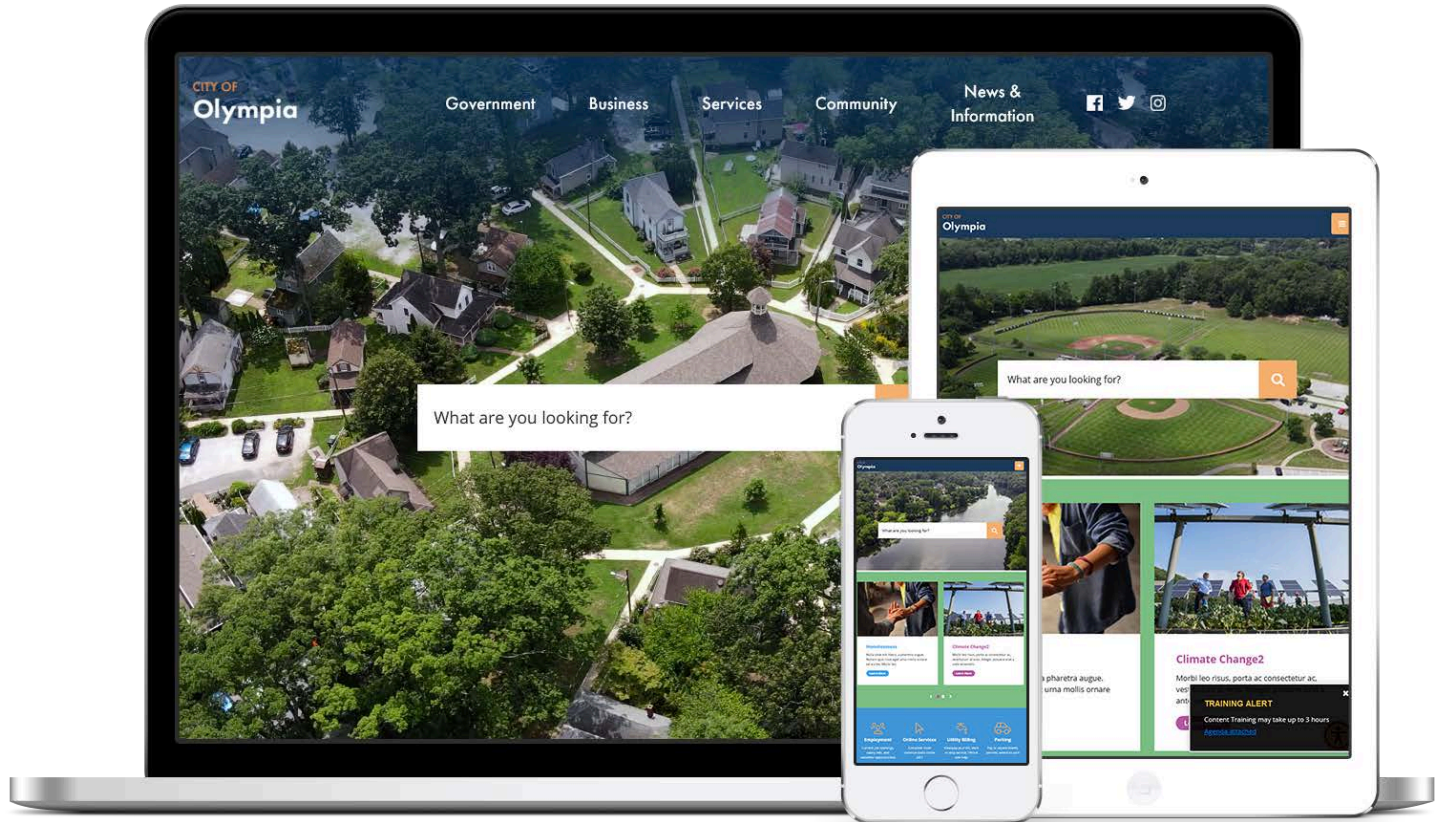
The City's website features a clean, mobile-first design that makes it easy for users to access services, news, and information. The EDC site focuses on business attraction and economic growth, while the Library site highlights programs and community resources.

Together, these sites leverage a unified design system, improved search functionality, and user-friendly tools to enhance accessibility, engagement, and overall service delivery.

The City of Olympia, Washington

Olympiawa.gov

3CMA Savvy Award Winner

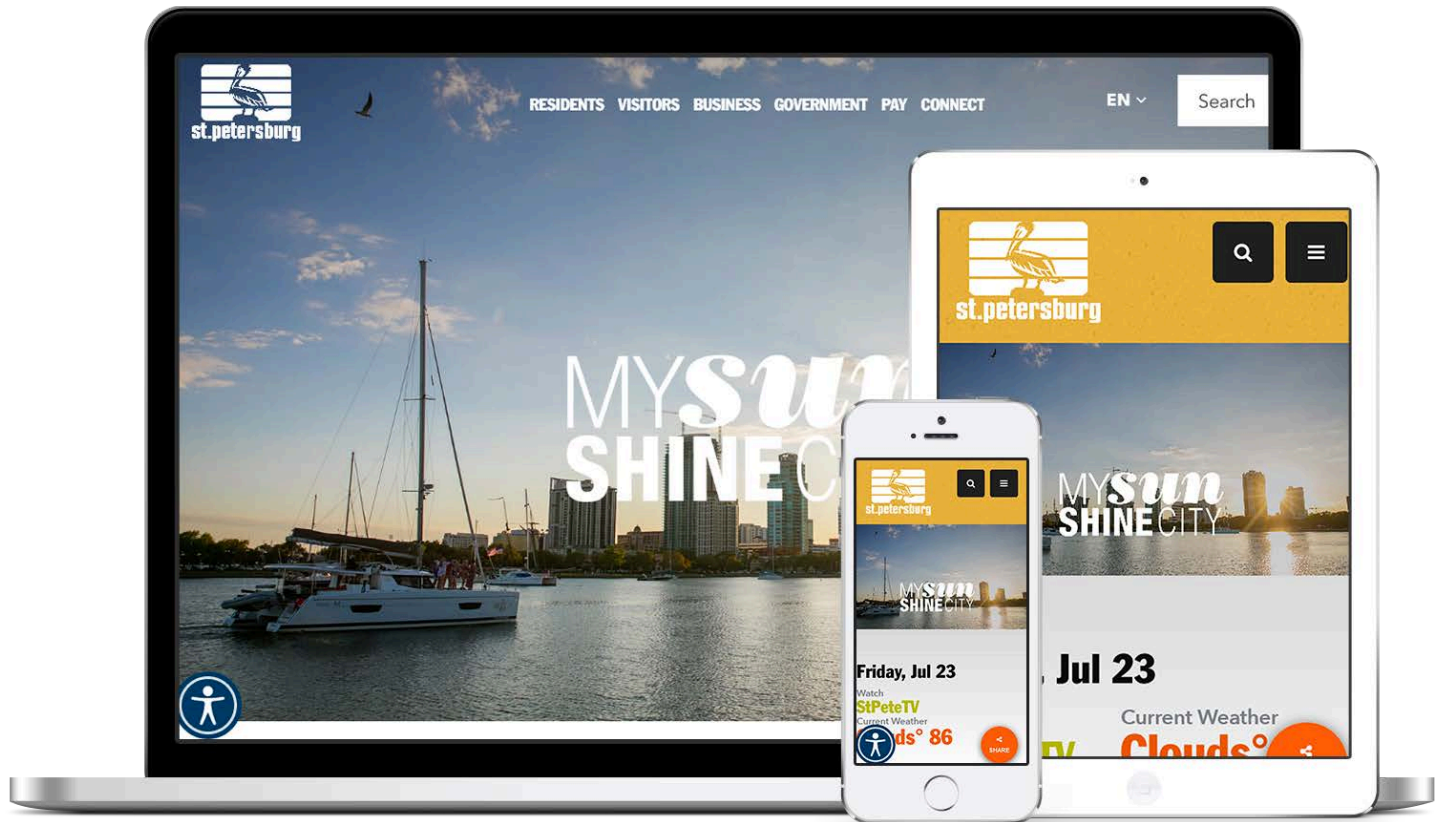


Details:

The City of Olympia, Washington's capital, provided an exceptional opportunity for Revize and the city's web team. Their website showcases an innovative homepage where users can seamlessly navigate through various trending topics, services, news, events, and more in a modern layout. We aimed to create not just visually stunning, but highly functional, site—one that stands out as among the most inspiring and practical in the United States. With distinctive design elements, including a curated "smart search" feature and interactive online forms, this website makes a compelling case for its title!

City of St. Petersburg, FL

www.stpete.org

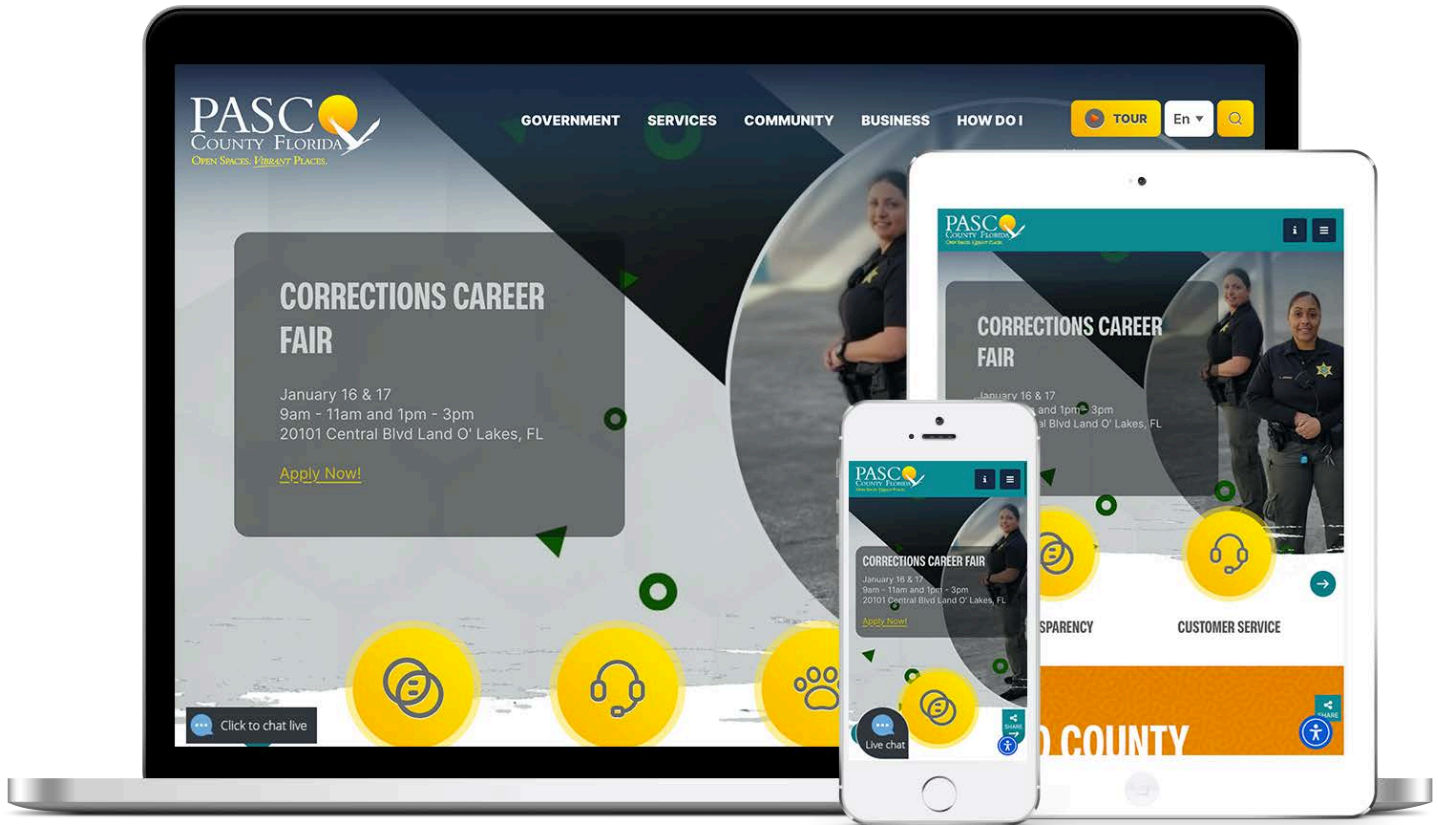


Details:

