



**Yellow Rose Chapter  
Texas Municipal Clerks Association, Inc.  
Agenda**

Thursday, June 2, 2022  
11:30 a.m.-1:00 p.m.  
Red Oak Municipal Center  
200 Lakeview Parkway  
Ronald Reagan Room  
Red Oak, Texas 75154

**I. Welcome:** Chapter President Amber Villarreal

**II. Business Meeting:**

- a) Consider minutes from April 14, 2022, Yellow Rose Chapter Meeting
- b) Consider Financial Report for the period ending May 27, 2022
- c) Discuss and consider Chapter website hosting options and associated funding
- d) Discuss and consider the Advanced Institute event in October 2022
- e) Recognition of the 2022 Yellow Rose Chapter and TMCA Clerk of the Year
- f) Hear an update on upcoming Chapter news

**III. Adjourn**

*The purpose of the Yellow Rose Chapter shall be to expand the knowledge and image of the office of the City Secretary or City Clerk (Municipal Clerk); to engage in organized efforts to promote awareness of the importance of the duties performed by those in municipal government; to encourage each member to pursue the education opportunities offered, emphasizing the value of certifications afforded by membership in the TMCA; to foster relationships and network opportunities along with assistance and support among the chapters and individuals throughout our area, as well as throughout the state; to mentor new city clerks/secretaries and to impart professionalism, honesty and integrity to the communities we represent and to stand united in the common goal of upholding the constitution and laws of our communities, state and country.*



**Yellow Rose Chapter of the  
Texas Municipal Clerks Association  
MINUTES  
Thursday, April 14, 2022**

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The Yellow Rose Chapter of the Texas Municipal Clerks Association convened their meeting on Thursday, April 14, 2022, at the City of Grand Prairie, The Epic Recreation Center, located at 2960 Epic Place, Grand Prairie, TX. 75052.

**Members/\*Guests in Attendance**

Cindy Gross	Balch Springs		Summer Bloyed	Red Oak
Ivy Peterson	Cleburne		Josie Guzman	Wilmer
Cynthia Chapman	Cleburne		Ruby Velasquez	Wilmer
Amanda Campos	Burleson			
Kristin Downs	Duncanville			
Amber Villarreal	Waxahachie			
Mayra Ortiz	Wilmer			
Mona Lisa Galicia	Grand Prairie			
Chiquita Taylor	Grand Prairie			
Bobby Jo Taylor	Ovilla			
Caryn Stevens	Red Oak			

**I. Welcome: Chapter President Amber Villarreal**

President Amber Villarreal, Waxahachie, called the meeting to order at 11:45 p.m., and thanked Mona Lisa Galicia and the City of Grand Prairie for hosting this month's meeting.

**II. Guest Speaker: Kirk Franklin & Faye Moore  
Franklin Legal Publishing/General Code**

Kirk Franklin and Faye Moore gave a power point presentation regarding Franklin Legal Publishing and General Code.

**III. Business Meeting:**

**a. Consider minutes from February 9, 2022, Yellow Rose Chapter Meeting.**

Motion made by Cindy Gross, seconded by Summer Bloyed to approve the February 9, 2022, minutes as submitted. Motion carried unanimously.

**b. Consider Financial Report for the period ending March 25, 2022.**

Treasurer Ivy Peterson presented the Financial Report for period ending March 25, 2022, indicating the chapter balance is \$17,254.11, after deposits and expenditures.



Motion made by Mayra Ortiz, seconded by Caryn Stevens to accept the Financial Report for period ending March 25, 2022, as submitted. Motion carried unanimously.

**C. Discussion and consider Chapter website hosting options and associated funding.**

Mayra Ortiz, Wilmer, explained the Technology Committee is seeking proposals for a new Chapter website and will present to members at the next meeting.

**IV. Adjourn** - The meeting adjourned at 12:07pm.

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Amber Villarreal, President

ATTEST:

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Cynthia Olguin, Secretary

# Yellow Rose Chapter (TCMA)

## Executive Summary

CHAPTER TCMA

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HELPING LOCAL GOVERNMENT INFORM, ENGAGE & PROTECT THEIR CITIZENS

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# Yellow Rose Chapter (TCMA)

## EngageOpen Vs EngageCentral

### Platform Differences

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HELPING LOCAL GOVERNMENT INFORM, ENGAGE & PROTECT THEIR CITIZENS

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# EngageOpen

Recommended Website Platform

Standard Website Solution. Designed for Municipalities and Organizations under 10,000 Citizens. Easy to use, quick to update, with a custom design option



**20+ Website Modules**



**Search Capabilities**



**Email & Text Notifications**



**Drupal Platform  
Designed for Government Use**



**Webforms Module  
Surveys, Requests,  
Fillable Forms**



**Full Content Management Solution**

Create & Update Content From a Single Location

Backend Options to Manage Each Module

Notable Websites

- [Venus, TX](#)
- [Willow Park, TX](#)
- [Whitewright, TX](#)

- ### ▲ Create Content
- Bid
  - Blog Entry
  - Bulletin Item
  - Event
  - FAQ
  - Free-form Document
  - Link
  - Meeting Agenda
  - Meeting Agenda Item
  - Meeting Minutes
  - News or Announcement
  - Person Profile
  - Private File
  - Property
  - Sideshow/Gallery
  - Unit
  - Upload File
  - Urgent Alert
  - Webform

**Event \***

- Display options
- Embed Video
- Address
- Groups \*
- File attachments
- Navigation Settings  
Not in menu
- Revision information  
New revision
- Comment settings  
Closed
- URL path settings  
Automatic alias
- Scheduling options  
Not scheduled
- Meta tags  
Using defaults
- Publishing options  
Published

**Urgent Alert \***

- Display options
- E-Subscriber Notification
- Groups \*
- Review on
- File attachments
- Navigation Settings  
Not in menu
- Send Text Message
- Revision information  
New revision
- Comment settings  
Closed
- URL path settings  
Automatic alias
- Scheduling options  
Not scheduled
- Meta tags  
Using defaults
- Publishing options  
Published



# EngageCentral

Same Website platform as Wilmer & Cleburne TX

Advanced Website Solution. Developed to be flexible, automated modules for various departments, online payment capable, and the ability to quickly update, quickly upload documents, while pushing and pulling information to/from 3<sup>rd</sup> party solutions with Zapier

