



Meeting: Village Board
Meeting Date: 10/24/13
Agenda Item: 6i

Mission Statement

Delivering quality services in a courteous, cost-effective and efficient manner.

VILLAGE BOARD MEETING STAFF REPORT

REPORT TO: Burt R. McIntyre, President
Village Board of Trustees

REPORT FROM: Paul F. Evert, Village Administrator

AGENDA ITEM: 6i Review and take action on the CivicPlus contract for designing and hosting the Village of Howard website

ACTION REQUESTED: ___Ordinance ___Resolution X Motion ___Receive/File

POLICY ISSUE

Should the Village approve the CivicPlus contract for designing and hosting the Village of Howard website?

PRIOR ACTION/REVIEW

During the 2014 budget discussions, staff has highlighted changing website service providers as a priority.

BACKGROUND INFORMATION

Although the current Village website has a relatively pleasant appearance and some desirable functionality, the customer service provided is very slow and on rare occasion when the site has crashed it has been difficult to have the site repaired promptly. Also, when staff has requested changes, the provider has been very slow to respond. In addition, the feature that was functioning to allow citizen requests to be routed and tracked became so slow that it had to be reprogrammed so all citizen complaints go directly to the Village Administrator. Finally, the loading of attachments to agendas is exceedingly slow.

The Village Administrator while employed in the City of Sun Prairie had issued an RFP for a new website and is very familiar with the various service providers. The national leader is CivicPlus, based in Manhattan, Kansas. Staff sat in on a web presentation by CivicPlus and was very impressed with their product. CivicPlus drafted a proposal that is described in the attachment. The fee for website design is spread over three years and is combined with site hosting. For three years the annual fee is \$13,301 and will drop in the fourth year to approximately \$5,700. At the end of 38 months we would have the option to terminate the contract. The Village's homepage, the Village Green, and Economic Development would be able to have their own header package, which means that they can all have different drop down options than the rest of the departments although all departments will be able to have their own page.

Since the changeover will take several months, the contract is for 38 months, giving staff the ability to work with CivicPlus starting November 1, 2013 if the contract is approved. Three examples of municipal websites hosted and designed by CivicPlus are:

<http://www.village.thiensville.wi.us/>

<http://www.ci.northfield.mn.us/>

<http://www.flagstaff.az.gov/>

FISCAL IMPACT:

- | | |
|------------------------------|------------|
| 1. Is There A Fiscal Impact? | <u>Yes</u> |
| \$13,301 for three years | |
| 2. Is it Currently Budgeted? | <u>No</u> |

RECOMMENDED ACTION

Village staff recommends the Village Board approve the contract with CivicPlus. If the Board so desires, an appropriate action would be: ***“Motion to approve the contract with CivicPlus for website design and hosting.”***

POLICY ALTERNATIVE(S)

The Village Board could take the following actions:

- Approve with revisions
- Deny the recommended changes
- Table the suggested motion and request additional information

ATTACHMENTS

- I. **CivicPlus Contract**



CivicPlus Advantage Contract

Organization	Village of Howard	URL	www.villageofhoward.com		
Street Address	2456 Glendale Ave				
Address 2					
City	Howard	State	WI	Postal Code	54313
CivicPlus provides telephone support for all trained clients from 7am –7pm Central Time, Monday-Friday (excluding holidays). Emergency Support is provided on a 24/7/365 basis for representatives named by the Client. Client is responsible for ensuring CivicPlus has current updates.					
Emergency Contact & Mobile Phone	Paul Evert, 920-327-8823				
Emergency Contact & Mobile Phone	Chris Haltom, 920-366-5528				
Emergency Contact & Mobile Phone	Leigh Ann Wagner Kroening, 920-412-8732				
Billing Contact	Mitch DeBauche	E-Mail	mdebauche@villageofhoward.com		
Phone	920-434-4640	Ext	0	Fax	920-434-4643
Billing Address	PO Box 12207				
Address 2					
City	Green Bay	ST	WI	Postal Code	54307-2207
Tax ID #	39-1053841	Sales Tax Exempt #	WI CES # 050285		
Billing Terms	Annual	Account Rep	Bryan Hahlbeck		
Info Required on Invoice (PO or Job #)	Annual website fee				
Contract Contact	Paul Evert	Email	pfevert@villageofhoward.com		
Phone	920-434-4640	Ext.	0	Fax	920-434-4643
Project Contact	Leigh Ann Wagner Kroening	Email	lwagnerkroening@villageofhoward.com		
Phone	920-434-4640	Ext.	0	Fax	920-434-4643