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

Pasco County, Florida

www.pascocountyfl.net



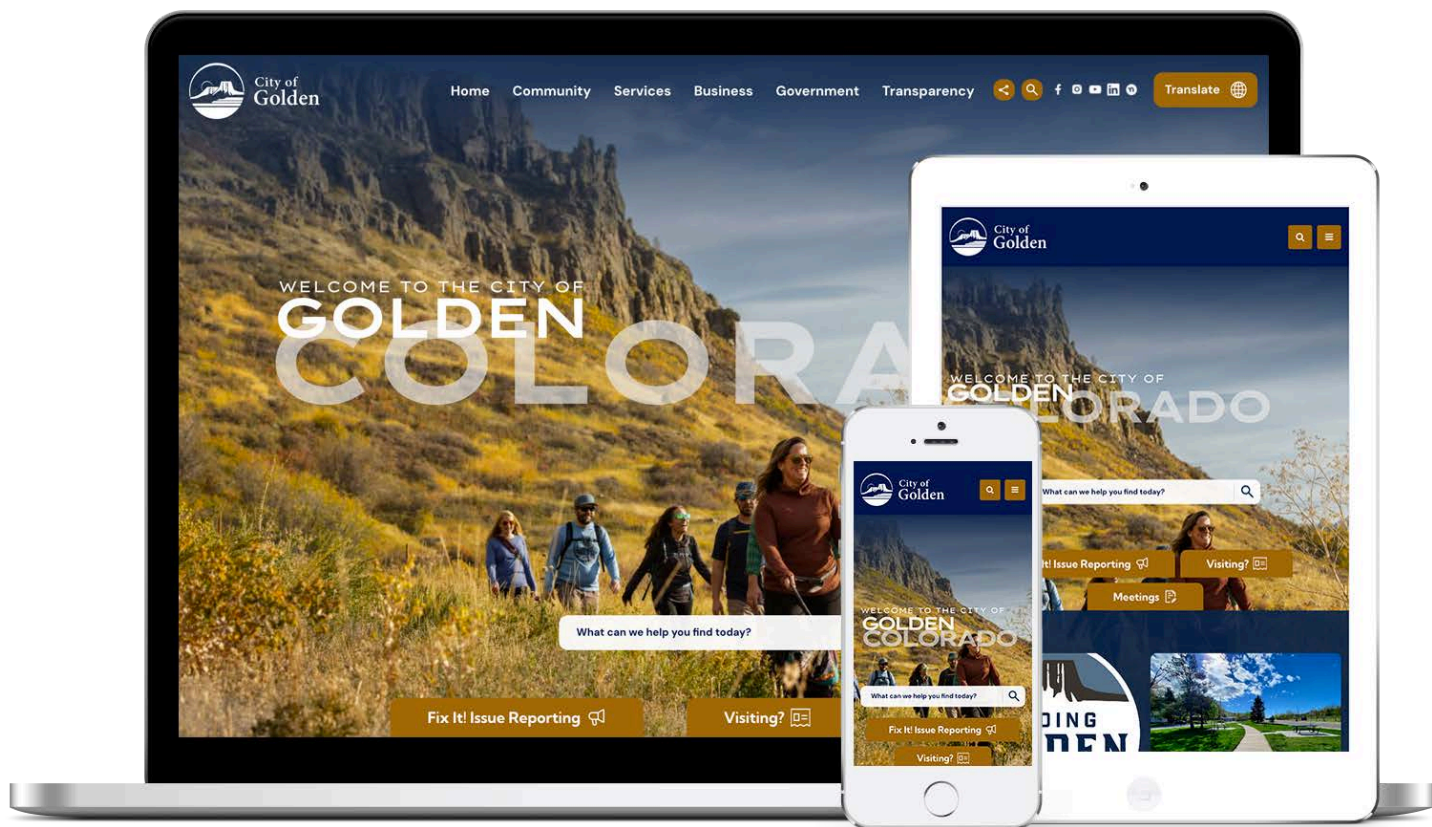
Details:

Pasco County, a Florida County of nearly 600,000 residents, came to Revize wanting the best website possible for their constituents and a true partnership with their website vendor. Having previously experience less than stellar service from another vendor, the county was ready for a quick change. Together, Revize and Pasco County launched this website, and an employee intranet in less than four months. This is a fantastic representation of the things Revize is able to accomplish with a motivated County like Pasco!



City of Golden, Colorado

www.cityofgolden.gov



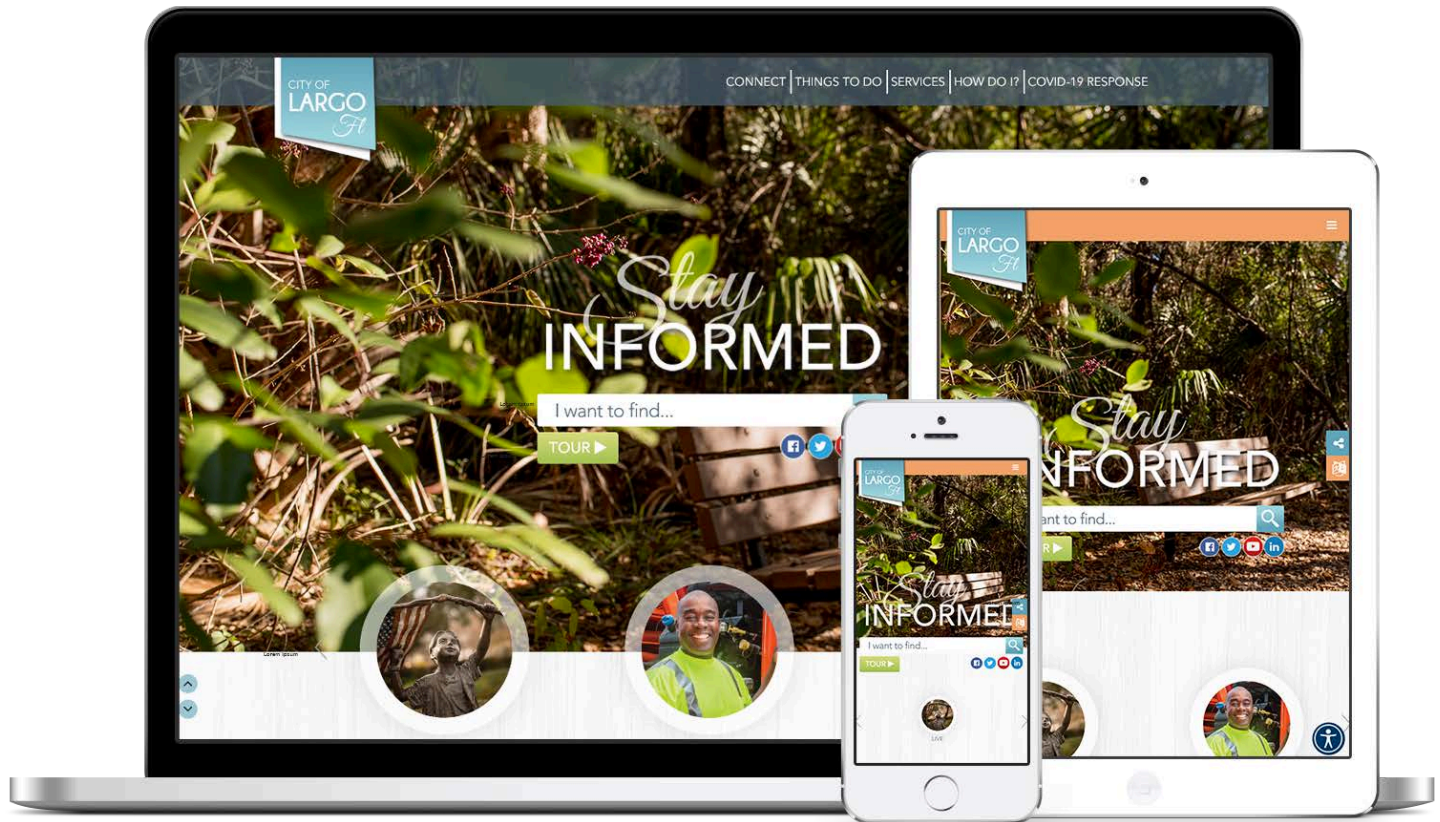
Details:

The City of Golden, CO came to Revize for a website that was completely different. Coming from an outdated website, they wanted to work with a vendor that could turn their website into a site iconic in Colorado. Page layouts were created to allow unique interaction with the City. This included board listings, Q&As, interactive park directories, and a resident focused navigation. This site improves the online experience for residents, business owners, and visitors!



City of Largo, FL

www.largo.com



Details:

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

Additional References

Client: Town of Hilton Head Island, SC

Rene Tuttle, Website Developer

Phone: (843) 341-4792

Email: renep@hiltonheadislandsc.gov

Website: hiltonheadislandsc.gov

Client: City of Golden, CO

Meredith Ritchie, Communications

Phone: (303) 384-8132

Email: mritchie@cityofgolden.net

Website: www.cityofgolden.net

Client: City of Gardner, KS

Daneeka Marshall-Oquendo

Phone: (913) 856-0912

Email: [dmarshall-](mailto:dmarshall-oquendo@gardnerkansas.gov)

oquendo@gardnerkansas.gov

Website: www.gardnerkansas.gov

Client: City of Conroe, TX

Andrew Yousse, PIO

Phone: (972) 516-6016

Email: ayousse@cityofconroe.org

Website: www.cityofconroe.org

Client: Pasco County, FL

Bryan Shaw, Website Administrator

Phone: (727) 815-7177 ext. 8226

Email: bshaw@mypasco.net

Website: pascocountyfl.gov

Client: Fayette County, GA

Cintia Listenbee, Community Engagement Specialist

Phone: (770) 305-5109

Email: clistenbee@fayettecountyga.gov

Website: www.fayettecountyga.gov

Client: City of Olympia, WA

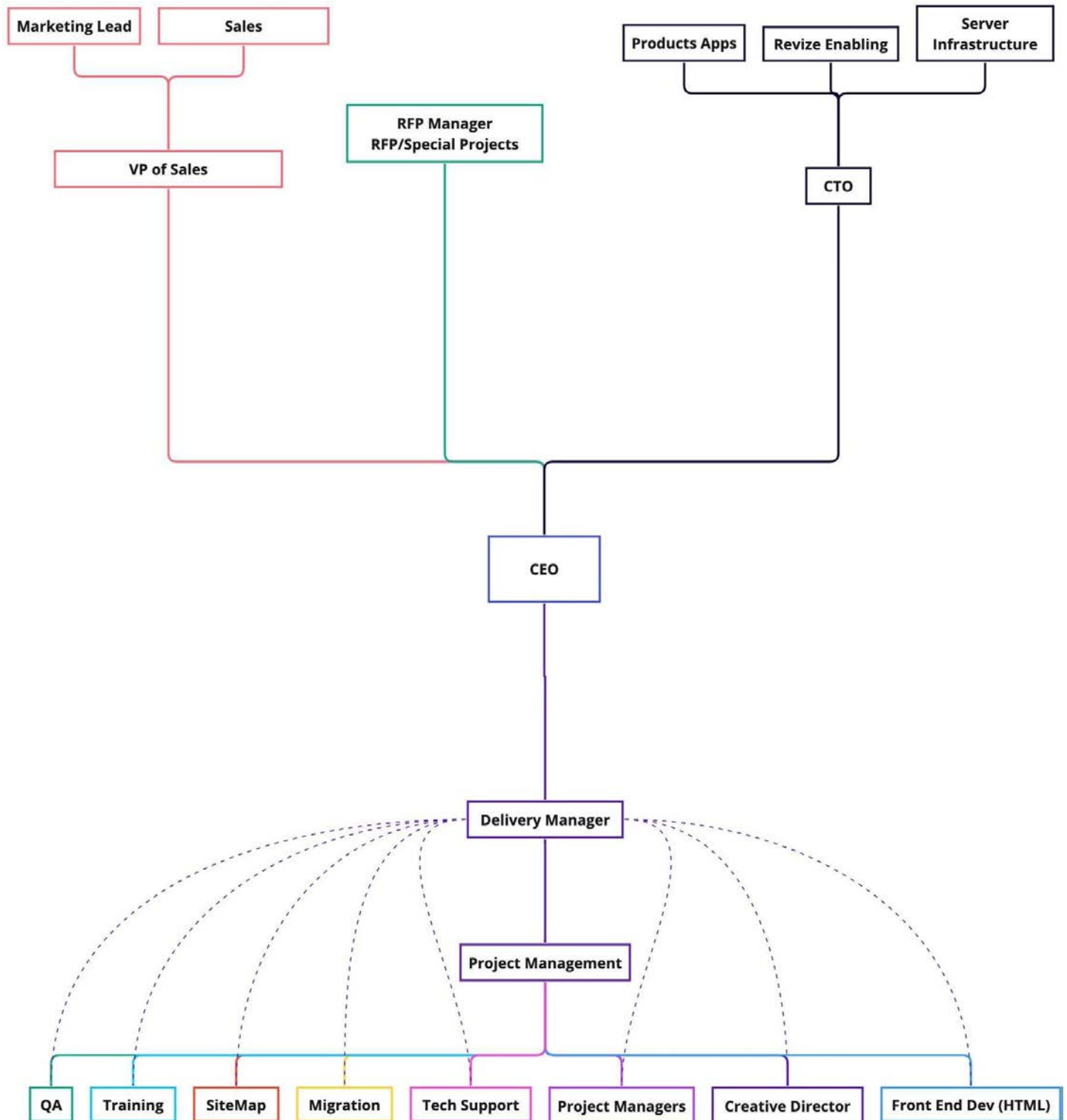
Joshua Linn, Website Administrator

Office: (360) 570-3782

Email: JLinn@ci.olympia.wa.us

Website: olympiawa.gov

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.