## 40+ Website Modules

- ✓ Integrations linking select modules together

- ✓ Advanced Search with predictive capabilities

## Activities Module

- ✓ Manage Registrations and take online payments

## WYSIWYG Editor

- ✓ Live Editing Capabilities

## Facilities Module

- ✓ Allow Online Reservations, Payments Integrates with Calendar

## Citizen Request Tracker

- ✓ Track request, create work orders

- ✓ Multiple Document, Pictures, & Files Upload

## Dashboard

- ✓ View all website activity from one location

FREQUENTLY USED [See All](#) | Pages | News Flash | 05 Calendar | Notify Me | Form Center | Document Center

Recent Activity

- Pending Approval
- Declined Items
- Expiring Items
- CivicPlus Messages
- My Messages

Recent Activity SHOW MINE VIEW MORE 5 of 25

<b>City of Wilmer, TX</b> Jones, Richard	Pages	58 minutes ago Published	
<b>City of Wilmer, TX</b> Jones, Richard	Pages	59 minutes ago Published	
<b>City of Grey Forest, TX</b> Jones, Richard	Pages	1 hour ago Published	
<b>Wilmer Water 2</b> Jones, Richard	Document Center	1 hour ago Published	
<b>Adjourn</b> Jones, Richard	Agenda Center	3 hours ago Published	

Webinar Archives

[Read More](#)

Training Resources

[Read More](#)

CivicPlus Support

[Read More](#)

Dashboard View

Ability to view all website activity from a single location

CIVICENGAGE CENTRAL

HOMEPAGE DASHBOARD MODULES LIVE EDIT IS ON

SAVE SAVE AS COPY CANCEL ACTIONS

CONTENT MODULES

VERSIONS WIDGETS NOTES PROPERTIES LAYOUT

Editor Image Slideshow Related Documents Pages Spacer Tabbed Carousel List Text Contact Us Right Contact (not done) Text Only Search Share Site Tools Table Custom Html Google Translate Anchor

Contact Us Community Departments Council Add Page

You are here: Home > How Do I > Add Even More Pages > Richard Jones > Contact Us > City of Wilmer, TX [View archive](#)

# City of Wilmer, TX

## Welcome to Wilmer, Texas

Located only 15-minutes from downtown Dallas, Wilmer has become a global distribution hub for companies like Amazon, Unilever, Sprouts, Proctor & Gamble, Whirlpool, Ace Hardware, and Medline.

With the Union Pacific intermodal facility within city limits and easy access to Interstates 30, 20, and 35 - as well as major regional roadways U.S. 67 and 175 - it is little wonder that Global and U.S. Fortune 500 Companies are choosing Wilmer for their distribution facilities.

Wilmer also offers a hometown feel, all in proximity to the amenities of big city life. We welcome you to come grow with us.

City of Wilmer  
128 N Dallas Ave  
Wilmer, TX 75172  
(972) 441-6373

You cannot provide feedback on a page which you can also edit.

Help

Drag and Drop  
(WYSIWYG)  
Editing



Ordin



Ordinances

Zoning Ordinance (PDF)

City Ordinances

Landscape and Screening Ordinance  
(PDF)

Ordinance (PDF)

Heritage  
Community Park  
City of Glenn Heights

## Predictive Search

Searching documents, files, events, agendas, minutes, forms etc.

# REQUESTTRACKER

[VIEW SITE](#)

- MAIN
- STATISTICS
- USERS

TRY SECLICKFIX

- BACK
- VIEW OPTIONS
- MAP REQUESTS
- BULK ACTIONS
- EXPORT

Animal Control		ACTIONS
<input type="checkbox"/> Barking Dog		
<input type="checkbox"/> #32	2512 nutmeg Richard 2015 nutmeg, manhattan, ks 66502 There is a dog barking	In Progress
<input type="checkbox"/> #22	811 Dondoe , Manhattan, KS 66502 Dog in apartment 412 stays up all night parking on balcony.	In Progress

SUBMIT A REQUEST

ADD A REQUEST TYPE

PERMISSIONS

CATEGORIES [ADD CATEGORY](#)

- All Categories
- Animal Control
    - Barking Dog
    - Lost/Found Animal
  - Code Compliance
  - iPhone
  - Parks and Recreation
  - Public Records Request
  - Public Works
  - Service Department
  - Vacation Rental Issues

# REQUESTTRACKER

[VIEW SITE](#)

- MAIN
- STATISTICS
- USERS

TRY SECLICKFIX

BACK

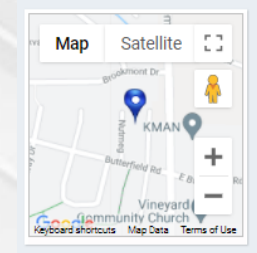
## Barking Dog

IN PROGRESS #32

Category: 
 Last Modified: 1/7/2021  
 Request Type: 
 Submitted: 4/20/2018  
 Priority: 
 Source: Online Form  
 Assigned To: 
 199.116.137.70

SUBMITTER: Richard Jones  
 CONTACT: rjones@civicplus.com  
 2512 nutmeg 2512 nutmeg

CC Email List



### REQUEST DETAILS

Description  
There is a dog barking.

[Show Additional Details](#)

### HISTORY TRAIL

Richard Jones 6/22/2021 5:02 PM	<input type="button" value="INSERT CANNED RESPONSE"/> <input type="button" value="SAVE &amp; PUBLISH"/>
<input type="text"/>	<input type="button" value="SAVE"/>
<input type="button" value="Choose File"/> No file chosen	<input type="checkbox"/> Convert to PDF
For security reasons, anonymous users will not be sent attachment links or be able to view them.	
Jordan Cairns 1/7/2021 12:54:17 PM	<input type="button" value="ACTIONS"/>
Request priority change from 3-Normal to 2-Urgent.	