Terms & Conditions

Client Deliverable

1. Icon Enterprises, Inc., d/b/a CivicPlus (“CivicPlus”) will create a unique website for the Village of Howard (“Client”) that includes all functionality as defined in Exhibit A – CivicPlus Project Deliverables, attached hereto.

Additional Services

2. Client may contract with CivicPlus for additional Consulting, Website Design, Setup, Programming, and Training services (CivicPlus Project Deliverables) that exceed those defined in Exhibit A. CivicPlus will invoice Client for the additional services immediately prior to project Go-Live.
3. Client may contract with CivicPlus for additional Annual Services that exceed those defined in Exhibit A. CivicPlus will invoice Client for Annual Services immediately prior to project Go-Live.



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4. Services that involve billable time beyond the contracted amount will be documented and invoiced. Written approval by the Client is necessary before billable time is incurred.
5. Modules that incur additional usage fees may be purchased and activated at any time.

CivicPlus Advantage Billing & Payment Terms

The following agreement terms apply to the CivicPlus Advantage Plan – whereby the initial project development fees and recurring fees are paid equally over a three (3) year period. See Exhibit A for complete details and fee options.

6. Billing for the CivicPlus Advantage Plan begins December 2013, to be paid in January 2014.
7. The Client shall sign a project completion and acceptance form prior to Project Go-Live. All Parties agree that the website will not go-live until the project is accepted in writing by the Client.
8. The CivicPlus Advantage Plan provides a fixed fee for an Agreement term of 38 months from the first date of billing. At 38 months, Client has the following options:
 - a. Contract for 12 months of standard Annual Services with CivicPlus. Base rate of \$5,969 is subject to a technology investment and benefit fee of 5 percent (%) of the total Annual Services costs.
 - i. After fifty (50) months of continuous service, Client is entitled to a no-cost redesign, details noted in Exhibit B. Redesigns that include additional features not available on the original website may be subject to additional charges. Additional features include, but are not limited to, additional modules and integration of third-party software.
 - b. Terminate services with CivicPlus by providing written notice as noted in Term 15.
9. Fees for the CivicPlus Advantage Plan are invoiced prior to the year of service. They are due by the first of the following month, but no sooner than 30 days from invoice date.
10. Project development will be discontinued if payment is not made within 30 days after the invoice due date.
11. After project go-live, if the Client's account exceeds 60 days past due, Support will be discontinued until the Client's account is made current. If the Client's account exceeds 90 days past due, Annual Services will be discontinued until the Client's account is made current. Client will be given 30 days notice prior to discontinuation of services for non-payment.
12. The Client will be invoiced electronically through email. Upon request CivicPlus will mail invoices and the Client will be charged a \$5.00 convenience fee.
13. Unless otherwise limited by law, a finance charge of 2.9 percent (%) per month or \$5.00, whichever is greater, will be added to past due accounts. Payments received will be applied first to finance charges, then to the oldest outstanding invoice(s).
14. Provided the Client's account is current, at any time the Client may request an electronic copy of the website graphic designs, the page content, all module content, all importable/exportable data, and all archived information ("Customer Content"). Client agrees to pay \$250 per completed request. Provided the Client's account is current, upon termination of services Client may request a complimentary electronic copy of website Customer Content and CivicPlus Government Content Management System ("GCMS®") software.