What sets Revize apart from other companies?

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

**“We Always Provide Knowledgeable,
Friendly and Responsive Service!”**

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

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

Top Reasons Why Revize gives you the Greatest Value!

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

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

City of Wylie, TX

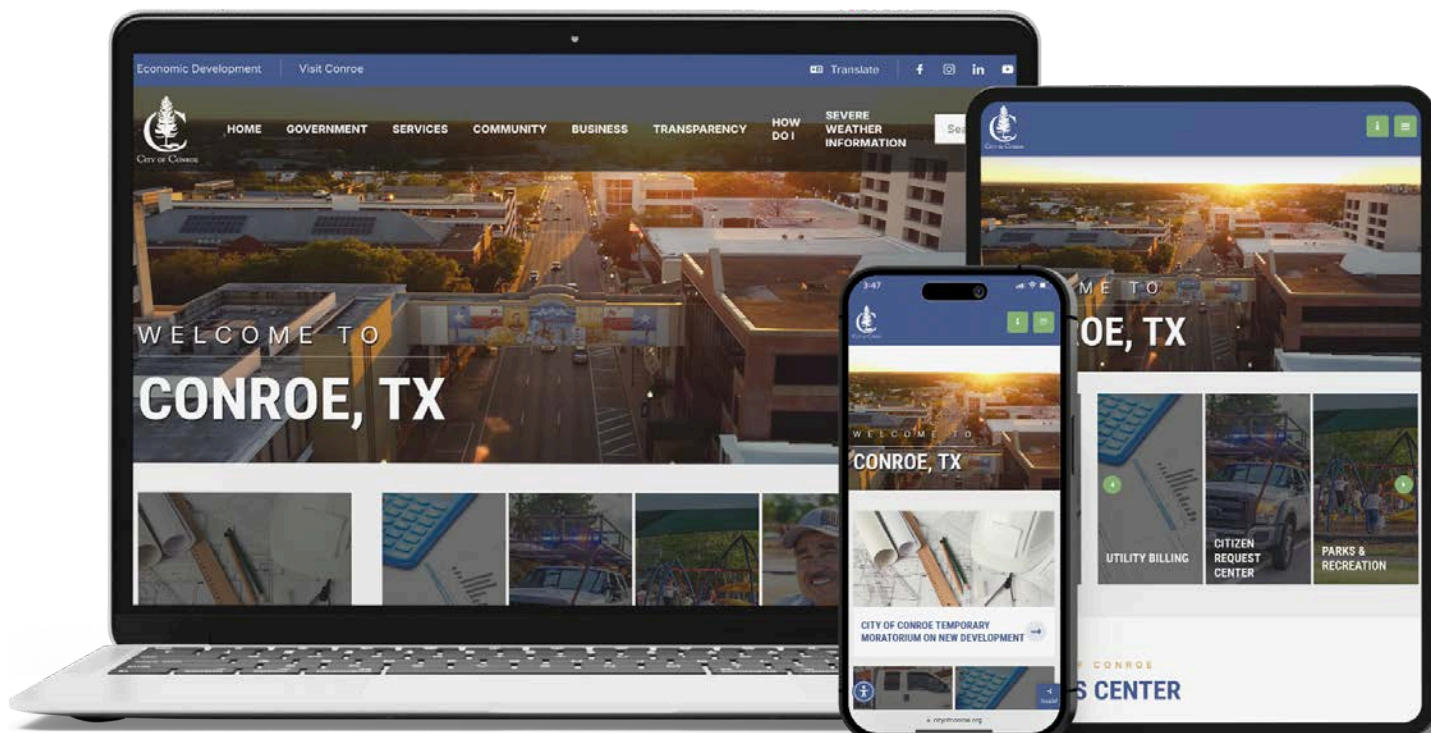
Craig Kelly, Public Information Officer

Awards & Accolades

“When I shared my ideas and vision for a website designed to provide a quick, efficient, and user-friendly experience for our citizens, Revize played a vital role in bringing that vision to life.”

– Andrew Yousse, Communications Manager, City of Conroe Texas

Communicator Award Winner



Project Plan & Implementation Approach

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

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

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

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

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

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

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



Timeline

Phase	Duration
Phase 1: Initial Setup & Kickoff Meeting	1 – 2 Week
Phase 2: Discovery & Design	6–8 Weeks
Phase 3A: Development	5–6 Weeks
Phase 3B: Sitemap Development	(Overlaps Phase 3A)
Phase 4: Content Migration	5–6 Weeks
Phase 5: Quality Assurance Testing	1–2 Weeks
Phase 6: Training/Go Live	2–4 Weeks
Go-Live (Average)	20–28 Weeks

Did you know?

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

Project Plan

Project Phase Deliverables: What will be expected of the Client

Phase 1: Kickoff Meeting and Discovery (project planning/analysis)

Revize:

- Revize will conduct an in-person or virtual kickoff meeting with the client. (Sample schedule to be provided by Revize.) .
- Sample sitemap provided by Revize and site mapping process overview
- Optional online survey creation and launch. Results will be analyzed and reported.
- Optional Resident Usability Testing (current website)
- Optional Heatmapping (current website)
- After meeting, Revize will provide a detailed project plan that assesses key findings and details.
- Revize will facilitate a follow-up meeting to review project plan and custom functionality needs via web/phone conference

What will be expected from the Client?:

- Before kickoff meeting client is required to register in Revize project portal, complete design questionnaire, upload at least 20 preliminary photos, and provide Revize with a kickoff meeting schedule.
- Client representative will be asked to participate in a follow-up meeting to review the project plan

Project Phase Deliverables: What will be expected of the Client

Phase 2: Design Mockups/Wireframes

Revize:

- Within (5) five weeks of the kick-off meeting Revize will provide all requested mockups with unlimited revisions
- As deemed appropriate by Revize, additional wireframes may be delivered to provide a view of custom functionality or other areas of the site that are of particular importance. (Intended to focus development efforts later in the project.)
- Revize will provide revisions to each mockup based on the feedback received from the client.
- There will be no limit to the amount of revisions Revize will provide to each mockup.
- Web/phone meetings may be necessary between each round of mockups/wireframes

What will be expected from the Client?:

- Within (10) ten business days of acceptance of the first mockup, the client shall provide design feedback/change requests to Revize through the customer portal in a single list. Feedback should be what the client website committee agrees to together. Any lists that have requests that compete with one another may result in delays.
- Revize will return an updated mockup based on that feedback to the client. Delivery time is dependent upon amount and specifics of feedback. Large lists of feedback may take longer. Depending on the number of rounds, this process can cause delays to the timeline.
- When the client considers the mockups final, they will indicate their approval in the Revize project portal
- Based on previous sitemap process overview, Client will decide whether they would like to create a sitemap or whether they would like Revize to create the sitemap. The sitemap should be provided in an excel or word format. Existing pages that client wants to be rebuilt in the new site should be linked with the correct URL and any notes for functionality of the new page. New pages should include a page name and brief description of the page functionality (e.g., freeform page style, staff directory, document center, etc.)

(Next steps cannot begin until main client homepage mockup is approved.)

Project Phase Deliverables: What will be expected of the Client

Phase 3A and 3B: Development and Sitemap Development

Revize:

- Mockups will be developed into HTML pages making them clickable and resizable.
- Following HTML Development, Revize will add in the Revize Content Management System which makes the website easily editable.
- Integration of any 3rd party software will begin during this phase
- Revize will deliver a suggested sitemap, in Excel format, for the website prior to this phase (Unless the client has chosen to create their sitemap). Client and Revize will review and provide updated versions for approval.

What will be expected from the Client?:

- Client will meet with Revize to discuss sitemap needs, provide feedback on suggested sitemap, and approve final sitemap

Phase 4: Content Migration

Revize:

- Best practices migration by Revize according to approved sitemap
- Migration includes up to all webpages, documents, and new content up to the relevant amount on the current website.
- Pages will be built out one-by-one according to this previously approved sitemap architecture. Pages that are not linked in the sitemap will be created as blank pages.

What will be expected from the Client?:

- Any new content that the client would like Revize to add into the website should be provided either directly from the old website, or in an MS-Word like format. Otherwise, the client will have the ability to add new content before go live.
- After migration, the beta site will be provided with built out pages and content for review

Project Phase Deliverables: What will be expected of the Client

Phase 5: Quality Assurance, WCAG 2.2 Accessibility, & Custom Development

Revize:

- Revize will review all developed assets for functionality. The development team will review functionality, style sheet, and formatting checking for errors and verifying that site matches approved design mockups.
- Any custom needs identified earlier in the project will be executed during this phase and tested for quality assurance.
- WCAG 2.2 Scan and Remediation Pre and Post-Go-Live

What will be expected from the Client?:

- Much like phase 4, phase 5 does not require much involvement by the client. However, Revize may request an online web meeting to discuss the progress of particular custom development.
- The client may also be asked to review/approve changes that are suggested by Revize for accessibility reason

Project Phase Deliverables: What will be expected of the Client

Phase 6: Core Content Editing Training, Beta Site Review, Full Staff Training, Usability Analysis, and Go Live

Revize:

- Revize will conduct a review of the beta site followed by a core team training (smaller group).
- After the beta site review, the client may request tweaks to the functionality of the website.
- Revize will conduct a separate full staff training for all CMS editors virtually.
- The training schedule will include editor training, and administrator training with a question and answer period.
- If included in the final contract, Revize can conduct usability testing using client-provided volunteers and provide a report of findings to client for review r review.
- Any change requests will be reviewed by Revize for feasibility and scope conformance before they are completed.
- Revize will conduct meeting with client IT department before go live to discuss the process and establish pre-go-live checklist (e.g. SSL certificates, redirects, subdomains, etc.)
- Retraining is available anytime after Go Live.

What will be expected from the Client?:

- Through the project portal, the client should provide a date and time to conduct beta site review and training.
- After training, the client will complete any final content polishing. This may include adding in different header photos, post migration content, or basic tweaks.
- If included in the final contract, client will organize volunteers for usability testing
- The client may also request functional tweaks to the site based on their review or results of UX testing
- The client should provide a list of pre-go-live questions to Revize for review and discussion.
- When ready for the site to be pushed live, the client will make a request in the project portal at least 48 hours before desired go-live time. Revize will provide the go-live instructions before that time.

Implementation Approach

Phase 1: Initial Setup & Kickoff

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

Prior to the design kick-off meeting, you will receive our questionnaire to complete with various answers that will help our designers gather information regarding your needs and preferences. Our team will also brainstorm ideas and suggestions with you during the meeting.

The questionnaire addresses various issues such as:

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

Phase 2: Discovery & Design

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

Revize Design Principles

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

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

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

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

#1 Responsive Web Design and WCAG Compliance – Two of the most critical elements in modern government website development are Responsive Web Design (RWD) and WCAG accessibility compliance. Responsive design ensures the website automatically adapts and optimizes for any screen size, whether viewed on a computer, tablet, or mobile device, providing citizens with a seamless browsing experience across all platforms. Equally important, WCAG 2.1 Level AA compliance guarantees that all users, including those with disabilities, can access and navigate the site effectively. Together, these standards ensure the website is inclusive, user-friendly, and fully equipped to meet the expectations of today's diverse digital audience.