Citizen Request Tracker

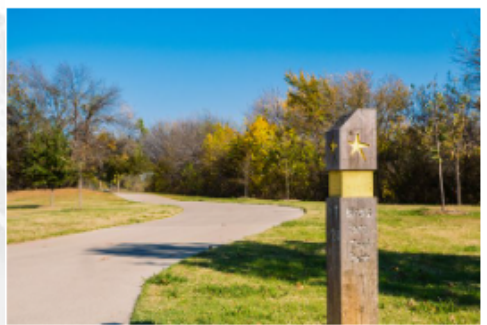
Manage Requests and Create Work Orders

Facility Management  
Accept Payments Online,  
Make Reservations, List Amenities

**Facilities**  
[Feature Overview](#)

[View search results](#) [View all facilities](#)

### Bird's Fort Trail Park



- Documents** [Bird's Fort Trail Park Map \(PDF\)](#)
- Other Link** [Facility Rentals](#)

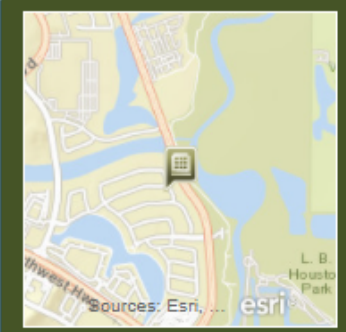
#### Features

- 57.99 Acres
- Champion Trails Dedication Marker
- Champion Trails Gateway Monument
- Canoe Launch
- Concrete Unlighted Surface Trail
- Eight Tables
- Lake or Stream
- Large Pavilion
- Parking
- Picnic Areas
- Portable Restroom
- River Overlook
- Shelter or Building
- Trails
- Two River Overlook Shelters
- Water

To protect new settlements in the Republic of Texas, General Edward Tarrant, the namesake for Tarrant County, commissioned Major Jonathan Bird to construct a fort near Caddo Village on the West Fork of the Trinity River. The location of the new Fort Bird would be on Caloway Lake, a now privately owned lake in today's Arlington, Texas.

Upon completion of the new fort, Major Bird and his crew of 36 volunteers blazed a wagon trail back to the old Fort English, creating the Bird's Fort Trail. Fort Bird became the first official settlement in today's Tarrant County.

General Sam Houston, president of the Republic of Texas, traveled the Bird's Fort Trail in the summer of 1843 to Grape Vine Spring. There his officers negotiated the Treaty of Peace and Friendship with 10 Native American nations.



[Get Directions](#)

**Bird's Fort Trail Park**  
5756 Riverside Drive  
Irving, TX 75039

#### Rating



This facility has not yet been rated.

# DOCUMENT CENTER

[VIEW SITE](#)

MAIN

PROPERTIES

BACK

Document Center > Animal Control > Add Documents

Files (Optional)

UPLOAD ADDITIONAL FILE(S)

SAVE

SAVE AND PUBLISH

SPELL CHECK

## Document Center Upload Files



0.1 MB Get Started ... <a href="#">Remove file</a>	1.4 MB google_anal... <a href="#">Remove file</a>	37.1 KB Pay Calenda... <a href="#">Remove file</a>	0.7 MB RRG-LocalG... <a href="#">Remove file</a>	0.2 MB RF 3-Operat... <a href="#">Remove file</a>	0.1 MB SCP-LJ1 On... <a href="#">Remove file</a>	0 b SCM Comp... <a href="#">Remove file</a>
0.5 MB SpecialRetre... <a href="#">Remove file</a>	0.2 MB ST-vCA-3t... <a href="#">Remove file</a>					

CONTINUE

Multiple Document Uploads

# EngageOpen

Standard Website Platform

Standard Website Tools

Notification Center

# EngageCentral

Advanced Website Platform

40+ Website Modules

Module Integrations

Advanced Communication Tools

Advanced Predictive Search

Live Website Editing

Online Payments

....many more

# EngageOpen

Standard Website Platform

Premium (Templated Design)

**\$3,450 / Annually**

Ultimate (Custom Design)

**\$4,325 / Annually**

# EngageCentral

Advanced Website Platform

Standard (Templated Design)

**\$16,781 Year 1**

**\$4,500 / Annually**

Premium (Custom Design)

**\$29,354 Year 1**

**\$6,711 / Annually**

# Thank You



Richard L Jones  
Solutions Consultant



785-323-4713

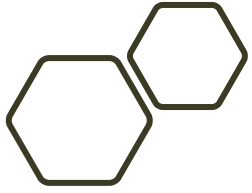


302 South 4th Street, Suite 500  
Manhattan, Kansas 66502



[www.civicplus.com](http://www.civicplus.com)





# How We'll Help

- Promote Transparency for Residents, Visitors, Businesses & Elected Officials
- A Research Based Design w/ Strong Internet Presence
- Strategic Partnership
- Sharing Nationwide Community Insight
- Beautiful UX/UI Navigation Experience for all users
- Encourage Municipal Economic Development
- Website Flexibility. Growing as the Organization Grows
- Multiple Software Options for other Departments





# Who Are We?

Our solutions enable municipalities of all sizes to rapidly and efficiently migrate traditional citizen services online to meet the new online imperative of local government.



✓ 24 Years of experience

✓ Over 7,500 local governments

✓ 100,000 Administrative Users

✓ 250 Million Citizens Served in the U.S.

✓ Over 100+ Clients in Texas

✓ Solutions for Multiple Departments

✓ Dedicated Support

✓ Highly Invested in Research, Development, & Security



# EngageOpen

Recommended Website Platform

Standard Website Solution.  
Designed for Municipalities and  
Organizations under 10,000  
Citizens. Easy to use, quick to  
update, with a custom design option



**20+ Website  
Modules**



**Search Capabilities**



**Email & Text  
Notifications**



**Drupal Platform  
Designed for  
Government Use**



**Webforms Module  
Surveys, Requests,  
Fillable Forms**



**Full Content  
Management Solution**



# EngageCentral

Same Website platform as Wilmer & Cleburne TX

Advanced Website Solution. Developed to be flexible, automated modules for various departments, online payment capable, and the ability to quickly update, quickly upload documents, while pushing and pulling information to/from 3<sup>rd</sup> party solutions with Zapier