Agreement Renewal

15. Either party may terminate this Agreement at the end of the contract term by providing the other party with 60 days written notice, prior to the contract renewal date. The Contract Renewal Date is thirty-eight (38) months after the original contract was signed by the Client. Renewal Options are listed in Term 8 of this Agreement.
16. In the event of early termination of the Agreement by the Client within the first fourteen (14) months of the Agreement, full payment of the remainder of the total First Year fees are due within 15 days of termination.
17. In the event of early termination of the Agreement by the Client after fourteen (14) months, but before the expiration of the Agreement, Annual Services fees for year(s) two (2) and three (3) will be prorated and Client will be charged only for the time it remains as a Client of CivicPlus. Full payment of the remainder of the total First Year fees and prorated fees are due within 15 days of termination.



Support

18. CivicPlus will provide unlimited telephone support Monday-Friday, 7:00 am – 7:00 pm (Central Time) excluding holidays, for all trained Client staff. Emergency Support is provided on a 24/7/365 basis for emergency contacts named by the Client. Client is responsible for providing CivicPlus with contact updates.
19. Support includes providing technical support of the GCMS® software, application support (pages and modules), and technical maintenance of Client's website. Following initial setup, additional page design, graphic design, user training, site modification, and custom programming may be contracted separately for an additional fee.
20. During the period of this agreement and subsequent annual renewals, CivicPlus warrants that it will, without additional charge to the Client, take action to correct any problems or defects discovered in the GCMS® software and reported to CivicPlus by the Client, such warranty to include ongoing maintenance upgrades and technical error correction.
21. CivicPlus provides online website statistics software at no extra charge. If Client desires to use other website statistic software, CivicPlus will provide the necessary log file access.

Marketing

22. Client will make a reasonable attempt to work with the CivicPlus Marketing Department to gather information and meet deadlines associated with website award contest entries throughout the term of this Agreement.
23. Client permits CivicPlus to include an example of the Client's home page and a link to the Client's website on the CivicPlus corporate website.
24. Client will make a reasonable attempt to work with the CivicPlus Marketing Department to create a news item to be released in conjunction with their project Go-Live date. Client will provide CivicPlus with contact information for local and regional media outlets. CivicPlus may use the press release in any marketing materials as desired throughout the term of this Agreement.
25. Client will make a reasonable attempt to work with the CivicPlus Marketing Department to create a case study related to their website
26. Client allows CivicPlus to display a "Government Websites by CivicPlus" insignia, and web link at the bottom of their web pages. Client understands that the pricing and any related discount structure provided under this agreement assumes such perpetual permission.

Intellectual Property, Ownership & Content Responsibility

27. Upon full and complete payment of submitted invoices for the Project Development and launch of the website, Client will own the Customer Content, as well as the GCMS® software.
28. Upon completion of the development of the site, Client will assume full responsibility for website content maintenance and content administration. Client, not CivicPlus, shall have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness, and intellectual property ownership or right to use of all Customer Content.
29. Client shall not (i) license, sublicense, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party the GCMS® software in any way; (ii) modify or make derivative works based upon the GCMS® software; (iii) create Internet "links" to the GCMS software or "frame" or "mirror" any GCMS® administrative access on any other server or wireless or Internet-based device; or (iv) reverse engineer or access the GCMS® software in order to (a) build a competitive product or service, (b) build a product using similar ideas, features, functions or graphics of the GCMS® software, or (c) copy any ideas, features, functions or graphics of the GCMS® software.
30. The CivicPlus name, the CivicPlus logo, and the product and module names associated with the GCMS® software are trademarks of CivicPlus, and no right or license is granted to use them.