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

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

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

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

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

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

Key Phase Objectives & Deliverables:

The following steps are followed while designing new sites

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

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

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

Please Note:

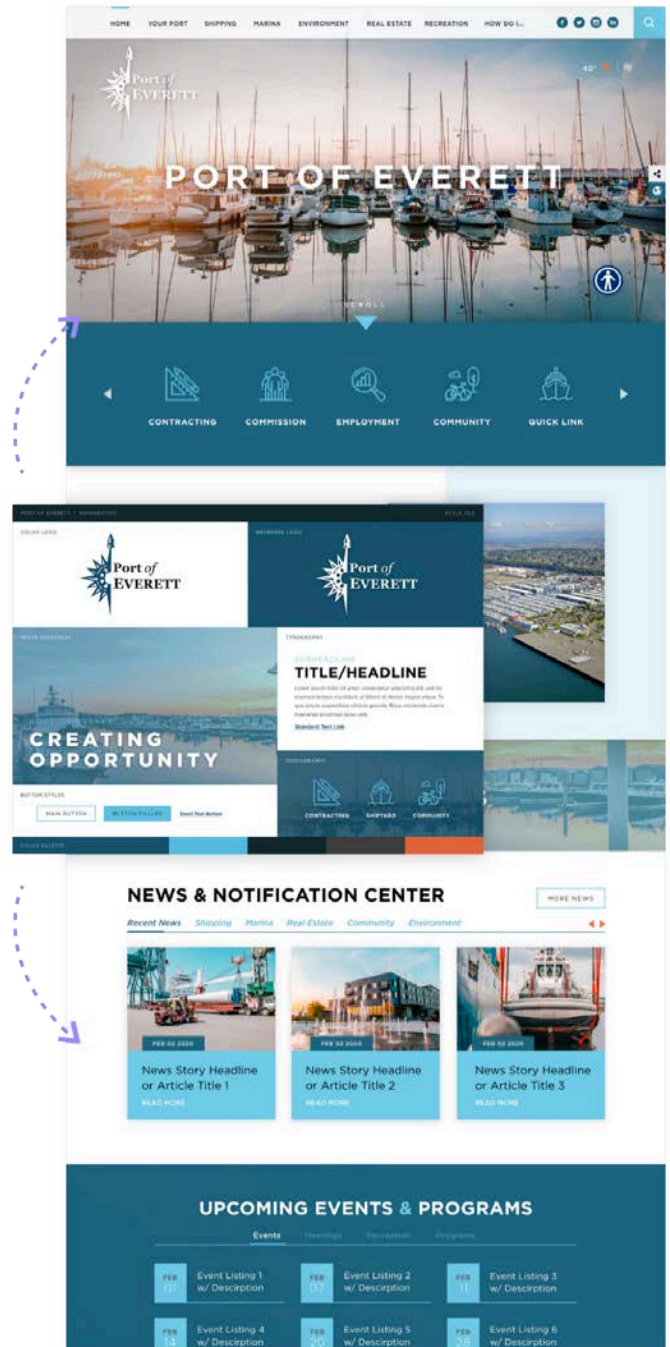
The home page "wireframe" will simply serve as a realistic guideline in terms of content placement, but will not include the final text nor final imagery for this phase. Please see a sample wireframe to concept development snapshot in the next page.

Did you know?

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

Wire Frame to Concept

- **Design Deliverable:** The design concepts for this phase will be based on one or possibly two home page layouts. The client will review and provide design feedback to the designer for changes. Revize asks that clients have no more than three iterations of changes up to the point that the final concept is approved.
- **Final Home Page Sign Off:** When all changes have been made, Revize will present your final home page design and layout for approval. Customer approval is required to proceed to the next phase, the inner pages of the website, and the process repeats itself before the actual HTML & CSS is written.
- **Final Inner Page Sign Off:** When all changes have been made, Revize will present your final inner page designs and layouts for approval. Customer approval is required to proceed to the next phase, when the actual HTML & CSS is written.



Phase 3A: Development

Using the Revize platform, the Revize development team will implement the approved designs directly within the revize CMS as fully functional, production-ready web pages. Pages are built using responsive HTML and CSS and integrated with Revize's dynamic components and structured modules so content can be edited and maintained natively within the CMS from day one.

All included functionality, including calendars, document centers, photo galleries, alerts, eNotify subscriptions, and other revize tools will be configured, tested, and enabled as part of a unified development phase. This approach ensures consistent styling, accessibility compliance, responsive behavior across devices, and seamless integration with revize's page builder and content management workflows.

Phase 3B: Sitemap Development

During this phase, Revize will develop a recommended sitemap outlining page structure, page names, navigation placement, and content locations for the new website. The sitemap may include notes regarding how existing content should be migrated, consolidated, archived, or excluded from migration to support usability and accessibility best practices. The client will have the opportunity to review the proposed sitemap, provide feedback, collaborate with Revize on revisions, and request changes as needed. Final sitemap approval is required before content migration activities begin in a later phase.

Phase 4: Content Migration

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

There is no limit to the number of pages you can create after CMS editor training.

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

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

Phase 5: Quality Assurance Testing & Custom Functionality

Quality Assurance Testing

During this phase, Revize conducts comprehensive quality assurance testing to verify that all pages align with the approved sitemap, structure, and content plan. Any issues identified are documented and addressed prior to website launch.

As the project progresses and the client is trained on the CMS in later phases, quality assurance becomes a collaborative, all-hands effort, allowing refinements and adjustments to continue through go-live within the agreed project scope to ensure accuracy and consistency.

This phase may overlap later phases and can extend beyond go live if required.

Custom Functionality

During the discovery process, Revize works with the client to identify any required custom features, enhancements, or modifications to existing functionality and outlines an agreed-upon plan for execution. In this phase, for projects that include approved custom functionality, Revize begins implementing and testing those customizations to ensure they integrate properly and function as intended. Depending on project needs, some customizations may continue through go-live, supporting a flexible and iterative approach that encourages innovation while maintaining project momentum.

Phase 6: Training and Go Live

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

Once the website is ready for client editing, authorized users will be able to update and revise content as needed using the Revize CMS. Revize will provide structured training on both administrative and content editor functions, enabling staff to confidently manage pages, documents, images, and other site features. Training is typically conducted virtually to maximize flexibility and attendance, though in-person training may be provided upon request.

Training materials are shared in advance to help participants prepare. With client approval, training sessions may be recorded for future reference. As the site approaches launch, Revize works closely with the client to support final adjustments and ensure readiness for go-live. Following launch, Revize's responsive support team remains available to answer questions, provide guidance, and offer refresher training as needed to support long-term success.

Standard Training Agendas

Basic Administrator Training (How to)

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

Content Editor Training (How to)

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

Advanced Administrator Training (How to)

- Run back-end reports
- Run Google Analytics reports

Training on use of specific Modules included, such as

- Emergency Notification Center
- Public Service Request App
- Web Calendar
- E-Notify
- Quick Links
- Document Center
- Form Center
- News Center
- Frequently Asked Questions
- Bid Posting Center
- Job Posting Application
- RSS
- And more....

Revize Maintenance Covers

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

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.

Functional Specifications

The Next-Generation Revize CMS

A Fully Modern, Headless Platform Built for Flexibility, Speed, and the Future

The new Revize CMS represents a complete re-architecture of our platform. The Revize CMS is an entirely redesigned, headless, API-first digital platform built to meet the expectations of today's residents and tomorrow's technologies.

It was engineered specifically to address the most common challenges municipalities face:

- Rigid templates
- Limited content block options
- Slow editing workflows
- Overly technical interfaces
- Constrained design flexibility
- Difficulty scaling content governance

The new Revize CMS eliminates these constraints and replaces them with a system defined by four core advantages:

1. **Flexibility to create any type of page**
2. **Exceptional speed of editing**
3. **A proprietary Builder unmatched in the municipal market**
4. **A simplified editing mode for universal usability**

Combined with modern headless architecture, enterprise-grade governance tools, and performance optimization, Revize delivers the most advanced municipal CMS available today.

Modern Headless CMS Architecture

At the foundation of the Revize CMS is a fully **headless architecture**, meaning content is decoupled from presentation. Unlike traditional monolithic CMS platforms where templates, content, and delivery are tightly intertwined, Revize separates content management from how that content is displayed.

This enables:

- API-first content delivery
- Faster page load performance
- Easier third-party integrations
- Multi-channel publishing (web, apps, digital signage, future interfaces)
- Greater long-term scalability

For your website, this means your website is no longer just a website. It becomes a structured content engine capable of supporting future mobile applications, AI search tools, personalization engines, and emerging digital services without requiring a platform replacement.

Flexibility to Create Any Type of Page

The Revize CMS directly addresses this with **true drag-and-drop modular construction**.

Editors can build:

- Department landing hubs
- Campaign-style promotional pages
- Emergency alert layouts
- Data-heavy informational pages
- Visually dynamic announcements
- Microsite-style sections within the main domain

Each page is constructed using configurable content blocks that can be arranged in unlimited combinations.

Editors can:

- Drag and reposition sections
- Adjust column layouts
- Insert dynamic feeds
- Add interactive modules
- Reuse components across departments
- Control responsive behavior

This level of flexibility allows Mooresville to move beyond a “generic municipal template” and create a digital presence that is distinctive, modern, and tailored to your brand.

The Revize CMS Page Builder: A Competitive Advantage

At the center of this flexibility is the **Revize Builder**, a visual page construction system that no competing municipal platform offers in the same way.

The Builder is more than a block editor.

It is a full visual layout environment that allows:

- Dynamic section creation
- Advanced responsive layout control
- Custom content feeds
- Configurable call-to-action regions
- Structured data components
- Real-time visual preview

It bridges the gap between developer-level customization and editor-level usability.

Competitors may offer modular editing, but they do not offer a purpose-built municipal Builder that combines layout freedom, structured governance, and drag-and-drop simplicity within one controlled ecosystem.

With the Revize Builder:

- Communications teams maintain creative control.
- Departments gain flexibility.
- IT retains structural governance.

It is both powerful and safe , a balance that is rarely achieved in government CMS platforms

Simplified Editing Mode: Designed for Every Skill Level

Not every editor needs advanced design tools.

Some simply need to:

- Update a paragraph
- Upload a document
- Change a date
- Post a news article

The Revize CMS includes a **simplified editing mode** for users who prefer a streamlined interface.

In simplified mode:

- Layout controls are minimized
- Editors focus only on essential content fields
- Structural components are protected
- Risk of accidental formatting errors is reduced

This dual-mode capability is a major differentiator.

Power users can fully utilize the Builder.

Casual users can operate within a safe, guided interface.

No competing municipal CMS provides this level of adaptive editing flexibility.

Speed of Editing: Built for Real Government Workflows

Speed is about more than performance metrics. It is about how quickly your team can update information when it matters most.

The Revize CMS was engineered for **editing velocity**.

Editors can:

- Click directly into live-preview content areas
- Modify text inline
- Replace documents instantly
- Duplicate and reuse page sections
- Save drafts in seconds
- Publish with streamlined approval workflows

There is no navigating through layered backend menus or complicated admin dashboards.

The interface is intuitive, reducing training time and onboarding friction.

For content editors, this means:

- Faster emergency communications
- Faster event updates
- Reduced dependency on technical staff
- Greater adoption across departments

Editing should feel effortless. The new Revize CMS makes it exactly that.

Governance, Workflow & Editorial Oversight

Flexibility must be paired with control.

The new Revize CMS includes enterprise-grade governance features:

- Role-based access control
- Department-level permissions
- Approval workflows for junior editors
- Automated notifications for review
- Version history and rollback
- Scheduled publishing and archiving

Content governance becomes scalable rather than restrictive.

Junior editors draft.

Supervisors review.

The Director of Communications maintains final oversight.

This aligns directly with Mooresville's stated workflow requirements.

Integration & Extensibility

The headless architecture enables flexible integration models:

- Structured content feeds
- iFrame embedding when needed
- Modular integration blocks within pages

Whether integrating with payment systems, recreation platforms, document repositories, or public engagement tools, the CMS supports multiple connection pathways without over-engineering the solution.

Built for AI, Search & Future Innovation

The new Revize CMS is prepared for modern search and AI-driven digital experiences.

Capabilities include:

- Structured metadata management
- SEO and Answer Engine Optimization support
- Clean URL structures
- Redirect management
- AI-enhanced internal search
- Personalization capabilities

Because content is structured and API-driven, it can power:

- Conversational AI interfaces
- Progressive Web Apps
- Native mobile applications
- Data dashboards
- Emerging smart-city tools

The platform is not just built for today's website — it is built for the next decade of digital service delivery.