## 40+ Website Modules

- ✓ Integrations linking select modules together

Advanced Search with predictive capabilities



## Activities Module

- ✓ Manage Registrations and take online payments

## WYSIWYG Editor

Live Editing Capabilities



## Facilities Module

- ✓ Allow Online Reservations, Payments Integrates with Calendar

## Citizen Request Tracker

Track request, create work orders



Multiple Document, Pictures, & Files Upload



## Dashboard

View all website activity from one location

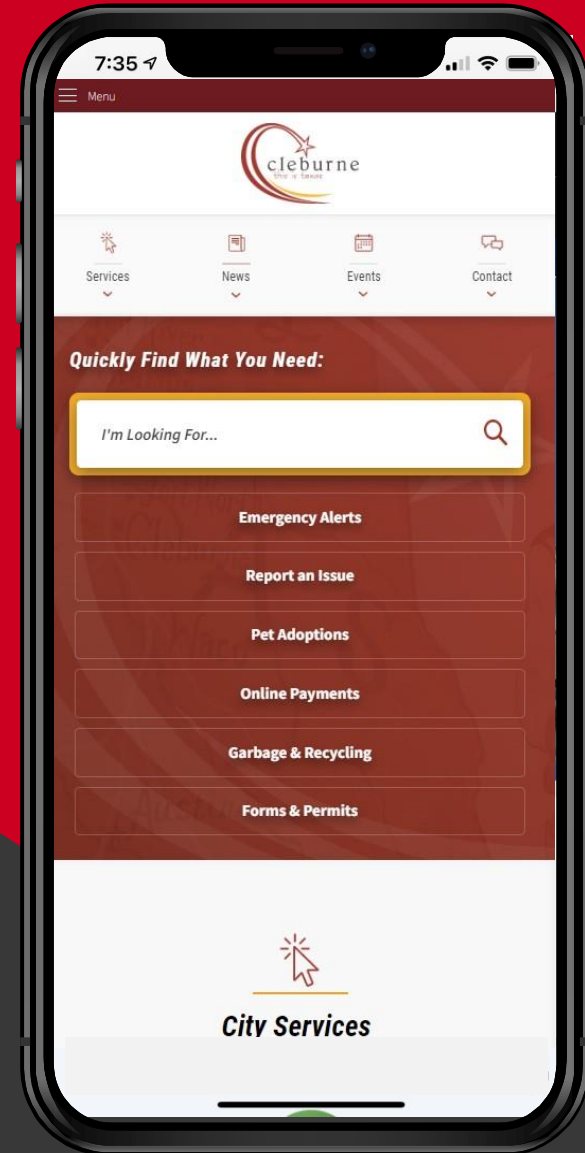




# Mobile Friendly Websites

Our government websites and CMS tools are mobile responsive and work on devices of all sizes to support what's easiest for citizens and government officials.

**Mobile** devices drove 61% of visits to U.S. **websites** in 2020, up from 57% in 2019.



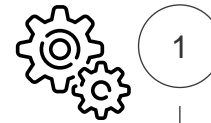
# Typical Project Timeline

## ENGAGE OPEN

8 – 12 Weeks

## ENGAGE CENTRAL

18 – 24 Weeks



1

## Initiate

### PROJECT KICKOFF MEETING

Review deliverables, outline process, assign action items



2

## Analyze

### DESIGN & ARCHITECTURE

Discuss design preferences and vision



3

## Site Implementation

### IMPLEMENT DESIGN

Design is created, reviewed and approved in JPG format



4

## Content Development

### DEPARTMENT SPECIFIC MODULES AND CONTENT

Migrate webpages, documents, and files



5

## Educate

### USER TRAINING

CivicCMS will provide system training to empower users with the skills needed to maintain the website.



6

## Launch

### WEBSITE LAUNCH

The new website is scheduled to be made available to the public with live domain name.



# EngageOpen

Standard Website Platform

Premium (Templated Design)

**\$3,450 / Annually**

Ultimate (Custom Design)

**\$4,325 / Annually**

# EngageCentral

Advanced Website Platform

Standard (Templated Design)

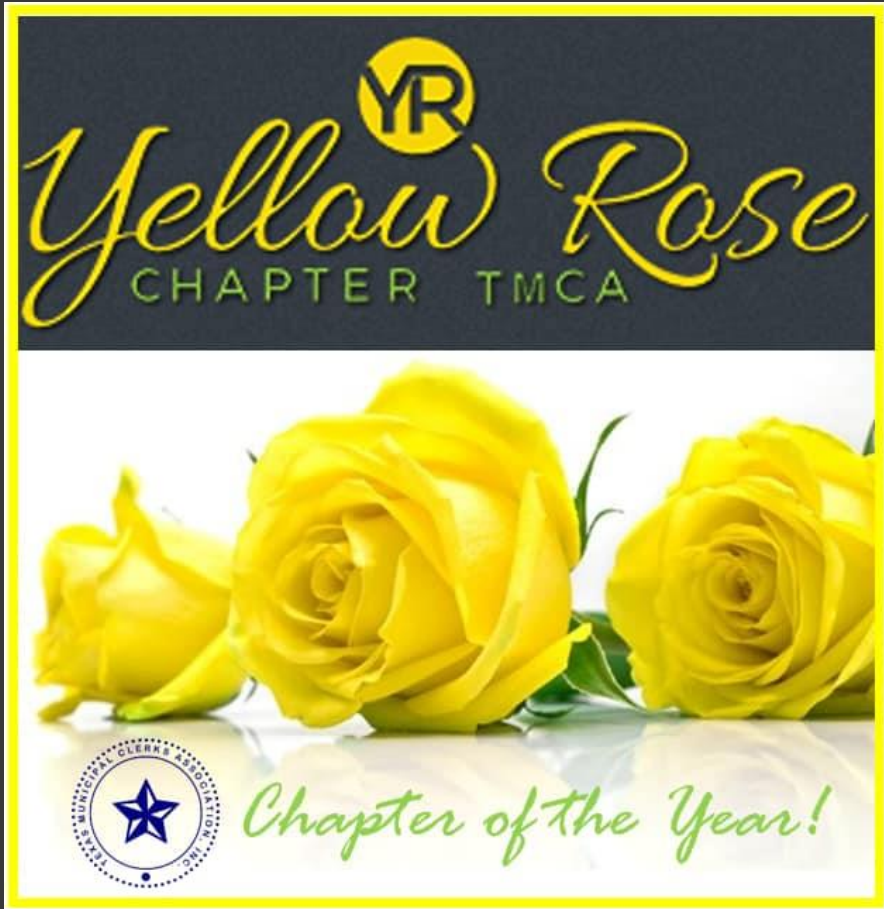
**\$16,781 Year 1**

**\$4,500 / Annually**

Premium (Custom Design)

**\$29,354 Year 1**

**\$6,711 / Annually**



## In the last 4 years, CivicPlus customers have won more than 290 Design Awards

- ❖ City-County Communications & Marketing Association (3CMA)
- ❖ National Association of Government Webmasters (NAGW)
- ❖ National Association of County Information Officers (NACIO)
- ❖ Center for Digital Government Digital Counties Survey
- ❖ Public Technology Institute