Indemnification

31. Client shall defend, indemnify and hold harmless CivicPlus, its partners, employees, and agents from and against any and all lawsuits, claims, demands, penalties, losses, fines, liabilities, damages, and expenses including attorney's fees of any kind, without limitation, in connection with the operations of and installation of software contemplated by this Agreement, or otherwise arising out of or in any way connected with the CivicPlus provision of service and performance under this Agreement. This section shall not apply to the extent that any loss or damage is caused by the negligence or willful



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misconduct on the part of CivicPlus. If Client and CivicPlus are both negligent, damages shall be apportioned in accordance with the percentage of negligence of each party. This paragraph is not intended to benefit entities not a party to this contract.

Liabilities

- 32. CivicPlus will not be liable for any act, omission of act, negligence or defect in the quality of service of any underlying carrier or other service provider whose facilities or services are used in furnishing any portion of the service received by the Client. CivicPlus will not be liable for any failure of performance that is caused by or the result of any act or omission by Client or any entity other than CivicPlus that furnishes services, facilities or equipment used in connection with CivicPlus services or facilities.
- 33. Except as expressly provided in this Agreement, CivicPlus makes no expressed or implied representations or warranties, including any warranties regarding merchantability or fitness for a particular cause.

Force Majeure

- 34. No party shall have any liability to the other hereunder by reason of any delay or failure to perform any obligation or covenant if the delay or failure to perform is occasioned by force majeure, meaning any act of God, storm, fire, casualty, unanticipated work stoppage, strike, lockout, labor dispute, civic disturbance, riot, war, national emergency, act of Government, act of public enemy, or other cause of similar or dissimilar nature beyond its control.

Acceptance

We, the undersigned, agreeing to the conditions specified in this document, understand and authorize the provision of services outlined in this Agreement.

Client

Date

CivicPlus

Date

<p>Sign and E-mail or Fax this Copy Attn: Contract Manager E-mail: SalesCoordinators@CivicPlus.com Fax: 785-587-8951</p>	<p>And – Mail Two (2) Signed Originals CivicPlus Contract Manager 317 Houston St., Suite E Manhattan, KS 66502</p>
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We will e-mail or fax a counter-signed copy of the contract back to you so we can begin your project. Upon receipt of two signed originals, we will counter-sign and return one copy for your files.

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Exhibit A - CivicPlus Project Deliverables

All Quotes are in US Dollars and Valid for 30 Days from October 16, 2013.

Project Development and Deployment	\$31,306
<i>Initial GCMS® upgrades, maintenance, support and hosting – no additional cost</i>	
<i>Server Storage not to exceed 25 GB; Media Center Storage not to exceed 10 GB</i>	
Minus WCMA Discount	-\$3,131
2 Month Prorated Fee	\$902
Total First Year Fee	
	\$29,077
Total Second Year Fee	
	\$5,413
Total Third Year Fee	
	\$5,413

At the request of the Village of Howard, CivicPlus agrees to redistribute their standardized pricing as follows:

CivicPlus Advantage Project Development & Annual Services	
Year One (Paid January 2014)	\$13,301
Year Two (Paid January 2015)	\$13,301
Year Three (Paid January 2016) <small>(Client may terminate contract at the end of 38 months or select from options available in Term 8 of the Terms & Conditions)</small>	\$13,301