Conclusion: A Strategic Digital Foundation

The Town has clearly expressed a desire for:

- A more robust CMS
- Greater layout flexibility
- A modern design that stands out
- Improved usability for editors
- Scalable governance
- Long-term architectural sustainability

The new Revize CMS delivers on each objective through:

- Unlimited page flexibility
- Exceptional editing speed
- A proprietary Builder unmatched by competitors
- A simplified editing experience for universal adoption
- Modern headless architecture
- Strong governance controls
- Performance and accessibility by design

For Mooresville, this is not simply a redesign.

It is a strategic digital transformation built on the most modern, flexible, and future-ready municipal CMS available today.

Revize Support Includes

- 8 AM – 8PM EST Phone Support (Monday thru Friday)
- 24/7/365 Portal and Email Support
- Staff provides assistance and answers all questions
- Dedicated support staff
- New/existing user training
- Free Training Refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- E-Newsletter Module support
- Automatic upgrade of CMS modules, such as Calendar, Document Center, etc.
- Four major CMS upgrades per year
- Software and modules upgrades (automatic install)
- Server hardware and OS upgrades
- Immediate bug fixes/patches
- Round the clock server monitoring
- Data Center Network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Cloud backup of all website assets
- Quarterly Newsletters on major feature updates
- Regular webinars on CMS features and usage

Did you know?

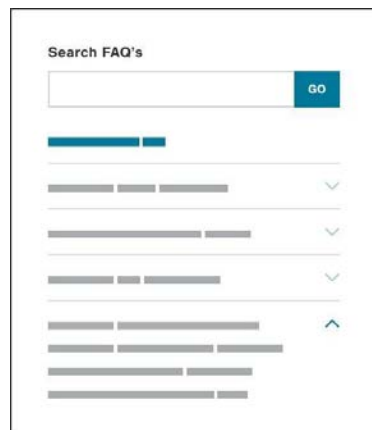
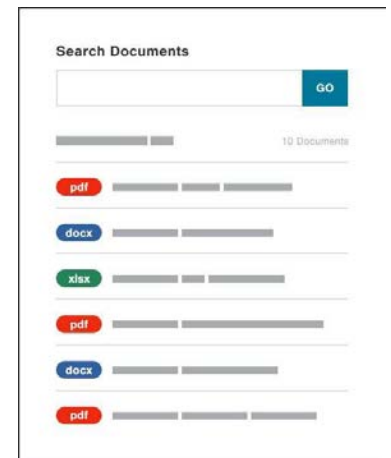
Revize updates your Content Management System an average of 4 times per year!



CMS Capabilities

Document Center App

With the Document Center App, Revize helps clients save countless hours of employee time and resources. Using this module, you can create and archive the documents your site visitors require, like applications, brochures, manuals, policy and data sheets, research papers, meeting minutes, and more. By providing all of your documents online, your site visitors can access them 24/7 – usually within two clicks -- without incurring printing or postage costs. Skip the hassle and save money with the Revize Document Center.

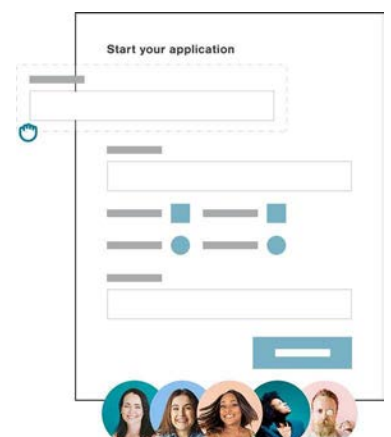


FAQ's

FAQs make it easier than ever for site visitors to find quick answers to common questions, significantly decreasing the number of calls coming into your switchboard daily. Within six weeks of a Revize website launch, our clients typically experience a significant decrease in daily phone calls. Support your community and relieve your employees with the FAQ App.

Job Posting

Revize's Job Posting App enables site visitors to view and apply for open positions virtually. Postings are removed automatically based on the job expiration date entered by HR personnel. Provide as much detail as you need, and link or upload any number of files describing the position. With the form-fill interface, new job openings can be posted in minutes by non-technical staff. Connect employers and employees with the online Job Posting App.



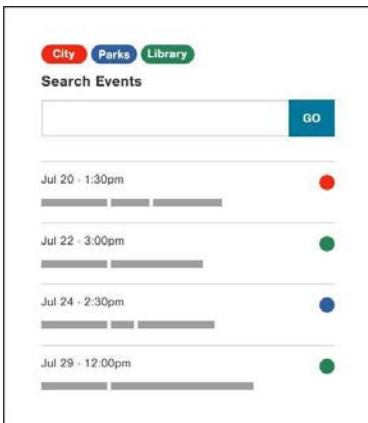
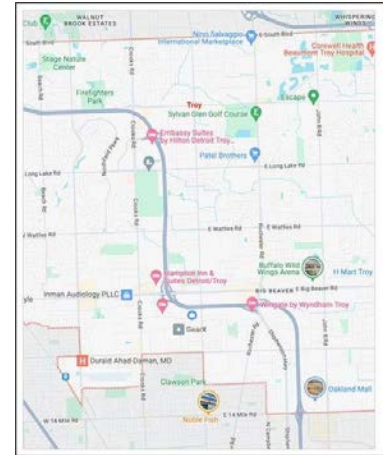


E-notify

The E-Notify App keeps site visitors informed. Web users can receive text and email notifications when a webpage changes. Many of our municipal clients include a notification option on their Meeting Minutes and Meeting Agendas pages so interested citizens can sign up for automatic updates on new postings.

Interactive Map

The user-friendly Revize CMS pairs perfectly with the Revize Interactive Map App, ensuring that the real world is as easily navigable as your website. Buildings, parks, bike paths, mass transit stations, nearby businesses, tourist attractions, parking lots, voter polling locations, and more are incredibly easy to identify with the familiar Google Maps interface highlighted with Pins.



Calendar App

The Master/Sub Calendar is a user-friendly tool that enhances usability and encourages the communication of events both internally and externally. It provides visibility and transparency for activities, meetings, and events with a visually appealing display and easy-to-find event contact information. The Calendar App is customizable to user preferences and boasts a Monthly, Daily, Weekly, or Listing View. Save time with the ability to insert recurring events; a perfect solution for repeating Board and Council meetings.

Notification Center

You can't control Mother Nature. However, you can protect your community from her wrath. By posting emergency notifications on your home page, another webpage, or throughout your site, this module allows your webmaster to accurately explain the situation and instruct members of your community on current protocol. In the wake of a natural disaster, the Notification Center is an essential tool to ensure safety and rehabilitation.

Bid Posting

Make sure your government agency is receiving the best possible vendor options for community projects with the Revize Bid Posting App. It provides a simple and convenient online method for vendors to see what your community is looking for and select the best bid choice for community projects. With options to specify the open and close dates for bid opportunities, our bid posting app makes it easy to automatically post and remove any bid from the website. Keep timelines, dates, and quotes open to the public and stay on top of projects and potential vendors.

Business Directory

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

News Center with Facebook Integration

The News Center is the news area on the homepage of your website. Many of our municipal clients include an email/text notification option on their Meeting Minutes and Meeting Agendas pages so interested citizens can sign up for automatic updates anytime there is a new posting. The News Center can integrate with Facebook so that news items are automatically posted to Facebook from the website, making life easier for your webmaster.

Online Interactive Forms

Using the Interactive Forms App, you can create -- from scratch -- an unlimited number of custom online forms on any page of your website. The beauty of the app lies in its simplicity. It enables site visitors to fill out and manage forms online in their browser without having to download or print documents. These forms can be used to have visitors contact you with questions, comments, and requests, give feedback, volunteer, sign up for various events, apply for permits, and so much more. Save your staff time and money by automating manual form processes with Revize Interactive Forms.

Quick Links

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

Sharing App

The Revize Sharing App provides a one-click drop-down to multiple social media and utility buttons. A common widget found on the web, it is intuitive and easy to use.

Sliding Feature Bar

This feature enhances the visual appeal of your website. It helps to break up pages with an interesting slide bar that can be populated with any subjects or areas to which you'd like to draw attention. For example, you may want to feature Parks & Rec; Landmarks and Tourist Attractions.

Translator

Revize integrates the Google Translator into your website template and translates from English to over 100 international languages. Provides users a large visual display at the top of the web page to choose any language to convert the text into and enables site visitors of all backgrounds to find the answers they seek. Promote inclusivity in your community with the Translator module.

Public Service Request App

This app allows site visitors to submit requests online based on a map view. Each time an issue is submitted, a staff member will receive an email notification. From there they can respond directly to the requests and users can track their requests to completion. Photo submission, automatic escalation, mobile app integration, and archived reporting make this one of our most powerful features!

Citizen Request Center

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

Public Records Request Tracker

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

Citizen Connect

The Citizen Connect App helps open the lines of communication between administrators and their constituency, increasing transparency and interaction. It is a blog that features the option for user feedback comments (comments can be moderated before being published to the website).

Facilities Reservation App

This app allows the display of conference rooms, parks, shelters, and their amenities to manage their availability. A website visitor can search for facilities by type available, review the amenities for each facility, and easily reserve the facility, including the option to pay for its use. Reduce the administrative workload and encourage community engagement with the Facilities Reservation App.

Online Bill Pay

Online Bill Pay enables clients to set up secure online payment processing for credit card transactions using Stripe. This integration can be used for utility and tax payments, purchasing items online, making donations to non-profit organizations, and more.

Rss Feed

The Revize CMS allows customers to generate RSS (Real Simple Syndication) feeds for any genre of news or events. RSS feeds are a trusted way to communicate important information to site visitors while ensuring that they remain engaged with your organization and regularly return to your site.

Agenda Builder

With the cutting-edge Agenda Builder app, users can automate the assembly of meeting agendas and minutes, saving your webmasters time for more important tasks. The app allows you to easily create, edit, and manage agendas, adding notes to generate official meeting minutes with a single click. Track user access, assign unique roles for each board or commission, and monitor critical meeting data for future use. Controlled access and permissions ensure secure collaboration. Take control of your time by streamlining your meeting creation and management with the Agenda Builder.

Agenda Posting Center

Using this multifunctional app, you can upload agendas, meeting packets, meeting minutes, and more. All materials will be in one area on your website for easy access and review before, during, or after each meeting. Old meeting agendas and information are archived per meeting for quick access.

Image Manager

The Image Manager allows approved staff to upload images from their computer or network folders. The simple interface helps users upload new pictures and stores the uploaded pictures for reuse. Each department can create unique image folders and organize image libraries by department. Obsolete images can be deleted from the image library.

Intranet

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

Link Checker

When a new link is created, the Revize system checks whether the URL (link) is valid. If not, an error message will be displayed. The useful Link Checker benefits the webmaster by double-checking bad links before they are saved and displayed on your website. It provides a second line of defense for your staff.

Menu Manager

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

Newsletter App

The system empowers non-technical staff to create attractive, informative newsletters and disseminate them with one click to everyone on your distribution list. Activity metrics include displaying bounced and successful emails to help validate email addresses. The application offers the ability to import contact lists, upload images, add groups, assign contact lists to those groups, and export lists.

Online Form Builder

The Online Form Builder provides a quick and easy alternative for users to communicate with you, offer valuable feedback, and complete tasks online. The forms can be used to have site visitors contact you with questions, comments, and requests, give feedback, volunteer, or sign up for various events, activities, and programs.

Web Content Archive

Your website history will never be a mystery, because all content edits for your site are archived on the Revize CMS database for reference and future use. Your webmasters can click the History button to view previous versions of a particular page or content blocked from your site.

Web Content Schedule

The Web Content Schedule feature eliminates the possibility of promoting dated or past events on your site after the event has passed. The guarantee that accurate information is displayed on your website ensures you will never undermine the perceived accuracy and currency of the site's content with your audience.

Audit Trail

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

Auto Sitemap Tool

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

History Log

With the History Log, administrators can view all the archived versions of any web page and restore any old or archived page. It is a useful feature for referring to any archived legal documents or press releases.

Roles/Permission Setup

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

Secure Site Gateway

Provides a secure login area for either users of an intranet or users to access information unavailable to the general public. Once users are set-up with a secure login ID, they can manage their password changes as needed.

Website Statistics

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

Workflows By Department

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

Alt-Tags

Use of alt tags for images, a required part of the Revize CMS image manager feature, allows visually impaired individuals to understand the content of the image. Alt tags are imperative for website accessibility and ADA compliance.