## CivicPlus Award-Winning Customer Support

- For the **3<sup>rd</sup> year in a Row**,
- CivicPlus Customer Support has won a Stevie Award.
- They actually won 3 Awards:
- **Customer Service Department of the Year – Silver**
- **Front Line Service Award &**
- **Customer Service MVP for our Covid-19 response**



Photo: Micah Klein, Jason Smith, Darry Long, Craig Stephens, Guy Jessu



# Thank You



Richard L Jones  
Solutions Consultant



785-323-4713



302 South 4th Street, Suite 500  
Manhattan, Kansas 66502



[www.civicplus.com](http://www.civicplus.com)





## Website Redesign, Hosting, and Support

Quote for The Yellow Rose Chapter (TMCA) in Wilmer, TX

**Presented by: Richard L Jones**

302 S 4<sup>th</sup> St Manhattan, KS

P: 785.323.4713

Email: [Rjones@civicplus.com](mailto:Rjones@civicplus.com)

# Letter of Interest

May 20<sup>th</sup>, 2022

Dear Mayra:

Every interaction between a member of your community and your local government is an opportunity to create a positive civic experience. At CivicPlus®, LLC (CivicPlus), our mission is to help make local governments work better. To do that, we build technology solutions to empower you and your staff to create digital interactions that are personalized, frictionless, and singular.

With a CivicPlus website, you won't simply receive a communication platform—you will also obtain the tools to build a trusted and long-term relationship with its residents. By partnering with CivicPlus, you'll receive:

- A responsive design that is available to your residents from anywhere on any device
- A comprehensive suite of features and tools tailored to the functionality you need most
- The hands-on migration of existing content by our team of experts
- 24/7/365 emergency support with secure hosting and maintenance

In addition, if you choose to integrate your website with our agenda and meeting management and codification solutions, you will realize even greater efficiency. Mark ordinance agenda items as approved and automatically schedule them for supplementation and publishing to your online code of ordinances and your website. These integrations can include unified search and cross-links across each platform.

We have worked with cities, towns, villages, counties, and other local government agencies for decades. As a result of our continued collaboration with customers, we have designed an intuitive website solution that is tailored to satisfy the needs of your municipality.

We thank you for your review of this proposal and look forward to working together to create a positive civic experience.

Sincerely,



Bob Geiger, CivicPlus Vice President, Sales

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21	Available Options
22	Integrated Product Discount
23	Payment Schedule and Product Details Selection

# Company Profile

## Powering and Empowering Local Governments

---

We empower municipal leaders to transform interactions between residents and government into consistently positive experiences that elevate resident satisfaction, increase revenue, and streamline operations. We are proud to have earned the trust of our over 7,300 local government customers and their 100,000+ administrative users.

In addition, 340 million citizens in North America are connected with their local government via our solutions and services.

Knowing that our tools help so many individuals find local information, apply for jobs, stay informed during times of disaster, request civic services, and be active in their communities pushes us to continually evolve our solutions as the needs of local governments evolve.

---



**70**

years of gov  
experience



**7,300+**

Local government  
clients



**340**

Million citizens connected  
with their local government

---

Local government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services; however, they struggle with budget cutbacks and technology constraints. CivicPlus enables civic leaders to solve these problems, making consistently positive interactions between residents and government possible.

What sets us apart is our Civic Experience Platform. With it, municipalities increase revenue and operate more efficiently while fostering trust among Customers.



## Standard Designs

Our standard designs come as part of our base price. They are ideal for communities that want a professional, mobile-friendly design without the added expense of custom graphic design work. Choose from one of our standard layouts and customize the color palette and background photos.

### Layout 1: Ohara Pennsylvania

[www.ahara.pa.us](http://www.ahara.pa.us)

Population: 8,424



### Layout 2: Clarkesville Georgia

[www.clarkesvillega.com](http://www.clarkesvillega.com)

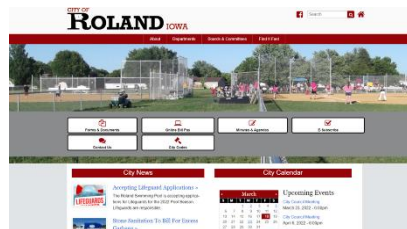
Population: 1,841



### Layout 3: Roland Iowa

[www.cityofroland.org](http://www.cityofroland.org)

Population: 1,304



### Layout 4: Berlin New Hampshire

[www.berlinnh.gov](http://www.berlinnh.gov)

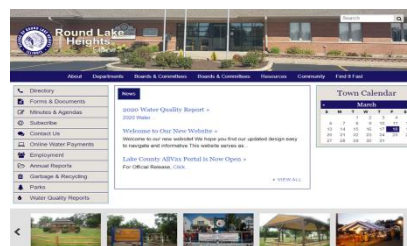
Population: 10,000



### Layout 5: Round Lake Heights, IL

[www.villageofroundlakeheights.org](http://www.villageofroundlakeheights.org)

Population: 2,718



## Custom Designs

We offer robust custom design capabilities for communities that want more flexibility and custom configuration with their website to align its visual aesthetic with their community's

### Acushnet Massachusetts

[www.acushnet.ma.us](http://www.acushnet.ma.us)

Population: 10,303



### Kittery Maine

[www.kitteryme.gov](http://www.kitteryme.gov)

Population: 9,490



### St. Ignace Michigan

[www.cityofstignace.com](http://www.cityofstignace.com)

Population: 2,387



### Newmarket New Hampshire

[www.newmarketnh.gov](http://www.newmarketnh.gov)

Population: 8,931



**Dripping Springs Texas**

[Cityofdrippingsprings.com](http://Cityofdrippingsprings.com)

Population: 4,119



**Tuxedo Park New York**

[Tuxedopark-ny.gov](http://Tuxedopark-ny.gov)

Population: 623



**Sabina Ohio**

[Sabinaohio.us](http://Sabinaohio.us)

Population: 2,556



**Oradell New Jersey**

[Oradell.org](http://Oradell.org)

Population: 8,219



**Kenilworth New Jersey**

[Kenilworthborough.com](http://Kenilworthborough.com)

Population: 8,194



## Specialty Subsite Graphic Designs

We also offer the option of having graphic designs for subsites that require specialized branding. These specialty subsites leverage your content management system and database, enabling the same functionality as your primary website with a unique look and feel.