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Project Development

Kick-Off Meeting <i>Deliverable:</i> Project Timeline, training jump start and worksheets	Included
Phase 1: Consulting <i>Deliverable:</i> Needs assessment, best practices and worksheets	Included
Phase 2: Website Preview Presentation <i>Deliverable:</i> Website layout and mood board will be presented for your approval	Included
Phase 3: Website Reveal Presentation <i>Deliverable:</i> Completed website design and navigation structure will be presented. You will be able to propose changes at this time.	Included
Phase 4: 24 Hours Customized Interactive Webinar Training for up to 6 employees <i>Quote includes free use of up to 6 webcams and headsets</i> <i>Deliverable:</i> Train System Administrator(s) on GCMS® Administration, permissions, setting up groups and users, module administration. Basic User training on pages, module entries, applying modules to pages. Applied use and usability consulting to result in effective communication through your website.	Included
Phase 5: Go Live <i>Deliverable:</i> Content migrated from current site to new site based on best practice recommendations. Custom website. Registration of site with all major search engines.	Included
Additional Functionality	
Google Translation Tool	Included
5 Additional Users - Citizen's Request Tracker	Included
Mobile website detection and browsing	Included
2 Department Header Packages (Golf and Economic Development)	Included
Total Project Development and Deployment Fee <i>Initial GCMS® upgrades, maintenance, support and hosting included – no additional cost</i> <i>Server Storage not to exceed 25 GB; Media Center Storage not to exceed 10 GB</i>	\$31,306
Minus WCMA Discount	-\$3,131
2 Month Prorated Fee	\$902
Total Fees Year 1	
\$29,077	



Project Development Includes the Following:	
Modules	Functionality
<ul style="list-style-type: none"> • Agenda Center • Alerts Center & Emergency Alert Notification • Archive Center • Bid Postings • Blog • Business/Resource Directory • Calendar • Carbon Calculator • Citizen Request Tracker™ (5 users) • Community Voice™ • Community Connection • Document Center • ePayment Center • Facilities & Reservations • Frequently Asked Questions • Forms Center • Healthy City • Intranet • Job Postings • Media Center with Live Streaming Video • My Dashboard • News Flash • Notify Me® Email & 500 SMS Text Subscription • Online Job Application with 1 Generic Application • Opinion Poll • Photo Gallery • Postcard • Quick Links • Real Estate Locator • Spotlight • Staff Directory 	<ul style="list-style-type: none"> • Action Items Queue • Audit Trail / History Log • Automated PDF Converter • Automatic Content Archiving • Content Library • Dynamic Breadcrumbs • Dynamic Sitemap • Expiring Items Library • Generic Mobile App (iOS & Android) • Graphic Link Administration • Links Redirect and Broken Links Finder • Menu Management • Mouse-over Menu Structure • MuniMobile™ • Online Editor for Editing and Page Creation (WYSIWYG) • Online Web Statistics (Only With CivicPlus Hosting) • Printer Friendly/Email Page • Rotating Content • RSS • Search Engine Registration • Site Layout Options • Site Search & Entry Log • Slideshow • Social Media Integration (Facebook & Twitter) • User & Group Administration Rights • Web Page Upload Utility • Website Administrative Log

Annual Services Include the Following:		
Support	Maintenance of CivicPlus Application & Modules	Hosting
7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays) 24/7 Emergency Support Dedicated Support Personnel 2-hour Response During Normal Hours Usability Improvements Integration New & Upgraded Services Proactive Support for Updates & Fixes Online Training Manuals Monthly Newsletters Phone Consulting CivicPlus Connection	Install Service Patches for OS Upgrades Fixes Improvements Integration Testing Development Usage License	Shared Web/SQL Server DNS Consulting & Maintenance Monitor Bandwidth-Router Traffic Redundant ISP Redundant Cooling Diesel Powered Generator Daily Tape Backup Intrusion Detection & Prevention Antivirus Protection Upgrade Hardware



Exhibit B – Basic Redesign of Website

CivicPlus Project Development Services & Scope of Services for CP Basic Redesign

- New design
- Redevelop banner
- Redevelop navigation method (may choose top drop-down or other options)
- Design setup - wireframe
- Redevelop graphic elements of website (Newsflash, FAQs, Calendar, etc.)
- Project Management
- Testing
- Review
- Content Migration – Includes retouching of all existing published pages to ensure proper formatting, menu structure, and application of new site styles. Note: Content will be formatted or pages broken up (shortened or re-sectioned)
- Site styles and page layouts will be touched so all pages match the new design and migrate cleanly
- Spelling and broken links will be checked and reported if unable to correct