Font Size Adjustment

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

Responsive Web Design

Revize uses pixel-rendering Responsive Web Design to accommodate better viewing of text and graphics for any size screen, i.e., smartphones, tablets, iPads, and iPhones. A must-have feature in a world of smartphones.

WCAG Compliance

Revize websites are designed to align with **WCAG 2.1 AA**, while actively incorporating **WCAG 2.2 AA** best practices as standards evolve. Accessibility is supported through ongoing platform enhancements and client tools.

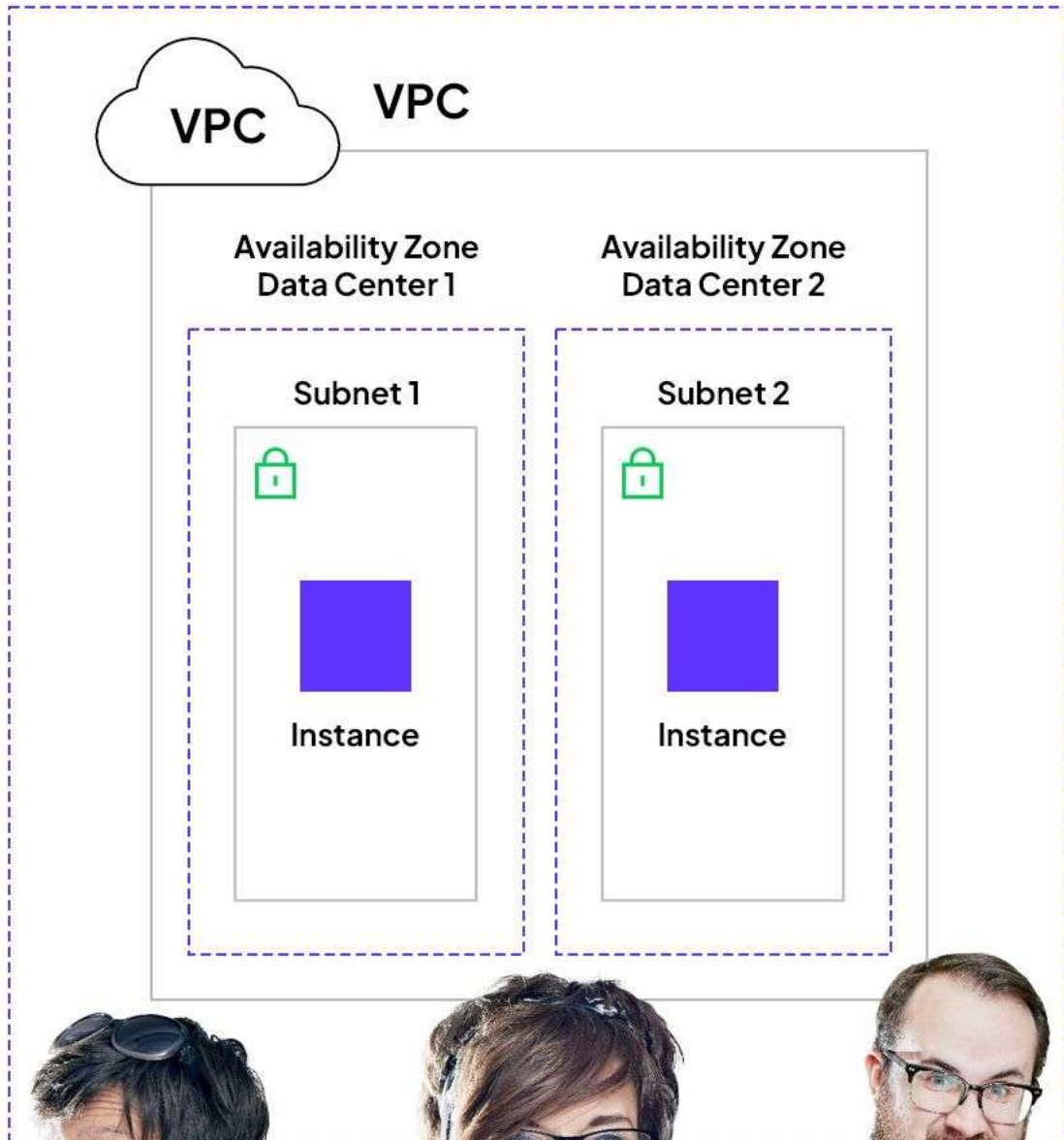


Hosting Environment



Cloud Computing

Region – Collection of Regional Data Centers



Resilient Hosting:

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

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

Revize Web Sites are hosted on a Virtual Machine running Windows Server operating system with Internet Information Service (IIS) as a Web Server. Virtual Machine is an EC2 instance in AWS terms is hosted inside a VPC in an availability zone of a pre-selected region. A number of EC2 are provisioned in multiple locations across the United States inside a Virtual Private Center isolated from the Internet and the rest of Amazon Web Services infrastructure to offer faster access to the end-users and to minimize the impact of an outage, whether of a specific EC2 instance, an availability zone or an entire AWS region.

Disaster Recovery:

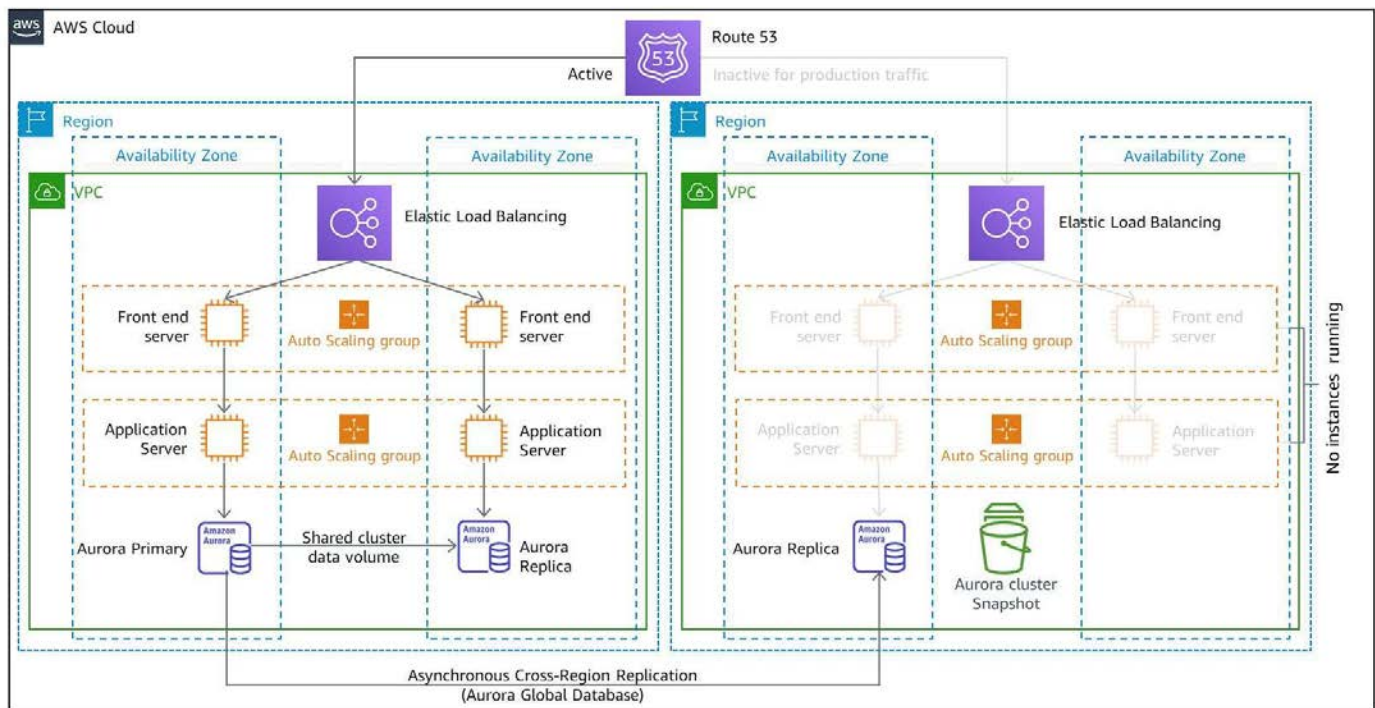
Windows Web Server virtual disk or EC2 Elastic Block Storage (EBS) is backed up on every night at 10 PM EST. Additionally, the snapshots or virtual disk backups are subsequently automatically copied between regions to enable cross-region recovery capabilities.

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

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

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

Revize Disaster Recovery Infrastructure Diagram



Security

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

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

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

Security Controls, SSL, and Active Directory (LDAP)

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

Application Security Authentication

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

Did you know?

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

Maximum Response Times

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

Revize Support

- 8 a.m. – 8 p.m. EST Phone Support (Monday thru Friday)
- 24/7/365 Portal & Email Support
- Dedicated support staff to provide assistance and answer all questions
- New and existing user training
- Training refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- E-Newsletter module support
- Automatic upgrades of CMS Modules such as Calendar, Document Center, etc...

Software Maintenance

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

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



Revize AI ChatBot

As part of Revize's fully integrated lineup of features, we are excited to introduce the latest in AI Chat technology.

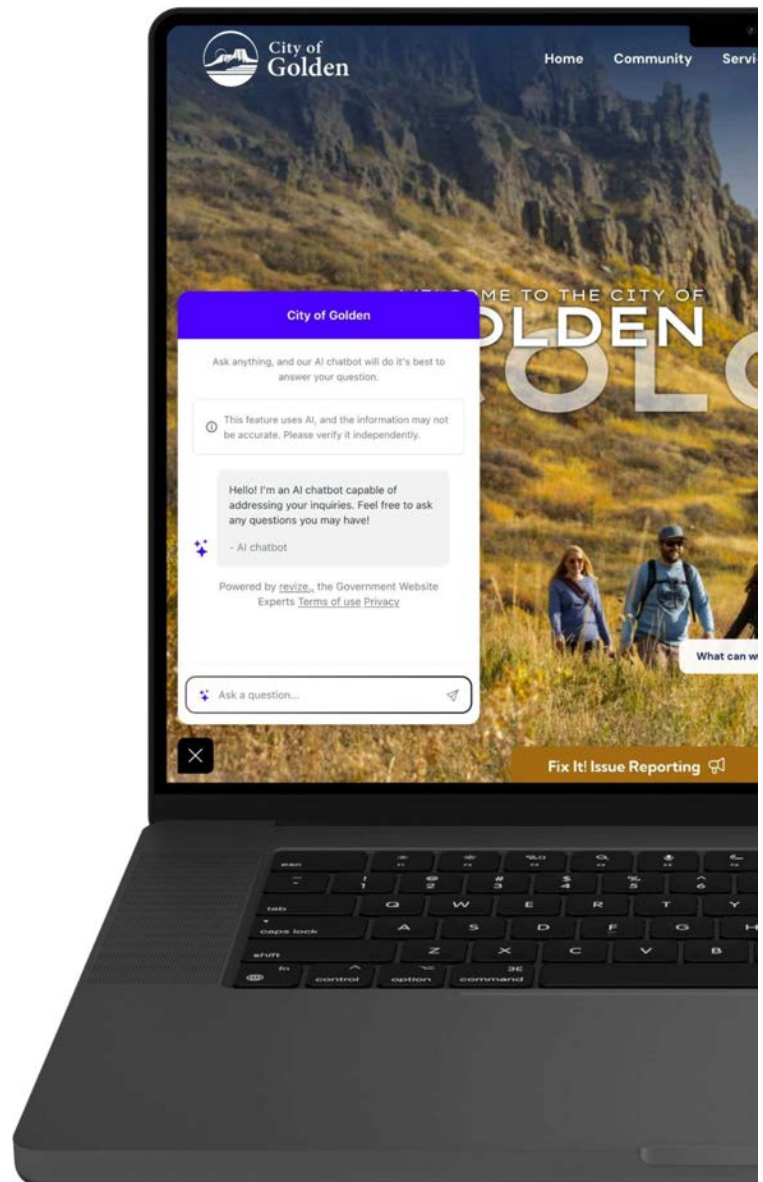
The Revize ChatBot allows your visitors to instantly find answers to their questions – without the need to search, find, and read an entire webpage.

Users simply type in their question, and the Revize ChatBot provides a detailed response in seconds!

Unlike some third-party live chats that force admins to pre-populate content, the Revize ChatBot is quite different. It learns the content of your website and provides answers based on that content.