### Economic Development

<https://edc.southwindsor.org>

[www.campbellvirginia.com](http://www.campbellvirginia.com)



### Parks and Recreation

[www.bbrrd.org](http://www.bbrrd.org)

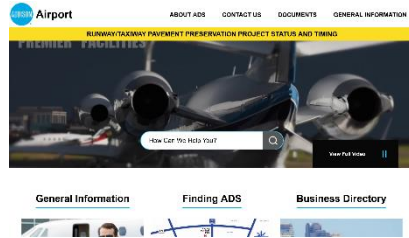
[www.fayettepara.com](http://www.fayettepara.com)



### Airports

[CityOfPrineville.com/Airport](http://CityOfPrineville.com/Airport)

[AddisonTexas.net/Airport](http://AddisonTexas.net/Airport)



### Libraries

[www.polkcivita.gov/library](http://www.polkcivita.gov/library)

[www.scituatema.gov/town-library](http://www.scituatema.gov/town-library)



### Police and Fire

[www.townofmilton.org/police](http://www.townofmilton.org/police)

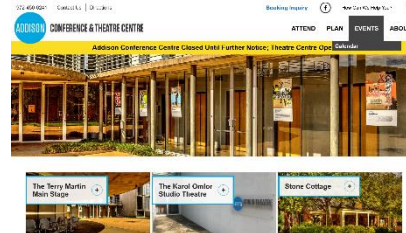
[www.marshfieldpolice.org](http://www.marshfieldpolice.org)



### Event / Cultural Centers

[AddisonTexas.net/ACTC](http://AddisonTexas.net/ACTC)

[WoodstockOperaHouse.com](http://WoodstockOperaHouse.com)



### Fire

[www.strasburgfire.org](http://www.strasburgfire.org)

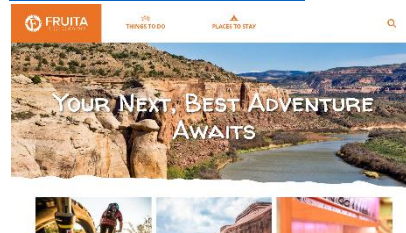
[www.chaffeeountyfire.org](http://www.chaffeeountyfire.org)



### Tourism

[GoFruita.com](http://GoFruita.com)

[Wrangell.com/VisitorServices](http://Wrangell.com/VisitorServices)



## Website Content Management System Features and Options

Our website design solution is designed for local governments by experts in local government. It utilizes Drupal, an open-source platform that powers millions of websites and is supported by an active, diverse, global community.

### Key Project Deliverables

- ✓ Website Design
- ✓ Content Migration
- ✓ Hosting
- ✓ Support
- ✓ Training

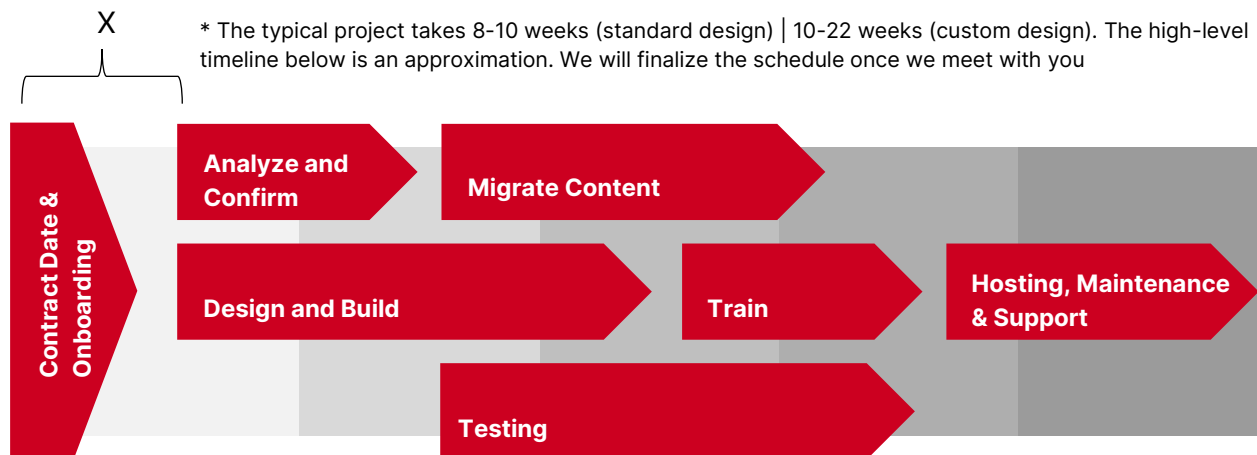
Feature	Premium	Ultimate
★ Custom Design		✓
★ Standard Design	✓	
Responsive Mobile Friendly Design	✓	✓
Simple Page Editor	✓	✓
Best-In-Class Search Engine	✓	✓
Social Media Integration Facebook and Twitter	✓	✓
Web Page Categories Build a page once, display in multiple places	✓	✓
Department Micro-Sites Site-within-a-site	✓	✓
Rotating Banners and Headline Articles	✓	✓
Google Maps Integration	✓	✓

Feature	Premium	Ultimate
Resource Document Center	✓	✓
Image Auto-Scaling and Resizing	✓	✓
Site Metrics Google Analytics	✓	✓
Schedule Publish On/Off Dates	✓	✓
Unlimited User Logins	✓	✓
Unlimited Content	✓	✓
Word-like WYSIWYG Editor	✓	✓
Board and Committees	✓	✓
Links and I-Frame for Third-Party Solutions	✓	✓
Unlimited Online Fillable Forms	✓	✓
Emergency Alerts	✓	✓
Meetings Agendas Minutes and Videos	✓	✓
Event Calendar	✓	✓
Page Versioning Audit Trail	✓	✓

Feature	Premium	Ultimate
Latest News Press Releases	✓	✓
Anti-Spam Controls	✓	✓
Email Harvesting Protection	✓	✓
Broken Link Finder	✓	✓
Dynamic Sitemap	✓	✓
Support For Windows, Mac, Linux	✓	✓
Video Integration YouTube, Vimeo	✓	✓
Customer Owns Rights to All Data	✓	✓
Organization Staff Directory	✓	✓
Frequently Asked Questions	✓	✓
Secure Pages SSL	✓	✓
Printer Friendly Pages	✓	✓
Email Subscriptions and Notifications	✓	✓