Admins can even configure the ChatBot to ignore certain content of your website and learn content of other websites.

Keep in mind, Revize developed this feature ourselves. Which means the maintenance, updates, tech support are all handled directly by Revize. No need to deal with another vendor.

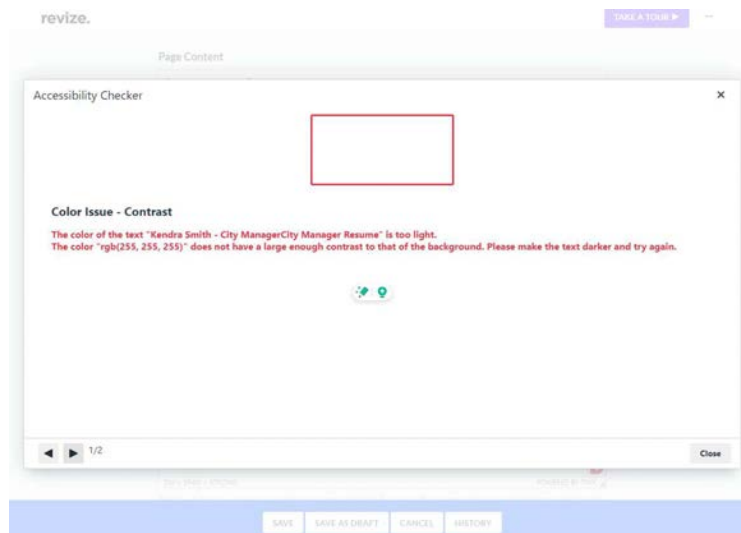


Accessibility & Compliance

WCAG Accessibility Compliance

Revize has launched more than 3,000 websites nationwide, with accessibility incorporated into both our platform and implementation process. Revize websites are designed to align with WCAG 2.1 AA, while actively incorporating WCAG 2.2 AA best practices as standards evolve using current industry-recognized approaches.

The Revize CMS includes built-in accessibility checking tools to help identify potential issues as content is added or updated. Together, these tools and practices support an ongoing, collaborative approach to accessibility between Revize and our clients.



Accessibility Strategy – During the Project

Revize will:

- Design custom visual mockups with WCAG 2.2 AA considerations in mind, including color contrast, typography, layout structure, and interactive elements.
- Build the site using ARIA labels, semantic HTML, and other WCAG best practices.
- Ensure keyboard navigability and screen reader compatibility.
- Include an accessibility checker in the Revize CMS editor.

While Revize provides the framework for compliance, the CLIENT is responsible for ensuring that content (e.g., PDFs, documents, images) is accessible before posting. Revize does offer PDF remediation services as an add-on for files that need to be made compliant.

Accessibility Strategy – After Go Live – WCAG Scan & Remediation Service

One of the elephants in the room when it comes to WCAG compliance as it relates to government websites – “Who will be fixing any future compliance issues with our website after go-live?”

Good news, Revize can take on that task for you. As an **optional service**, Revize can include our WCAG remediation service.

Accessibility compliance is an ongoing process, not a one-time task. To support long-term compliance, Revize offers an **optional WCAG Remediation Service** that includes:

- Two or four full-site scans per year to identify new accessibility issues.
- Detailed accessibility reports for staff awareness and recordkeeping.
- Up to 20 hours annually from a WCAG remediation specialist to resolve flagged issues.

This service provides ongoing monitoring and hands-on support so the website remains as accessible and compliant as possible long after launch.

RZ Assist – Website Accessibility Widget and Scan Tool

RZ Assist is an accessibility enhancement tool built specifically for government websites and public sector use. It provides a comprehensive set of user-controlled features that help residents access online content more easily, including visual adjustments, reading aids, and enhanced navigation tools. These features empower users to tailor their browsing experience to their individual needs, improving overall usability and inclusivity.

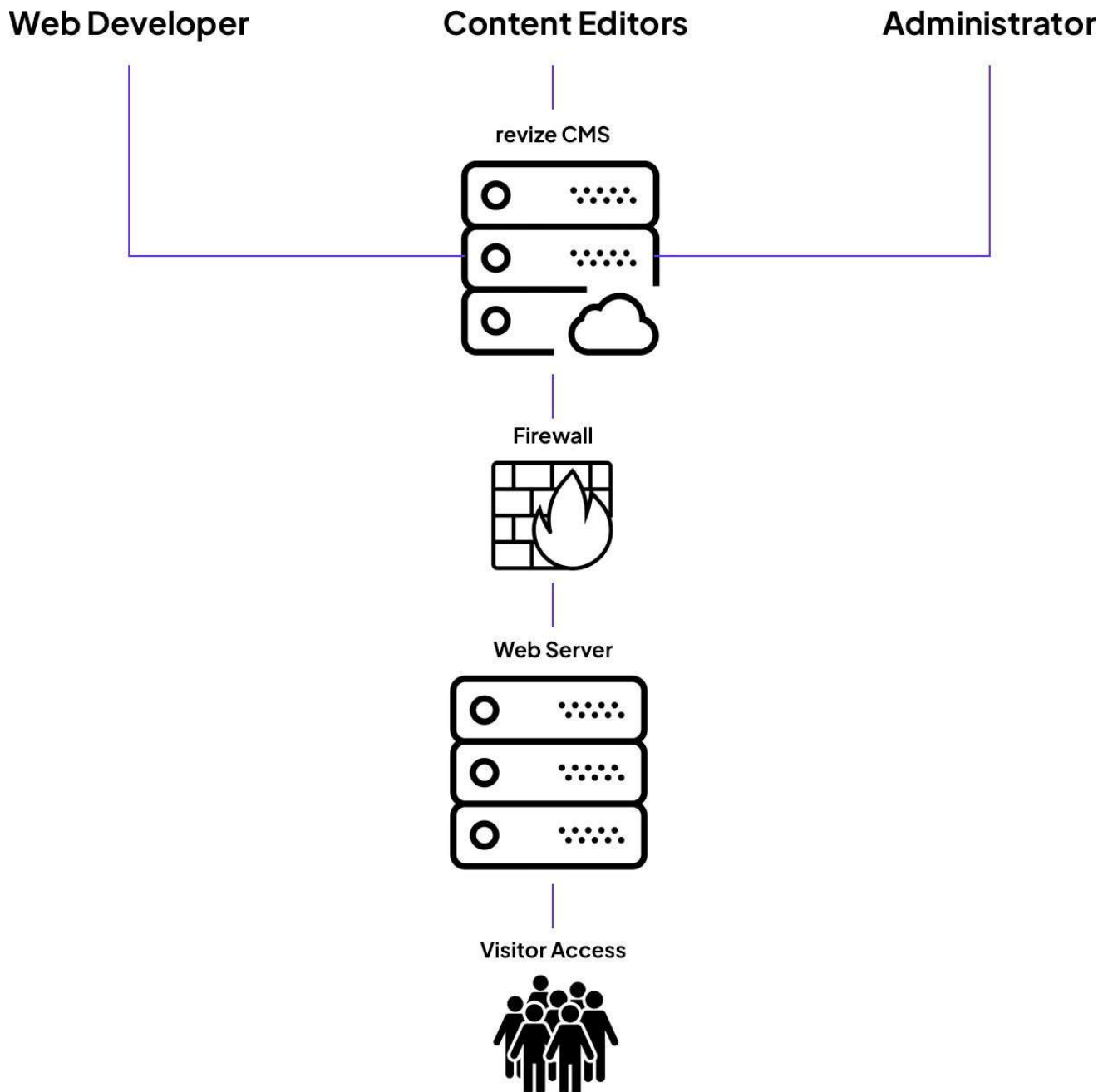
In addition to front-end user controls, RZ Assist Pro Plus includes a built-in site scanning tool paired with a secure backend dashboard. This tool regularly scans the website for suspected accessibility issues and flags potential areas of concern, such as missing alternative text, contrast challenges, or structural inconsistencies. The accompanying dashboard allows staff to review findings in a centralized interface, prioritize issues, and track remediation efforts over time.

RZ Assist Pro Plus is designed to integrate seamlessly with existing websites and does not require changes to current content publishing workflows. Rather than replacing proper accessible design and development practices, it functions as a practical support layer within a broader accessibility strategy, helping municipalities proactively monitor accessibility, improve transparency, and continuously enhance the digital experience for all users.

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



Pricing Proposal/Payment Settlement

Project Cost

Phase 1: Kickoff Meeting and Discovery/Project Planning
Phase 2: Design Mockups/Wireframes One (1) concept, three (3) rounds of changes for each of the following - Homepage & Inner Page
Phase 3A & 3B: Development & Sitemap Development Convert mockups into Revize CMS enabled webpages and provide suggested sitemap
Phase 4: Quality Assurance Testing, WCAG 2.2AA Testing & Custom Development
Phase 5: Content Migration Content migration according to previously approved sitemap – Up to 1,000 webpages and 3,000 documents
Phase 6: Revize CMS Content Editor Training, Final Tweaks, & Go Live

Total Project Cost \$131,900.00

Annual Fee

	Total
Annual Tech Support, Revize CMS License and Hosting Fee:	\$17,500.00
Unlimited tech support, Unlimited CMS users, up to 100GB website storage, 300GB monthly bandwidth	
Annual WCAG Scan and Remediation Service (Optional):	\$4,900.00
Includes up to 4 scans per year with up to 20 remediation hours included	

Optional Add-Ons

Additional Features/Services

	Total
AI ChatBot (Annual Fee) With automatic retraining and backend admin access	\$3,400.00
RZ Assist Pro Plus – Accessibility Widget & Sitewide Scan Tool (Annual Fee)	\$2,400.00
RZ ClearDocs (PDF to HTML Accessible Converter) – Annual Fee Automatically converts PDFs to an Accessible HTML version sitewide	\$4,950.00
Revize Email Newsletter (Annual Fee) Up to 50,000 monthly sends	\$2,900.00
Mobile App (Initial Investment) \$3,400 Annual Fee Due Upon Go Live	\$6,500.00
Logo Design Includes 3 concepts. Client picks one for up to 3 rounds of revisions	\$5,500.00

Optional Payment Plan – The Revize Client First Plan

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

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

Optional Payment Plan – Three Year Payment Breakdown – Interest Free

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

Additional Materials

The Following Applications & Features will be integrated into Your Website:

In addition to the Government Content Management System, which allows non-technical staff to easily create and update website content, Revize includes a suite of applications and features purpose-built for municipalities. These tools are outlined below and organized into five categories.

Citizen's Communication Center Apps

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

Citizen's Engagement Center Apps

- AI ChatBot & Search
- Citizen Connect (Community Blog)
- Citizen Request Center with Captcha
- Curated "Smart" Search
- Online Bill Pay
- Online Interactive Forms with Bookables (Public Records Request App)
- Public Service Request System
- RSS Feed

Staff Productivity Apps

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

Site Administration and Security Features

- Audit Trail
- Auto Site Map Generator
- History Log
- Secure Site Gateway
- Unique Login/Password for each Editor
- URL Redirect Setup
- User Roles and Permissions
- Web Statistics and Analytics
- Workflows by Department

Mobile Device and Accessibility Features

- Alt-Tags
- Font Size Adjustment
- Language Translator
- Mobile and Tablet Preview while Editing
- Responsive Website Design (RWD)
- WCAG Accessibility

Service Level Agreement

Service Level & CMS License Agreement

1.1 Statement of Intent

The aim of this agreement is to provide a basis for close co-operation between XXXXXXXX (known in this agreement as *Client*) and *Revize LLC.*, for support services to be provided by *Revize LLC.* to *Client* and, thereby ensuring a timely and efficient support service is available to *Client* end users. The objectives of this agreement are detailed in Section 1.2.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

1.2 Objectives of Service Level Agreements

1. To create an environment which is conducive to a co-operative relationship between Revize LLC. and Client to ensure the effective support of end users
2. To document the responsibilities of all parties taking part in the Agreement
3. To ensure that Client achieves the provision of a high quality of service for end users with the full support of Revize LLC.
4. To define the commencement of the agreement, its initial term and the provision for reviews
5. To define in detail the service to be delivered by Revize LLC. and the level of service which can be expected by Client, thereby reducing the risk of misunderstandings
6. To detail via a question list, information Revize LLC. requires Client to extract from end users prior to Revize LLC. involvement
7. To institute a formal system of objective service level monitoring ensuring that reviews of the agreement are based on factual data
8. To provide a common understanding of service requirements/capabilities and of the principals involved in the measurement of service levels
9. To provide for all parties to the Service Level Agreement a single, easily referenced document which caters for all objectives as listed above

1.3 Period of Agreement

This agreement will commence on the date specified in this following the acceptance by both parties and will continue until terminated.

Either party hereto may terminate this Contract upon giving thirty (30) days' written notice to the other in the event that such other party substantially fails to perform its material obligations set forth herein. This Contract may be terminated by the *Client* without cause upon thirty (30) days' written notice to *Revize LLC*. In the event of such a termination without cause, the *Client* shall pay *Revize LLC* for all services rendered prior to the termination, plus any reasonable expenses incurred and unpaid which would otherwise be payable hereunder. In such event, *Revize LLC* shall promptly submit to the *Client* its invoice for final payment.

1.4 Review Procedure

This agreement will be reviewed one year from the date of commencement, or at a mutually agreed date, by *Client* and *Revize LLC*. The review will cover services provided, service levels and procedures. Changes to this agreement must be approved by both signatories.

1.5 Representatives

Client and *Revize LLC* nominate the following representatives responsible for the monitoring and maintenance of the service agreement:

Client: Contact Person Name - Title
Phone: 248-269-9263

Revize: Joseph Nagrant- VP Business Development
Phone: 248-269-9263

1.6 Service Level Monitoring

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided to customers and support areas on the service provided.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by both *Client* and Revize LLC. **This is in reference to the agreed upon 99.99% detailed in item 2.5 of this agreement.** In the event of a discrepancy between actual and targeted service levels both *Client* and Revize LLC. are expected to identify and resolve the reason(s) for any discrepancies in close co-operation.

Service level monitoring will be performed by *Client*. If *Client* suspects that response times for faults do not adhere to expected response times in table 2.2 they should provide information to Revize in response to items in 4.2

Service level monitoring and reporting is performed on response times for faults, as specified in Section 3.4 of this agreement.

2. Client Responsibilities

2.1 Functional Overview

The purpose of this section is to detail the *Client* responsibilities for the referral and resolution of all computer related faults and queries (supported products only) encountered by end users throughout the *Client*'s contracted services with *Revize LLC*. This includes the following specific responsibilities:

- Provision of a main point of contact during *Client* business hours.
- Extracting information from end users as per *Revize LLC*. specified list of questions (detailed in section 4)
- Timely referral of faults to *Revize LLC*. as per method detailed in section 4
- Fault resolution monitoring, and production and distribution of Service Level Monitoring reports as and when required

2.2 Response Times

Table 2.2 shows the priority assigned to faults according to the perceived importance of the reported situation. The priority assignment is to refer to the initial response to the client as per Section 2.3 of this document. The support level refers to the *Client* guide for support available as illustrated in Section 2.3 of this document. *Client* agrees and understands that, in rare cases, response times may be delayed due to an overabundance of tech support requests on the part of the *Client* or *Revize* customers, natural disasters, acts of god, etc.

Table 2.2 Response Priority Table

	Crisis	Urgent	Critical	Normal	Request For Service
Priority	Immediate	Urgent	High	Normal	Normal
Time for Response	< 1 Hour	1 Hour	4–6 Hours	24 Hours	Dependent Upon Request
Report Method	Revize Live Phone Support 248–269–9263	Revize Customer Portal	Revize Customer Portal	Revize Customer Portal	Revize Customer Portal

2.3 Client Guide for Support (Report Method Details) – Fault Matrix

Crisis:

- Crisis issues are issues that render the website completely inoperable. In these situations, please contact Revize Technical Support immediately by phone at 248-269-9263.
- Example(s) include: Entire website not accessible from multiple devices/browsers

Urgent:

- Urgent issues are issues that cause significant disruption to website availability or accuracy and may be time-sensitive. These requests should be submitted via phone or through the Revize Support Portal at www.support.revize.com
- Example(s) include: A major portion of the website not accessible, Unapproved or incorrect information appearing on the live site, Time-sensitive content not displaying as expected

Critical:

- Critical issues prevent the use of a core system function. These requests should be submitted through the Revize Support Portal. www.support.revize.com
- Example(s) include: CMS publishing failures, Live content not displaying correctly, Performance concerns impacting usability

Normal:

- Normal issues impact limited functionality or usability but do not prevent overall system operation. These requests should be submitted through the Revize Support Portal. www.support.revize.com
- Example(s) include: Login issues, Image resizing or formatting assistance, General site irregularities

2.3 Client Guide for Support (Report Method Details) – Fault Matrix (Continued)

Request for Service:

Requests for Service are enhancement or modification requests that go beyond routine support and assistance. Revize approaches these requests with the goal of providing meaningful help without “nickel and diming” clients.

Your annual maintenance agreement includes Requests for Service that are reasonable in scope and aligned with the existing platform, design system, and accessibility standards. Examples may include minor design adjustments, graphics, icons, page types, or limited feature enhancements.

Revize reserves the right to evaluate Requests for Service based on:

- Scope and complexity
- Platform compatibility and ADA compliance
- Current workload and availability

If a request falls outside what can reasonably be included, Revize will notify client in advance and may:

- Propose alternative solutions at no cost, or
- Provide a quote for the additional work before proceeding

No billable work will be performed without client approval.

All Requests for Service should be submitted through the Revize Support Portal at www.support.revize.com

2.4 Priority Level Response/Resolution Times

Table 2.2 shows the required initial telephone/portal response times for the individual priority ratings. All times indicated represent telephone response time during specified working hours of 8 a.m. to 8 p.m. Eastern Time Monday to Friday, unless otherwise indicated in this document, or otherwise agreed upon by *Client* and *Revize LLC.*

The indicated response time represents the maximum delay between a fault/request being reported to the *Revize LLC.* and a *Revize LLC.* representative contacting the *Client* by telephone or through the customer portal. The purpose of this contact is to notify the client of the receipt of the fault/request from *Client* and provide the client with details of the proposed action to be taken in respect of the particular fault/request.

Due to the nature and variety of issues that could be reported by the client, resolution times vary dependent upon the issue itself. It is not uncommon for a perceived “quick fix” to take multiple working days, or a perceived long term request to be completed in a matter of hours. When possible, *Revize* will provide an estimated time of resolution upon initial report from the client. If, after further investigation, *Revize* determines the expected time to significantly change, *Revize* will contact the client to discuss the details and new suspected time frame

2.5 Website Application Availability Monitoring

Website application availability monitoring will be performed by *Client* using software of their choice. If *Client* suspects that website availability fails to meet the agreed upon threshold of 99.99% in any one month, they agree to immediately open a support ticket in the customer portal to notify *Revize LLC.* of the issue.

Upon resolution of downtime issue, if *Client* suspects the 99.99% was not met, *Client* agrees to provide information to *Revize LLC.* which includes SCOM report and a written narrative describing any details of the perceived downtime issue. Upon *Revize LLC.* review and concurring thereof *Revize LLC.* customer will be eligible for a credit equal to the monthly portion of annual services fee as set forth in table 2.5 below. This credit would be applied to the next invoice due. The credit will not be provided if support ticket was not opened or for issues caused by *Client.*

2.5 Website Application Availability Credit Table

Table 2.5 – Website Application Availability Credit Table Website Application Availability %		Credit % for Monthly Portion of Annual Services Fee
From	To	
99.99%	99.50%	0%
99.49%	99.00%	10%
98.99%	95.00%	15%
94.49%	90.00%	50%
Less than 90.00%		100%

Revize LLC. Responsibilities

3.1 Functional Overview

Revize LLC. is a provider of computing software maintenance service and support to the *Client*.

3.2 Hours of Operation

A Revize LLC. representative will be available to provide support functions between the hours of 8 a.m. and 8 p.m. Monday to Friday, public holidays excepted, unless alternative arrangements have been agreed to by *Client*. The Revize Customer portal is monitored 24 hours a day. Beyond the 8 a.m. to 8 p.m. EST Revize does not guarantee response times. Response times through the customer portal officially begin at 8 a.m. EST and end at 8 p.m. EST. However, Revize LLC. does reserve the right to respond to requests outside of these hours.

3.3 Response Times

The Revize LLC. will accept the priority assigned to a fault by *Client*, as per Fault Matrix in 2.3 and Priority Assignment criteria in 4.1.

3.4 Service Level Targets

The Revize LLC. will respond within the time specified by the priority allocation. *Client* will issue reports as and when required to the Revize LLC. Support staff for the purpose of gauging Revize LLC. performance.

3.5 Website Application Availability

The Revize LLC. agrees to a live website availability threshold of 99.99% of the time in a calendar month. It is understood that Revize LLC. will perform routine maintenance during non-peak hours as necessary that is not factored in as part of the availability threshold. Non-peak hours are from 2:00A.M. to 6:00A.M. Eastern Standard Time. Client may request other updates/features that necessitate downtime as well. Revize LLC. will notify client when expected downtime is greater than 15 minutes.

4. Supported Products/Applications/Systems

4.1 Software Support Services

Revize LLC. is a provider of computing software maintenance service and support to the *Client*.

Software Products Supported

- Revize CMS
- Hosted Website
- Source Files
- All Included Revize Web Applications

Contact Details:		
	Live Phone Support:	248-269-9263
	Customer Portal:	www.support.revize.com
	Email (Unofficial Channel):	Support@revize.com

Priority Assignment Criteria:

As assigned by the *Client* fault matrix in section 2.3 of this document. This response time is to indicate the initial telephone, email, or support portal response by Revize LLC., as described in Section 2.4 of this document, to the client as detailed on the *Client* Fault Report Form.

Method of Fault Referral:

- Customer Portal transmission of *Client* Fault Report Form by *Client* staff to Revize LLC. At support.revize.com
- Telephone contact by *Client* operator.

4.2 Information to be provided by Client for Timely Response:

- Complete description of issue
- Time estimate of when client started experiencing this issue
- Whether a change was requested recently in relation to this issue
- URL where issue is occurring (if applicable)
- Screenshot of this issue (optional)

Method of Return of Resolved Faults

Immediately following actual resolution of each individual fault/request a *Revize LLC.* representative will notify *Client* by telephone, email, or customer portal of the completion of the fault/request. If applicable, within 48 hours of resolution *Revize LLC.* will provide *Client* with details of resolution.

Other Details:

Revize LLC. maintains a real-time project support portal where fault issues can be reported by the *Client*. This portal can be found at support.revize.com where a user name and password will be required. This project support portal will have an updated status of the completion progress of each issue as determined by *Revize*.

Although each issue is updated when key objectives are met, *Client* may request an update at any time. When *Client* has issues outstanding in this portal, they will check in at least once per week to answer any follow up questions from *Revize*. If there are no outstanding issues this is not required. For a general update request, *Client* will make request notating each outstanding fault they would like an update on. *Revize* will respond with details of current status and return the report to *Client* within 72 hours of receipt of the report.

5. Revize CMS License

5.1 Enterprise Revize CMS License

As part of this Agreement, Revize LLC (“Revize”) grants CLIENT a limited, non-exclusive, non-transferable license to access and use the Enterprise Revize CMS software (“Software”), hosted on Revize’s cloud servers, solely for the purpose of maintaining the website(s) identified in this Agreement. The Software is proprietary to Revize and remains the sole property of Revize.

CLIENT may terminate this Agreement by providing at least sixty (60) days written notice prior to the applicable annual renewal date. All fees incurred or scheduled through the effective termination date remain due and payable. Early termination does not relieve CLIENT of payment obligations for services already rendered.

CLIENT may not sublicense, share, or otherwise provide access to the Software to any third party not expressly authorized under this Agreement.

During the term of this Agreement and while CLIENT remains current on all payment obligations, Revize will host, maintain, and provide updates to the Software as part of the applicable annual subscription.

Upon termination or expiration of this Agreement for any reason, CLIENT’s access to the software will be discontinued. Upon written request and provided all amounts due under this Agreement have been paid in full, Revize will make CLIENT’s website content available to CLIENT in a reasonable electronic format.

Notice of termination must be in writing and delivered to the non-terminating party in accordance with the notice provisions of this Agreement.

revize.

Thank you

For Considering revize



Prepared by Thomas J. Jean

150 Kirts Blvd. Troy, MI 48084

Ph: 248-269-9263 x8035

Fax: 866-346-8880

www.revize.com

Disclaimer

Scope of Proposal: The information contained in this proposal is for general informational purposes only. The content of this proposal is subject to change without notice, and revize LLC reserves the right to modify, amend, or alter any part of the proposal at its sole discretion. The services, deliverables, timelines, and pricing outlined herein are estimates and are subject to further negotiation and final agreement.