Options	Premium	Ultimate
<b>Additional Pages of Content Migration</b> – 150 pages of page migration + 3 years of meetings migration included at base price	\$250/50 Pages One-Time	<b>\$250/50 Pages</b> <b>One-Time</b>
Text Notifications	\$600 / year	\$600 / Year
Business Directory	\$750 / year	\$750 / year
Bids and RFPs	\$200 / year	\$200 / year
Specialty Subsites	\$1500 / year	\$1500 / year
Site Graphic Redesign Every Fourth Year – Ultimate Package only	N/A	\$750 / year
Additional Training Sessions	\$0 / session Regularly Scheduled Live Online Zoom Training, Videos, Available for You to Attend	<b>\$0 / session</b> <b>Regularly Scheduled Live Online Zoom Training, Videos, Available for You to Attend</b>
Private Pages – Staff View Only	\$200 / year	\$200 / year
Chat Bot	\$2,500 / year	\$2,500 / year

# Project Timeline and Approach



## Customer Responsibilities

A smooth, on-time deployment is dependent on the customer participation, providing timely information and approving proofs quickly.

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

## Phase 1 – Analyze and Confirm Requirements

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<p>Website Assessment</p>	<p>CivicPlus will analyze your current website(s) to assess the existing navigation, features/functions, and content quality</p>
<p>Organizational Overview Inventory and Survey</p>	<p>CivicPlus will provide an organizational overview document for your completion  <b>Deliverables: Organization Survey</b></p>
<p>Website Design Meeting</p>	<p>CivicPlus will conduct a design meeting with a customer-defined web advisory team. We recommend the advisory team be limited to a maximum of six members who will provide input regarding the overall design of the new website, including the site branding and high-level site navigation. This team will review initial and final website design concepts before go-live approval.  <b>Deliverables: Website design specification sheet (graphic design, information, navigation design)</b></p>

## Phase 2 – Design and Build

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<p>Design Concept Creation and Approval (Custom Designs)</p>	<p>CivicPlus will complete concepts for the homepage and interior pages. These concepts will incorporate all the graphical elements and the high-level sitemap. You will select a concept after a series of iterative design revision meetings—up to six revisions.  <b>Deliverables: Design concepts, Finalized design (Sketch, Figma, or Photoshop)</b></p>
<p>Website Setup, Configuration, and Customization</p>	<p>CivicPlus will create a fully functional website that includes the elements described in this proposal. CivicPlus will finalize any remaining components within the approved design and navigation as part of the website setup.  <b>Deliverables: Functional beta website with approved design, Content migration</b></p>

## Phase 3 – Migrate Content

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<p>Content Finalization and Departmental Acceptance</p>	<p>CivicPlus will migrate initial content for your staff to finalize before go-live. See the pricing section for the specific number of included pages. <b>Deliverables:</b> Content creation and migration, Departmental content signoff</p>
<p>Meeting Agendas and Minutes</p>	<p>You will complete a Microsoft Excel template to provide information regarding each meeting and corresponding files. CivicPlus will then auto-import that content. You must use a standard naming convention to allow auto parsing of data. (e.g., minutes_061516.pdf) <b>Deliverables:</b> Content creation and migration, Departmental content signoff</p>
<p>Standard Web Pages</p>	<p>A standard webpage is defined as one that contains a title, body text, and up to five links, file attachments, or images. We will provide a custom quote if you require migration of more complex pages. <b>Deliverables:</b> Content creation and migration, Departmental content signoff</p>
<p>Directory Pages   Staff Directory, Projects, Commercial/Industrial Properties, Business Directory, Ordinances/Resolutions</p>	<p>You may make these updates or complete a custom Microsoft Excel template to receive a custom quote for auto-importing. <b>Deliverables:</b> Content creation and migration, Departmental content signoff</p>

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## Phase 4 – Staff Training

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### Staff Training

Throughout the development and after launch, you and your team can access on-demand training, resources, and educational opportunities. Our initial training is offered to administrators and content contributors. **Deliverables: Onsite (if applicable), Video Conference, Videos and User guides**

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## Phase 5 – Testing

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### Functional Testing

CivicPlus will perform a series of tests across multiple browsers and operating system versions to confirm site functionality and all features documented in this proposal. **Deliverables: Completing Testing Checklists**

### Acceptance Testing

A standard webpage is defined as one that contains a title, body text, and up to five links, file attachments, or images. We will provide a custom quote if you require migration of more complex pages. **Deliverables: Site acceptance by customer**

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## Phase 6 – Go Live

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### Go-Live

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

**Deliverables:** Accepted Final Live Website

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# Hosting and Support

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## Data Center

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

## Data Transmission

We guarantee up to one terabyte of data transfer per month

## Web CMS Software Security

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

## Web Transmission Security

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

## User Authentication Security

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

## Data Backup

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

## Data Backup

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

## Guaranteed Uptime

CivicPlus guarantees a web server uptime of 99.95 percent. If this service level is not met within a given month, you will receive a credit for that month's service.

# Maintenance and Customer

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## 24x7 Customer support

We will provide you with contact numbers to reach us 24x7x365 for emergency website issues. We will also be available from Monday to Friday, 7 a.m. to 7 p.m. CT via email and phone to handle routine website operation questions from staff.

## Security upgrades

CivicPlus will apply security upgrades to your solution's core and contributed modules, ensuring that your website stays secure. We will perform security upgrades and other web server and website optimizations during off-hours, typically between 7 p.m. – 1 a.m. CT, if such work requires taking the website off-line. We will provide at least 14 days' notice for any non-emergency maintenance that requires downtime.

## Site Monitoring and Site Recovery

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

## Free feature upgrades

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



## Award-Winning

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CivicPlus' customer service team has been honored with two Silver Stevie® Awards and four Bronze Stevie® Awards, which are the world's top honors for customer service, sales professionals, and more.

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## 2021 Support Metrics

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- Total Tickets – 103,759
  - Average Chat Response – 3.48 Minutes
  - Average Phone Response – 7:57 Minutes
  - Customer Satisfaction Score – 95.7%
  - Solved in One Touch – 71.2%
-

# Project Costs

	Premium Design	Ultimate Design
<b>One-Time Build Fee</b>	<input type="checkbox"/> No Fee	<input type="checkbox"/> No Fee
<b>Hosting and Support</b>	<input type="checkbox"/> 20% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management <u>AND</u> Codification	<input type="checkbox"/> 20% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management <u>AND</u> Codification
	<input type="checkbox"/> 10% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management <u>OR</u> Codification	<input type="checkbox"/> 10% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management <u>OR</u> Codification
	<input type="checkbox"/> \$3,450 / year Standalone	<input type="checkbox"/> \$4,325 / year Standalone

**Base Features:** See the Features and Options Page

**Content Migration:** Up to 150 Pages + 3 Years Meetings Migration

**Training:** Three One-on-One Training Session via Zoom

Options	Price	
<input type="checkbox"/> Additional Pages of Content Migration – 150 pages of page migration + 3 years of meetings migration included at base price	\$250/50 Pages One-Time	If necessary, typically determined during implementation.
<input type="checkbox"/> Text Notifications	\$600 / year	
<input type="checkbox"/> Business Directory	\$750 / year	
<input type="checkbox"/> Bids and RFPs	\$200 / year	
<input type="checkbox"/> Specialty Subsites	\$1500 / year	How many? _____
<input type="checkbox"/> Site Graphic Redesign Every Fourth Year – Ultimate Package Only	\$750 / year	
<input type="checkbox"/> Additional Training Sessions	<b>INCLUDED</b>	
<input type="checkbox"/> Private Pages – Staff View Only	\$200 / year	
<input type="checkbox"/> Chat Bot	\$2,500 / year	

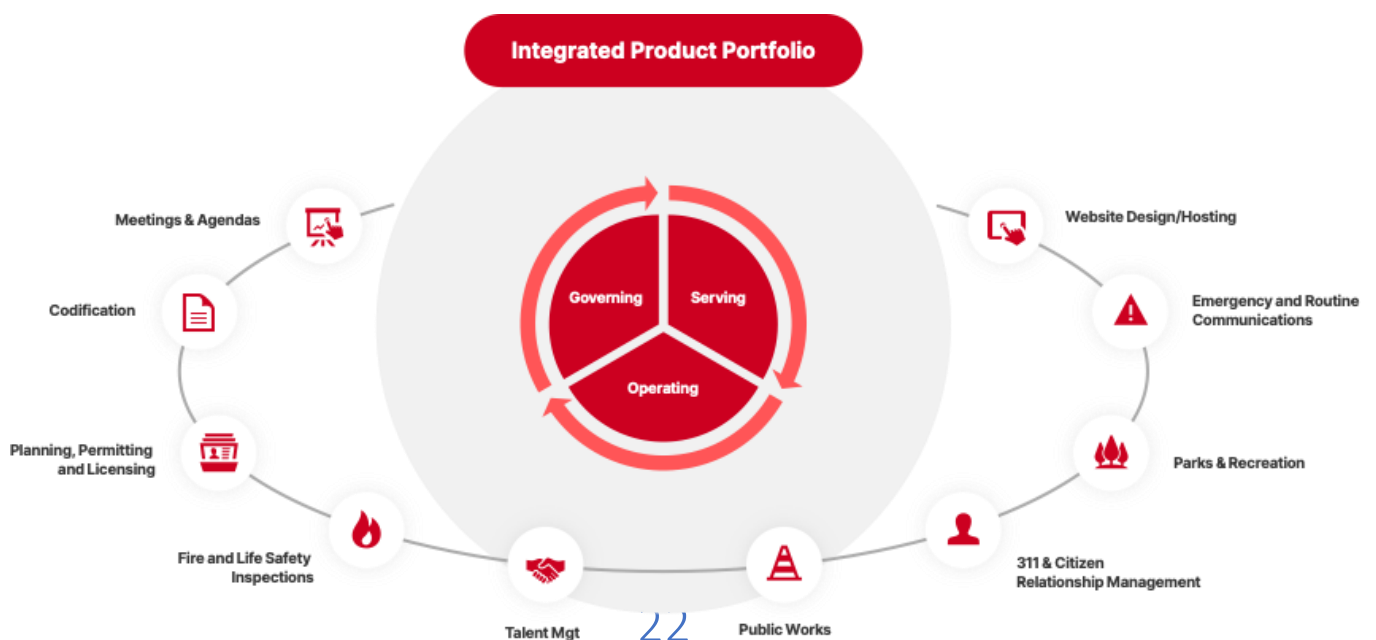
## Your Integrated Product Discount

We will apply the appropriate discount to your future purchases of a **1)** Drupal website, **2)** our integrated agenda and meeting management solution, and **3)** Municode codification.

- **Website:** See previous page.
- **Meetings Management:** 10% (double bundle) and 20% (triple bundle) discounts apply to annual fees.
- **Codification:** 10% (double bundle) and 20% (triple bundle) discounts apply to annual fees for Self-Publishing Software **or** On-line Code Hosting Platform (MunicodeNEXT and Premium Features).

# The Civic Experience Platform from CivicPlus

CivicPlus is the only government technology company exclusively committed to powering and empowering local governments to efficiently operate, serve, and govern through the use of our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams.



## Payment Schedule & Product Details Selection

Upon signing of contract	100% of Year-1 costs
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### Notes

- Upon receipt of your selections associated with this document, with special attention to the **project costs page** and the **add-ons page**, we will then create a formal summarized statement of work that delineates each item you have select for your final signature by a signing authority.
- If the payment schedule noted above does not meet your needs, please discuss with us so that we can try to accommodate your goals.
- This document is marketing material and does not form a legal agreement with CivicPlus. This document shall not be incorporated into, nor form part of, the final agreement. Final pricing may be subject to change based on the actual line items agreed upon between the parties.
- We have made our selections by checking the desired boxes on the project cost and add-ons page and would like a formal statement of work for our final signature for this product. *(These selections, and our initials below, do not constitute a contract or intent to buy, but provide the information needed create the formal purchase document for final signature.)*

Initials \_\_\_\_\_

### See Previous Page

- Let us know if you would like more information regarding any of the following:
  - Meetings and Agenda Management
  - Codification (Municode)
  - Emergency and Routine Communications
  - Parks, Facilities and Recreation Management
  - 311 and Citizens Relationship Management
  - Public Works
  - Talent Management
  - Fire and Life Safety Inspections
  - Planning, Permitting, Licensing, Code Enforcement